

FEBRUARY 2013

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JOBCENTRE PLUS
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Dear All,

SBR raises its ugly head again!

I attach the latest SBR figures. As you can see, Walthamstow are 95th in the league table - out of only 109.

Obviously our District Manager is not pleased; James Corbett is not pleased and neither is John. Because John is under pressure to improve our (Office) output and move up the league he has to apply some pressure downwards - that's us ATM's.

So, the bottom line...I have until the 15th Feb - along with the other ATM's to show an improvement. Then it's a PIP for me. Obviously if I am on a PIP to improve my Team's SBR referral rate I will not have a choice but to consider implementing PIP's for those individuals who are clearly not delivering SBR within the Team.

The fact we are delivering in other areas will not stand up as an excuse for not delivering in this area of work as SBR is a separate measure of achievement from Off Flow for the Office.

I refer you back to my e-mail from last week about the process for implementing a PIP and remind you that initially a PIP is not a formal action but a plan to highlight where improvements can be made and what action needs to be taken to support those.

John is looking for about 25 referrals per week.

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We made 6 last week and so far this week have made 4. There is a shortfall here!

* ON ONE SECTION.
THERE ARE FO

We talked about this yesterday and I really don't want to do this to death but.....it is the only area we need to make a significant improvement in as a Team and as an Office. You should consider every doubt - if you are unsure then please conference with me.

ASE - do not accept the same jobsearch every week

do not accept "I dropped off my CV" to shops like ASDA or Sainsbury's - they need to download! Ask for proof of registration to websites and agencies. Ask customers to show you what websites they use and bring them up on screen.

do not accept the same old excuses from people who we have worked with or given FSF to to help remove barriers.

what are speakers of other languages doing to find work within their community - who is helping them, are we asking them to bring in an interpreter or using the big word?

Avail and Restricted Avail - listen for tell-tale phrases - "I pick up the kids", "I look after my neighbours children/my grandchildren" or just "I am busy" all of which suggest that the customer may not be fully available for work. Even cases where a parent shares custody can be considered if the arrangement is informal - not that I am suggesting you go there but you need to consider each case individually.

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SBR = STRICTER BENEFIT REGIME

JOHN = WALTHAMSTOW J.C.P. MANAGER

PIP = PERFORMANCE IMPROVEMENT PLAN - 1ST STAGE TO DISCIPLINARY ACTION

JSD = JOBSSEEKER DIRECTION

Is the customer placing restrictions on their availability - wants retail but can't work on Saturday or cant consider working in the west end or travelling to Stratford to work at Westfield? Are they studying and not willing to give up the course? Are they available for every day of the week - "I can't work on Monday's as I like to do my shopping and visit my Mum".

If someone FTA's you must consider their availability as well as the FTA. They are always late - is there an availability issue? Are they working as well...FRF action may also be required. For example, "I was late because I had to take the dog to the vet"; "I didn't come in yesterday because my husband was ill"; "I can't come in on Saturday because my girlfriend is visiting me" - these are all availability doubts and should be raised. If someone is going away from home but is not willing to return to take up employment - availability; not willing to leave details of how they can be contacted should a job become available - availability; not looking for work whilst away - possible availability or ASE or both!!!!

RE - "I don't want to work in Stratford so I am not applying for that job"; "I don't want to work in that Garage, I don't like the people there"! These are cases of RE. As are cases where the customer is trained and qualified for a particular job but refuses to consider or apply for a job in that field because of where the job is; the journey; the pay etc.

An easy win is a JSD. Set one, if the customer does not comply then action the direction!

*
Guys, we really need to up the game here. The 5% target is one thing, the fact we are seeing over 300 people a week and only submitting 6 of them for possible doubts is simply not quite credible.

Happy to discuss.

* THERE IS NO TARGET SET IN OUR OBJECTIVES

Cheers
Ruth

Ruth King

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SBR/DMA Performance is monitored on the weekly Performance Charts, which are emailed to all Assistant Advisers on a weekly basis. Where SBR referrals are low the email states that more referrals are required. SBR referrals were discussed with advice for ASE + RE on [REDACTED] at the Assistant Adviser Meeting. [REDACTED] is currently achieving an average of 3 SBR referrals a month. The Office MEL is 4-6% of Live Load.

Average of 900 25+ Claimants/Fortnight

=450/week

4-6% MEL

= 18 SBR/week (x52 /12)

= 78 SBR/month

/ 9 members of staff

= 8.6 SBR Referrals/Month Full Time

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

referrals a month to assist the office in meeting its Minimum Expected Level.

Important changes to Jobseeker's Allowance Sanctions from Monday 22 October 2012

How will this affect me?

From 22 October 2012, the law is changing. The amount of benefit you receive will not change. However, if at any time in the future you fail to meet the conditions attached to receiving Jobseeker's Allowance, the way your benefit is affected will change.

To qualify for Jobseeker's Allowance, you must:

- be available for employment
- be actively seeking employment
- have a current jobseeker's agreement, and
- comply with any reasonable conditions that your adviser asks you to.

From 22 October 2012 if you do not meet the conditions you are asked to, without a good reason, your benefit could be affected.

- You could lose your benefit for 13 weeks, 26 weeks or 156 weeks (three years), if you:
 - leave a job voluntarily or lose a job due to misconduct on your part
 - fail to take part in a mandatory work activity programme
 - fail to take on a suitable employment opportunity or
 - refuse or fail to apply for a job which your adviser has notified to you.

The length of time will depend on whether it is the first, second or third time you have failed to meet any of these responsibilities in the last 52 weeks (one year) of the previous time

- You may lose your benefit for four weeks or 13 weeks if you:
 - fail to attend an adviser interview
 - if applicable, fail to take part in a particular employment programme (such as the work programme)
 - do not take the opportunity of a place on an employment programme or training scheme
 - refuse or fail to apply for or accept a place on such a programme or scheme notified to you by your adviser
 - fail to attend or give up a place or through your own misconduct lose a place on such a programme or scheme
 - fail to comply with a Jobseeker's Direction.

The length of time will depend on how many times you have failed to meet any of these responsibilities in the last 52 weeks.

- Your benefit will stop and you will no longer qualify for Jobseeker's Allowance if you:
 - do not actively seek work,
 - are not available for work.

If you reclaim following such a failure, your new award may not be paid for up to four weeks. If your benefit was stopped on more than one occasion in the last 52 weeks, any new award may not be paid for up to 13 weeks.

What to do if you lose your benefit

You can ask for an explanation of the decision to stop your payments, ask for it to be reconsidered, and/or appeal against the decision.

Even if you lose your benefit **because you have not met your responsibilities (as above)** you must still continue to be available for employment, take steps to actively seek employment, and come to the Jobcentre for your fortnightly appointment to verify this. If you do not, you may lose your entitlement (and your claim will be closed).

Additional help if your benefit is stopped

If you lose your benefit [and you have no other sources of support] you may be able to claim hardship payments. You will have to show that you are suffering financial hardship. The hardship officer or your adviser at your Jobcentre can explain how to apply for a hardship payment.

What do I need to do next?

You do not need to take any action as your benefit will only be affected if you do not meet your responsibilities.

How can I find out more about this?

More information is available on www.gov.uk. You can also get further advice from us by contacting your adviser, or from an independent welfare rights service.

Please let us know if you need special arrangements to understand this information such as Braille, large print, audio or information in other languages.