

# Jobcentre Plus North West Regional Briefing

September 2009



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# **JOBCENTRE PLUS NORTH WEST REGIONAL BRIEFING**

**September 2009**

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## **NORTH WEST BUSINESS SUMMARY**

The North West is home to more than 230,000 companies. Around 3,000 of these are overseas-owned companies.

Three-quarters of the nations Top 100 companies are based in the region.

The manufacturing sector employs over half a million people, contributing to over 25% GDP.

The region boasts the largest concentration of universities in Europe and is the chosen location for major ICT companies, including Brother, IBM, Hewlett Packard, Siemens, ICL/Fujitsu and Sun Micro Systems.

### **Key sectors**

3 largest sectors in terms of employment are service industries both Public & Private sector, manufacturing & engineering including automotive, chemicals & advanced materials and retail.

## **PUBLIC SERVICE AGREEMENT TARGETS**

As an executive agency of DWP Jobcentre Plus supports the delivery against PSA targets. The PSA targets are:

1. Halve the number of children in relative low-income households between 1998/9 and 2010/11, on the way to eradicating child poverty by 2020.
2. Improve early year's child development.
3. Raising childcare provision
4. Increasing employment, particularly for disadvantaged groups
5. Improving workplace health and safety
6. Paying Pension Credits
7. Improving awareness of pension provision
8. Improving rights and employment opportunities for people with disabilities
9. Improving Housing Benefit administration
10. Reducing Fraud and Error.

Specifically, Jobcentre Plus' targets focus on:

- Job Outcome Target;
- Average Actual Clearance Times Target for processing of IB/ESA, JSA and IS;
- Employer Outcome Target;
- Customer Service Target;
- Monetary Value of Fraud and error Target;
- Business Delivery Target

## **KEY REGIONAL FACTS**

- **5 districts** covering the region co-terminus with Local Authority boundaries: **Cheshire, Halton & Warrington, Cumbria & Lancashire, Greater Manchester Central, Greater Manchester East & West, Merseyside.**
- **97 Jobcentre Plus offices** – geographically covering the entire region from Crewe in Cheshire to Carlisle in Cumbria
- **12 benefit delivery centres**
- **6 contact centres**
- **Approx 10,717 staff** in the North West (August 2009)
- Four-fifths of the region is rural, although 60 percent of people live in the conurbations of Greater Manchester and Merseyside.
- A higher than average proportion of the workforce is unskilled

### **Every day in the North West we....**

- help **728** customers to find work
- receives over **1,912** jobs from employers
- conducts **8,651** adviser interviews;
- processes over **3,091** new benefit claims
- takes over **12,709** calls every weekday to our contact centres

Jobcentre Plus' website is the number 1 website in all employment and training websites with over 890,000 job searches per day.

## **CLAIMANT FIGURES**

### **Unemployment rate – all working age**

(Source Labour Force Survey – May - July 2009)

National	7.9%
North West	8.5%

### **Employment rate – all working age**

(Source Labour Force Survey – May - July 2009)

Aspirational target	80.0%
National	72.5%
North West	71.1%

### **Claimant count JSA – July 2009 total and as rate of working age**

(Source NOMIS 2009 not seasonally adjusted. % of working age)

National	4.2%	1,602,189
North West	4.7%	201,172

### **High**

Liverpool	7.6%	21,298
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### **Low**

Eden & south Lakeland	1.3%	378
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## **Incapacity Benefits/Employment and Support Allowance – total and rate of working age population**

(Source Nomis Feb 2009; Local authority district unitary)

National	7.0%	2,592,110
North West	9.3%	392,870

### **High**

Knowsley	13.2%	12,280
Liverpool	12.9%	36,680
Blackpool	12.8%	10,900

### **Low**

Eden	4.7%	2,740
South Lakeland	4.9%	2,930
Ribble Valley	5.0%	1,730

## **Lone Parents – total and rate of working age population**

(Source Nomis Feb 2009; Local authority district unitary)

National	2.0%	735,990
North West	2.2%	94,320

### **High**

Knowsley	4.2%	3,860
Manchester	3.5%	11,050
Liverpool	3.6%	10,120

### **Low**

Ribble Valley	0.4%	140
Eden	0.7%	220

## **Ethnicity**

(Source NOMIS 2009).North West claimants to JSA for July 2009 are:

White	79.5%
Ethnic Minority	7.4%
Mixed	1.1%
Unknown	1.1%
Prefer Not To Say	4.5%
Black or Black British	1.9%
Asian or Asian British	3.5%
Chinese or Other Ethnic Group	1%

