

21-11-12

Malvern Customer Focus Newsletter

Internal newsletter for Jobcentre Plus staff in Malvern

Issue 14

Editor: Diane Meakin

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Editors Note

Hello and welcome to the OCTOBER issue of the Malvern Customer Focus Newsletter.

A minimum standard of predetermined items has now been set by the Mercia CSE leads for the monthly Newsletter. This is in order to satisfy some of the elements required to meet the Customer Service Excellence Assessment due in October 2012. You can now expect to see reports on Performance, Lean, Survey Findings, Labour Market News, Digital News and What's New in this issue and future issues. We will of course still have room for other contributions. Thank you to everyone who has contributed this month.



SURVEY FINDINGS

The October Quarterly Customer Survey for both JSA and Non-JSA customer's are on display in the 1st floor display area. Overall customer satisfaction is recorded at 8.9 and 9.3 for JSA and Non-JSA respectively. Benchmark still at 8.5 but will rise to 8.7 next year with aim of reaching 9.0. District average for Oct 9.0 and 9.4 respectively.

On Thursday 01 Nov Jon Bowerman will be measuring our performance in relation to seeing customer's on time. This is part of our ongoing commitment to the LEAN Early/Late project we started last March and partly in response to poor performance in recent surveys.

We have retained our Customer Service Excellence accreditation. Our assessor June Shurmer was gushing in her feedback to Jane Beaver. I attended the evidence day at Coventry and the site visits in both North and South, over the following 2 days, supported that evidence with repeated illustrations of committed flexible staff responding to customer needs.

PERFORMANCE by Dave

The latest QERC checks which were for September were really good with the office achieving

95% on the New Claims Check
99% on the FJR Checks
100% on the JSA Adviser Check

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We are doing really well on Off-Flows and will achieve all targets for October.
We have made a good start for November and should achieve the 13 & 26wk targets. The 38wk (Pastel Pink) cohort is not progressing and we will need to target these customers. We are progressing slowly with the 52wk cohort.

Frontline Team Leader by Alli Simple Payment System

This came into effect from 08.10.12, this payment is aimed at PWA/NFA customers. We should only be offering this service if all other options are exhausted ie bank account, saving account and POCA.

BP Lean

I am now on Level 2, this involves picking a project and seeing it through to the end, and hopefully gaining good results. I am using Drop and Go as the project.

Drop and Go

As a result of the Drop and Go survey, I will be undertaking this as a project for Lean, this will help me complete my level two as a Business Practitioner. I will be e-mailing certain individuals to assist me in this BP project. KEEP EM PEELED FOR YOUR INVITE!!!!

DMA performance for 01/10/12 – 30/10/12

Live load 732 customers

SBR 3.01%

ASE 1.81%

AVAIL 0.00%

RE 0.00%

Directions 1.08%

Overall performance should be around at least 5% of the live load. As the DMA champion I will be looking at how performance can be improved.

Employment Adviser by Michelle

DOC + 3

Please see below for the latest data.

W/E	Number of Claims Booked	Number Seen within 3 Days	% Within Date of Claim + 3
14/9/12	65	60	92.3%
21/9/12	85	68	80%
28/9/12	67	54	80.6%
5/10/12	63	56	88.9%
12/10/12	71	58	81.7%
19/10/12	78	55	70.5%

As you can see we did not meet the target for W/E 19/10. This was due to Capita who book the online claims not booking the correct appointment type. As all the full new claims we are doing now are booked as Full, rather than conditionally, hopefully this will help.

Work Experience

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As you know the office has been given a target of 60 work experience starts for the year 2012-2013. So far we have achieved 31, so over 50% of our target, with 2 more starts expected on 5/11 and some more in the pipeline. Please keep the referrals coming.

CV Workshop

Just to remind you that the next CV workshops are on 15/18 November and 29/30 November. Because there are only 2 left this year, they have been opened up to all age ranges. As usual there are 12 spaces and a waiting list will operate once the sub limit has been reached.

What's New by Louise

- We are all facing a challenging time ahead with the launch of Universal Jobmatch from 19/11/12. It will ensure our customers abide by the JSA Conditionality rules and make matching much easier. I am sure we will all cope with this new system really well.
- We are now in to the new Sanctions Regime and have had some strong messages from Richard Griffiths in the performance review. We are currently one of the worst performing offices with SBR and unless we improve we will be put under special measures. This will mean staff from other offices and the Performance Team coming in to Malvern and looking at all our processes to see how we can improve our SBR performance. We will have little say on their recommendations and they will have the option to place staff on PIP's to achieve the end result. **WE DO NOT WANT THIS!!!!!!** My plea to you all is to identify SBR issues and refer to DMA where appropriate. We need to ensure that we follow-up on all Jobseeker Directions and take DMA action on customers who do not abide by their JSD. We must start matching customers to vacancies and taking RE action when they do not apply. Please do not let me and yourselves down in this challenge - I know we can pull our performance around.
- Our off-flows are going well but there is still room for improvement especially at 52 weeks. We now have agreed not to put the 18-24's referred to the Work Programme on D&G until 52 weeks and Richard M and Steve M will try to improve our off-flow by intensive FJR's and matching.
- Just to confirm, I am going on detached duty to Birmingham South West office from 7/11/12 to 30/11/12. Dave and Michelle will share the responsibility of managing the office in my absence. All will take the lead on our SBR performance.

Thank you / Feedback

Thank you for taking the time to read the newsletter as I know you are busy.

If you have any ideas or anything you would like to contribute to the next newsletter please let me know.