



Targeting the disadvantaged vs. supporting the easy-to reach

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Who are Ingeus/WorkDirections

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- Employment services provider working in partnership with public employment services and municipalities in the UK, France, Germany and Sweden.
 - Over twenty years experience of case management and supporting people into sustainable employment founded in Australia.
 - In the UK worked with over 100,000 clients including almost 14,000 lone parents and more than 38,000 recipients of health-related benefits.
 - Policy Centre focuses on policies that support people into work and how best to procure employment services to ensure sustainable job outcomes drawing on experience of clients and advisors.

The UK recession



- ILO unemployment and claimant unemployment
- Young people
- Areas of deprivation
- Skills

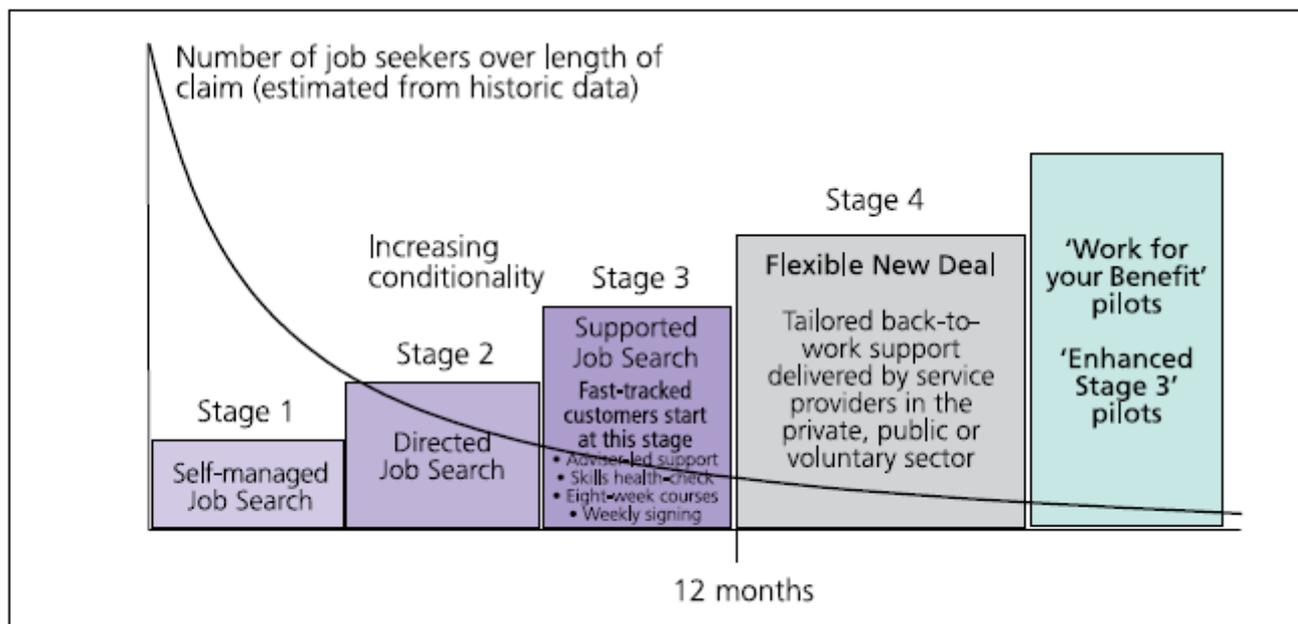
Understanding who the ‘disadvantaged’ are will help to understand what services are needed to support them.

Policy environment since 1997

- Merging employment support and benefit delivery in Jobcentre Plus
- Making work pay
- Simplifying benefits system and moving towards a single out of work benefit
- Increasing conditionality and increasing support
- Focus on sustainable employment outcomes rather than processes.
- Increased role for private and voluntary sector in supporting the long term unemployed and those furthest from the labour market.
- Increased attempts to link labour market supply and demand by involving employers.

Support to unemployed: JSA regime

Figure 6.1: The Jobseeker's Allowance regime and the Work for Your Benefit programme pilot



From DWP White Paper 2008 *Raising expectations and increasing support: reforming welfare for the future*

Health-related benefits



- Response to 80s and 90s recessions increase in people on inactive benefits - response this time is different.
- Pathways to Work, piloted by JCP now one third delivered by PVS providers.
- Personalised Employment Support with Health Condition Management.
- WD integrates condition management and employs psychologists and physiotherapists to work alongside employment advisors.
- One-to-one appointments, three-way appointments and series of workshops - health and work-focused e.g. stress and anxiety, sleep and routine, managing emotions.
- Successful programme for long term unemployed but clients needing more support in the current situation to move into sustainable employment.

What is Condition Management?