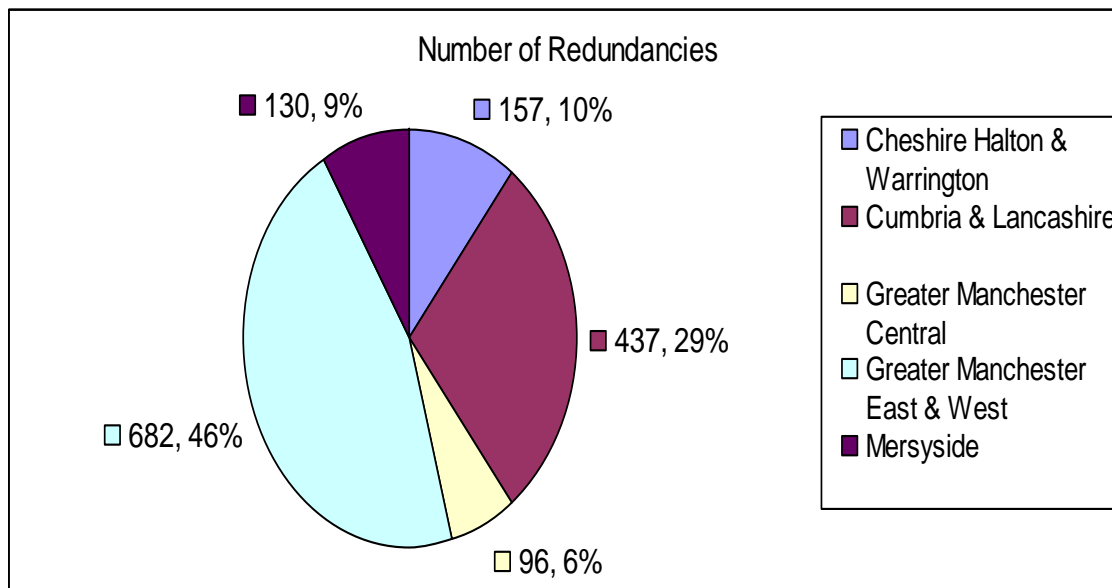
## **REDUNDANCIES**

(Source HR1 submissions to BERR; minimum 20 redundancies)

There have been a total of 1,502 large scale redundancies during August 09 in the North West Region. The highest proportion of redundancies in the North West region, were in the Greater Manchester East & West district. The highest proportion of redundancies, are in Manufacturing 333 (21%) and Professional/Scientific 300 (20%). Below is a breakdown of redundancies in each district within the North West and per sector.

### North West Notified Redundancies – August 2009

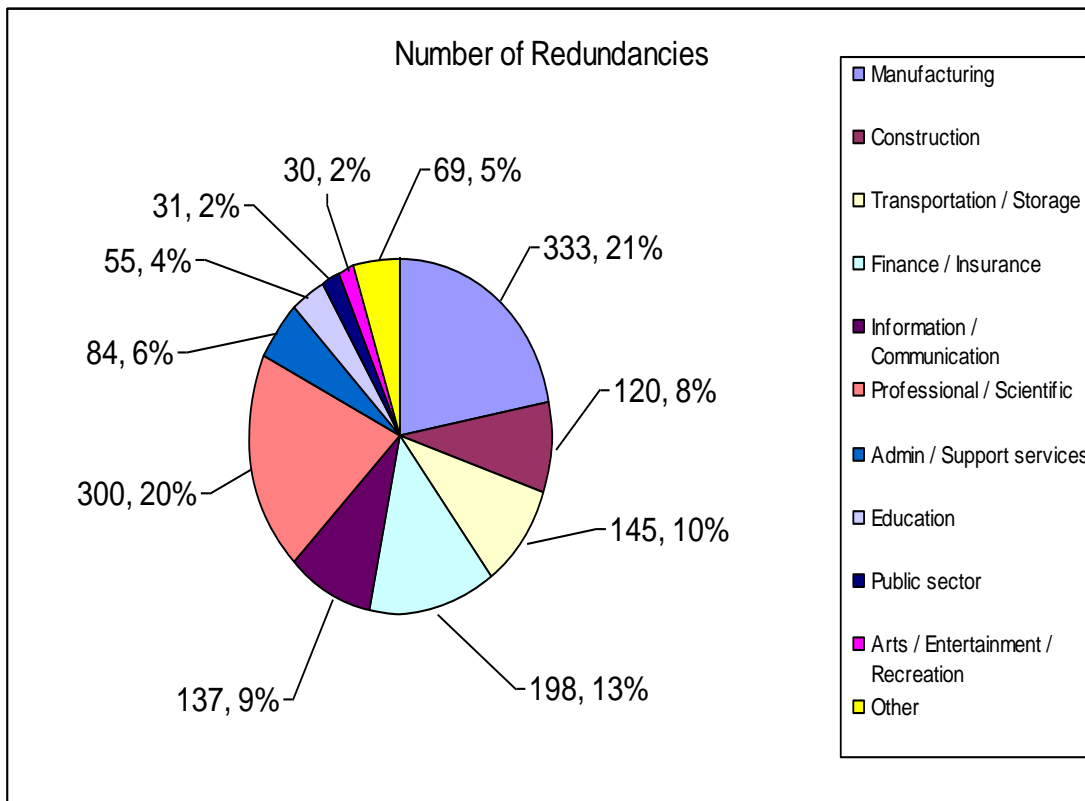
Jobcentre Plus District	Number of Redundancies
Cheshire, Halton & Warrington	157
Cumbria & Lancashire	437
Greater Manchester Central	96
Greater Manchester East & West	682
Merseyside	130
<b>Total</b>	<b>1,502</b>



