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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 = JOBSEEKER 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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