



Department
for Work &
Pensions

Extending labour market interventions to in-work claimants

Jobcentre Plus-led early trials

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Jobcentre Plus-led early trials: North London

Overview

The North London District has recently started a trial to test the impact of providing in-work advisory support to newly employed people who had previously been claiming Jobseeker's Allowance.

The aim of the trial is to test what impact providing ongoing adviser support to in-work claimants can have on employment retention and in-work progression.

Individuals participating in the trial will receive structured, ongoing support from Jobcentre Plus – including practical advice and signposting and financial help to meet specific work related needs – for 6 months.

Adviser support is being delivered through a variety of channels (including via email, over the telephone and through a person's Universal Jobmatch account). How the support is actually delivered is determined by the individual and driven by their particular needs.

In the first 4 weeks of employment, an individual will receive weekly adviser contact. After this, contact will be made on a monthly basis.

Trial specifics:

- The North London trial started on 7 May 2013 and will run for six months.
- Three Jobcentre Plus offices are involved in delivery; Marylebone, Palmers Green and Tottenham.
- In total, we expect the trial to provide support to around 1500 individuals.
- Participation in the trial is voluntary.
- The trial will be undertaken as a formal Random Control Trial to provide a robust quantitative impact on retention and progression.
- We expect to see early results of the impact of the intervention over the summer.

Jobcentre Plus-led early trials: East London

Overview

The East London District has recently launched a trial working with Slivers of Time that is looking to test a different approach to matching workforce supply with employer demand.

The trial is based on the Slivers of Time IT web based platform and is available to both employers and jobseekers (and those already in employment but looking to increase their current hours) to advertise their requirements and availability.

Under the system, people publish their availability for work. This is done at a very detailed level, down if necessary to individual hours in particular days. The system will also list the individuals wish in relation to pay as well as listing their suitability for positions such as any qualifications or experience. An employer can then contact that individual to invite them to fill any gap within their workplace, even for just a few hours.

The aim of the trial is to see whether this is attractive to employers and claimants. In particular whether it is an effective way to support claimants to access temporary and permanent work opportunities so that they can increase the hours they are currently working or move from unemployment into work.

Trial Specifics:

- The East London trial started on 4 June 2013 and will run for 3 months in the Borough of Tower Hamlets out of City Tower JCP.
- A larger number of employers in Tower Hamlets, including local and national employers, have been invited to participate in the test.
- Approximately 1000 claimants will be invited to participate they will be initially drawn from:
 - JSA claimants working under 16 hours;
 - Lone Parents on JSA; and
 - 18-24 year old customers claiming JSA
- The trial is looking to test take-up of the Silvers of Time offer, both from employers and claimants.
- It will also test the impact the approach has on:
 - part-time working (i.e. whether claimants increase their hours/earnings); and
 - whether it is successful in filling employer vacancies.
- The first qualitative findings from the trial are expected in late summer 2013.