Above is the number of redundancies for August 2009, broken down into Jobcentre Plus districts in the North West, and as a total for the North West region.

Below is the number of redundancies for August 2009 in the North West, broken down into Occupational area.

Sector Sic 2007	Number of Redundancies	Number of Companies
Manufacturing	330	6
Construction	120	4
Transportation / Storage	145	4
Finance / Insurance	198	4
Information / Communication	137	1
Professional / Scientific	300	6
Admin / Support services	84	2
Education	55	1
Public sector	31	1
Arts / Entertainment / Recreation	30	1
Other	69	1



## VACANCIES

**Total vacancies in the North West taken by Jobcentre Plus and difference year on year. (source NOMIS 2009)**

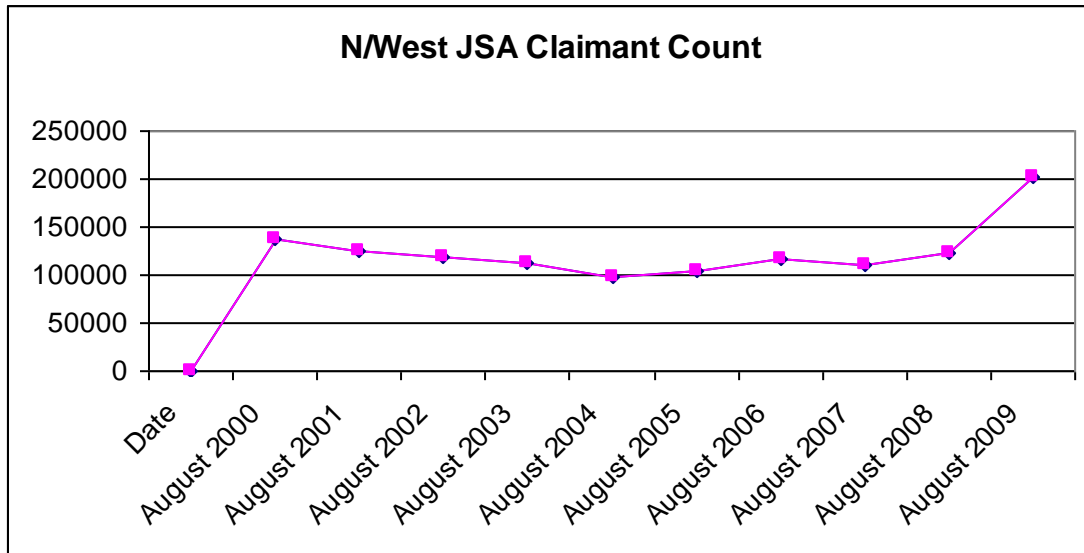
Date	2007	2008	2009	12-month Difference
December	56,680	33,876		-22,804
January	23,864	27,040	17,099	-9,941
February	52,654	66,539	44,331	-22,208
March	45,832	51,173	32,931	-18,242
April	57,305	48,519	34,286	-14,233
May	52,089	53,343	36,841	-16,502
June	59,969	61,031	32,453	-32,453
July	48,380	44,688	36,302	-8,386
August	50,408	55,299	48,581	-6,718