- **Education**
- **Empowerment**
- **Outcome focused**
- **Isn't**
 - Hands on treatment
 - Duplication of healthcare provisions
 - Alternative interventions
 - Mandatory



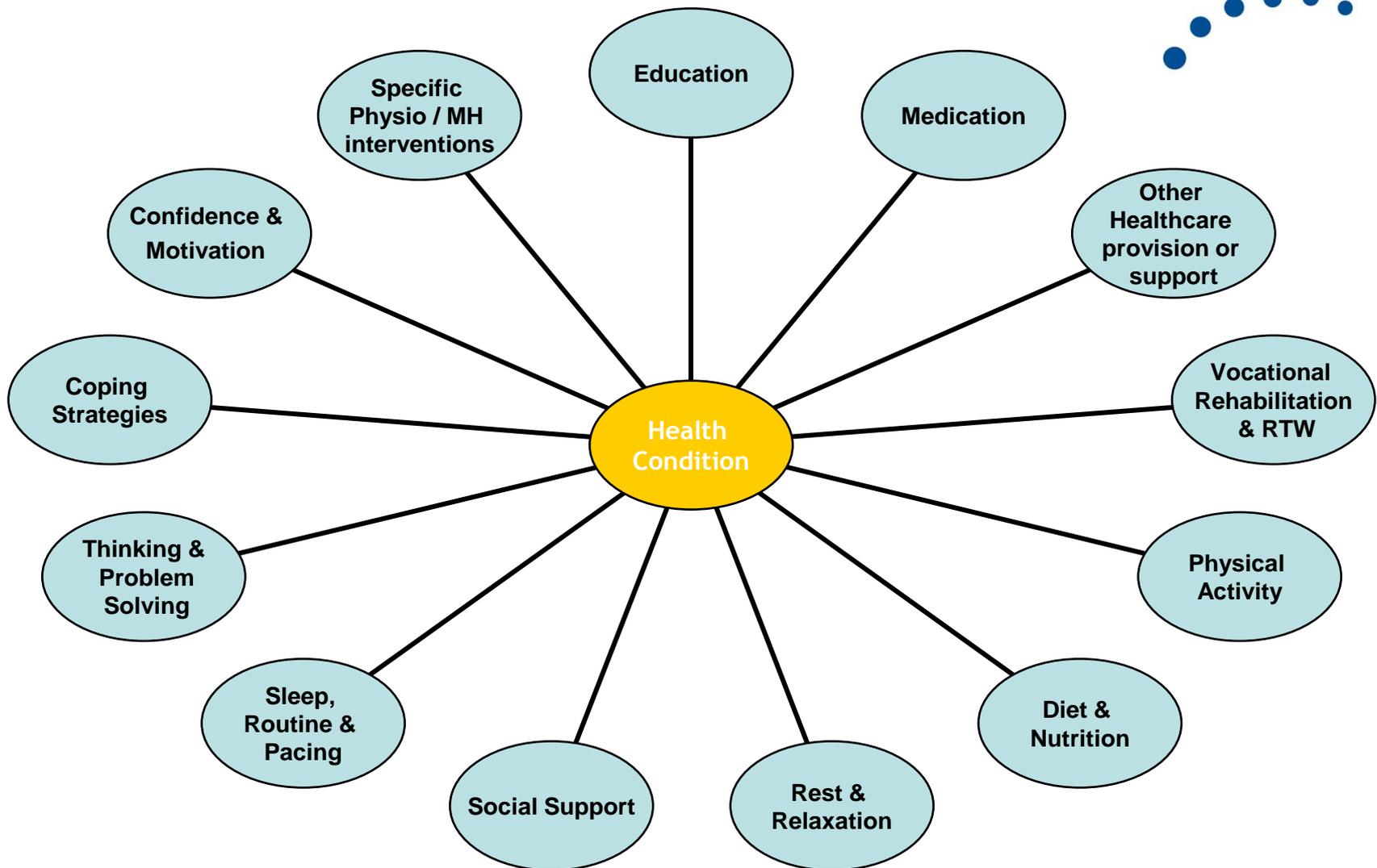
The Condition Management Approach



- Bio-Psychosocial model of healthcare
- Identification of barriers to return to work in relation to biological, psychological and social
- Restoring functional capacity
- Challenging unhelpful coping strategies and thinking patterns
- Client centred and collaborative
- Evidence based interventions

- Integrated model
- Specialist advisors embedded within operations
- Holistic (Mental & Physical health Specialist Advisors)
- Concurrent with job seeking activities
- Individually tailored to clients needs

Addressing health constraints



National programmes at a local level



Pathways to Work

City and East London

32% less than 2 years unemployed, 68% 2 years + (33% 10 years +)

Edinburgh, Lothian and Borders

73% less than 2 years unemployed, 27% 2 years +

Government response to recession



- Push on with reforms despite changed circumstances
- Resources for the Public Employment Service
- Increased funding for contracted out services to cover increased volumes.
- Focus on education, training and skills
- Responding to redundancies (Rapid Response Service)
- Employment subsidies (Golden Hellos)
- Job creation through Future Jobs Fund

Resources aimed at both the disadvantaged and the easy-to-reach.

Challenges of the crisis to priorities



- Balancing PES commitment to processing benefits with providing employment support as claimant numbers grow.
- Increased activation challenging when resources stretched and reduced vacancies.
- Integration of employment and skills to support sustainability and progression.
- Monitoring quality and contract management beyond focus on targets and outcomes to ensure consistent quality and reduce creaming and parking.
- Linking more strongly with employers to develop coherent plans to boost productivity, meet skills needs and boost employment rate.
- Risk sharing between different tiers of Government e.g. benefits paid from central funds so Central Government wary of devolving employment support.

Key Challenge: Prioritising



- Where to invest?
- Who to invest in?
- What to invest in?
- What is the timescale for recovery?



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Forthcoming ICPR papers:

Local solutions: delivering employment services in partnership
Supporting parental employment