## **North West vacancies taken by occupation Month on Month July 09 & August 09 (source NOMIS 2009)**

Occupation	July 2009	August 2009	Month on Month
11 : Corporate Managers	983	1,426	443
12 : Managers and Proprietors in Agriculture and Services	270	389	119
21 : Science and Technology Professionals	269	387	118
22 : Health Professionals	100	68	-32
23 : Teaching and Research Professionals	552	475	-77
24 : Business and Public Service Professionals	265	544	279
31 : Science and Technology Associate Professionals	334	673	339
32 : Health and Social Welfare Associate Professionals	1,287	1,537	250
33 : Protective Service Occupations	14	33	19
34 : Culture, Media and Sports Occupations	309	236	-73
35 : Business and Public Service Associate Professionals	3,674	3,978	304
41 : Administrative Occupations	3,819	4,886	1,067
42 : Secretarial and Related Occupations	633	864	231
51 : Skilled Agricultural Trades	137	142	5
52 : Skilled Metal and Electronic Trades	934	1,073	139
53 : Skilled Construction and Building Trades	642	1,341	699
54 : Textiles, Printing and Other Skilled Trades	841	1,160	319
61 : Caring Personal Service Occupations	3,544	4,454	910
62 : Leisure and Other Personal Service Occupations	503	628	125
71 : Sales Occupations	5,587	7,277	1,690
72 : Customer Service Occupations	1,457	3,056	1,599
81 : Process, Plant and Machine Operatives	1,451	1,403	-48
82 : Transport and Mobile Machine Drivers and Operatives	1,943	2,744	801
91 : Elementary Trades, Plant & Storage Related Occupations	1,928	3,064	1,136
92 : Elementary Administration and Service Occupations	4,826	6,743	1,917
<b>Column Total</b>	<b>36,302</b>	<b>48,581</b>	<b>12,279</b>

## JSA CLAIMANT COUNT

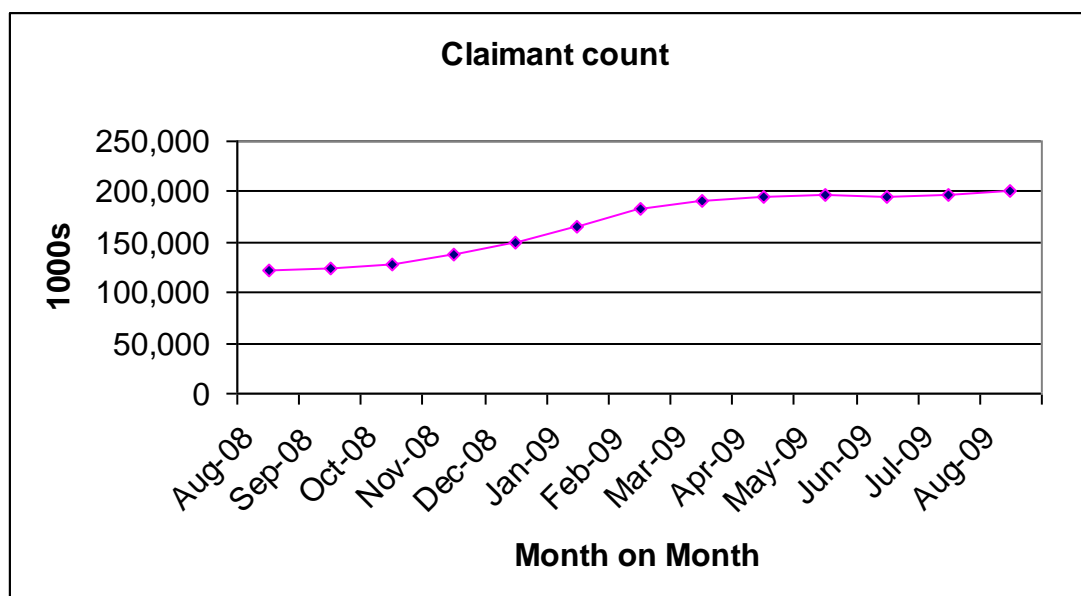
North West August 2000 – August 2009



	<b>Number of Claimants</b>	<b>As a percentage of Working Age population</b>
August 2000	137,638	3.3
August 2001	124,652	3.0
August 2002	119,615	2.9
August 2003	113,200	2.7
August 2004	98,932	2.4
August 2005	104,571	2.5
August 2006	117,334	2.8
August 2007	109,800	2.6
August 2008	122,067	2.9
August 2009	201,172	4.7

JSA Claimant Count August 2000 to August 2009 in total numbers and as a percentage of working age population. (Source NOMIS 2009).

## North West JSA Claimant Count August 2008 – August 2009



	<b>Number of claimants</b>	<b>As a percentage of Working Age population</b>
August 2008	122,067	2.9
September 2008	124,988	2.9
October 2008	127,638	3.0
November 2008	137,636	3.2
December 2008	149,439	3.5
January 2009	164,996	3.9
February 2009	183,695	4.3
March 2009	191,145	4.5
April 2009	195,119	4.6
May 2009	196,112	4.6
June 2009	194,338	4.6
July 2009	197,595	4.7
August 2009	201,172	4.7

JSA claimant count shown month on month from August 2008 to August 2009, as a total and as a percentage of the working age population (source NOMIS 2009).

**North West JSA Claimant Count local authority district/unitary totals & percentages from August 2008 to August 2009 and July 2009 to August 2009 (source Nomis 2009)**

local authority: district / unitary	August 2008		July 2009		August 2009	
	number	rate	number	rate	number	rate
<b>Cheshire, Halton &amp; Warrington</b>						
Chester	1,311	1.8	2,337	3.2	2,330	3.2
Congleton	843	1.5	1,674	3.0	1,730	3.1
Crewe and Nantwich	1,482	2.1	2,778	3.9	2,878	4.1
Ellesmere Port and Neston	1,216	2.5	2,125	4.3	2,085	4.2
Halton	2,636	3.5	4,573	6.1	4,563	6.1
Macclesfield	1,204	1.3	2,537	2.8	2,602	2.9
Vale Royal	1,595	2.1	2,965	3.9	2,997	3.9
Warrington	2,850	2.3	5,108	4.2	5,134	4.2
Column Total	<b>13,137</b>	<b>2.1</b>	<b>24,097</b>	<b>3.9</b>	<b>24,319</b>	<b>4.0</b>

local authority: district / unitary	August 2008		July 2009		August 2009	
	number	rate	number	rate	number	rate
<b>Cumbria &amp; Lancashire</b>						
Allerdale	1,135	2.0	1,671	3.0	1,736	3.1
Barrow-in-Furness	1,067	2.5	1,538	3.6	1,622	3.7
Blackburn with Darwen	2,610	3.1	4,232	5.0	4,289	5.0
Blackpool	2,786	3.3	4,244	5.0	4,147	4.9
Burnley	1,523	2.9	2,572	4.8	2,594	4.9
Carlisle	1,294	2.0	2,103	3.3	2,123	3.3
Chorley	1,217	1.9	2,023	3.1	2,065	3.2
Copeland	1,098	2.5	1,432	3.3	1,443	3.3
Eden	197	0.6	403	1.3	434	1.4
Fylde	441	1.0	916	2.1	958	2.2
Hyndburn	1,174	2.4	2,120	4.3	2,116	4.3
Lancaster	1,672	1.8	2,833	3.1	2,831	3.1
Pendle	1,311	2.4	2,187	4.0	2,239	4.1
Preston	2,325	2.8	3,607	4.3	3,696	4.4
Ribble Valley	329	0.9	586	1.7	596	1.7
Rossendale	876	2.1	1,775	4.3	1,813	4.4
South Lakeland	426	0.7	797	1.3	809	1.3
South Ribble	1,000	1.5	1,911	2.9	1,916	2.9
West Lancashire	1,696	2.6	3,021	4.6	3,030	4.6
Wyre	864	1.4	1,468	2.3	1,482	2.4
Column Total	<b>25,041</b>	<b>2.1</b>	<b>41,439</b>	<b>3.5</b>	<b>41,939</b>	<b>3.6</b>

Local authority; district/ unitary Greater Manchester Central	August 2008		July 2009		August 2009	
	number	rate	number	rate	number	rate
Manchester	11,598	3.7	17,332	5.5	17,968	5.7
Salford	4,380	3.1	7,321	5.2	7,500	5.4
Trafford	2,568	2.0	4,625	3.5	4,783	3.6
<b>Total</b>	<b>26,770</b>	<b>2.8</b>	<b>18,546</b>	<b>2.9</b>	<b>30,251</b>	<b>6.6</b>

local authority: district / unitary Greater Manchester East & West	August 2008		July 2009		August 2009	
	number	rate	number	rate	number	rate
Bolton	4,961	3.1	8,026	5.0	8,204	5.1
Bury	2,701	2.4	4,597	4.1	4,796	4.2
Oldham	4,520	3.4	7,015	5.3	7,206	5.4
Rochdale	4,344	3.4	7,505	5.9	7,657	6.0
Stockport	3,433	2.0	6,458	3.8	6,596	3.9
Tameside	3,816	2.9	6,712	5.0	7,040	5.3
Wigan	5,750	3.0	9,701	5.1	9,883	5.2
<b>Column Total</b>	<b>29,525</b>	<b>2.9</b>	<b>50,014</b>	<b>4.9</b>	<b>51,382</b>	<b>5.0</b>

local authority: district / unitary Merseyside	August 2008		July 2009		August 2009	
	number	rate	number	rate	number	rate
Knowsley	4,338	4.7	6,347	6.8	6,380	6.8
Liverpool	15,712	5.5	21,536	7.6	21,844	7.7
Sefton	5,522	3.4	8,678	5.4	8,719	5.4
St Helens	3,625	3.3	5,730	5.3	5,718	5.3
Wirral	6,621	3.6	10,476	5.7	10,620	5.8
<b>Column Total</b>	<b>35,818</b>	<b>4.3</b>	<b>52,767</b>	<b>6.3</b>	<b>53,281</b>	<b>6.4</b>

**JSA OFF-FLOWS & ON-FLOWS (August 2008 to August 2009 (source NOMIS 2009)).**

Month	Off-Flows	On-Flows
August 2008	34,727	41,074
September 2008	30,494	33,748
October 2008	32,006	34,908
November 2008	36,321	46,823
December 2008	26,005	38,023
January 2009	21,686	37,454
February 2009	40,709	59,982
March 2009	34,425	42,089
April 2009	34,620	39,052
May 2009	43,864	45,285
June 2009	39,925	38,438
July 2009	39,476	43,162
August 2009	47,263	51,439

## **WORKING AGE BENEFIT CLAIMANTS** (source Nomis)

Working age claimants as a total number and as a percentage of the total working age population per local authority district/unitary (Feb 08 & Feb 09)

Area	February 2008		February 2009	
	number	rate	number	rate
Allerdale	8,390	14.9	8,880	15.8
Barrow-in-Furness	8,820	20.4	8,940	20.6
Blackburn with Darwen	17,710	20.7	19,610	23.0
Blackpool	20,350	23.9	21,850	25.7
Bolton	29,420	18.4	32,790	20.5
Burnley	10,950	20.5	12,100	22.6
Bury	16,910	15.0	19,110	16.9
Carlisle	8,820	13.9	9,760	15.4
Chester	8,770	11.9	9,700	13.1
Chorley	7,880	12.0	8,890	13.6
Congleton	5,060	9.1	6,120	11.0
Copeland	7,450	17.2	7,670	17.8
Crewe and Nantwich	8,350	11.8	9,540	13.5
Eden	2,510	8.2	2,740	8.9
Ellesmere Port and Neston	7,250	14.7	8,190	16.6
Fylde	4,880	11.1	5,380	12.2
Halton	16,020	21.3	17,790	23.6
Hyndburn	9,230	18.7	10,250	20.8
Knowsley	24,710	26.5	26,450	28.4
Lancaster	11,600	12.8	12,630	13.9
Liverpool	73,810	25.9	78,440	27.6
Macclesfield	7,870	8.7	9,240	10.2
Manchester	65,820	20.9	70,840	22.5
Oldham	24,580	18.5	27,130	20.4
Pendle	9,130	16.6	10,270	18.7
Preston	14,010	16.6	15,150	18.0
Ribble Valley	2,810	8.1	3,100	8.9
Rochdale	25,740	20.2	28,900	22.7
Rossendale	6,370	15.3	7,370	17.7
Salford	28,390	20.3	31,360	22.5
Sefton	29,650	18.3	32,010	19.7
South Lakeland	5,160	8.6	5,560	9.3
South Ribble	7,150	10.9	8,340	12.7
St Helens	22,090	20.4	24,180	22.3
Stockport	21,920	12.8	25,100	14.7
Tameside	24,580	18.4	27,530	20.6
Trafford	16,570	12.6	18,500	14.1
Vale Royal	9,370	12.2	10,750	14.0
Warrington	15,430	12.7	17,970	14.8
West Lancashire	10,050	15.2	11,180	17.0
Wigan	34,420	18.1	38,810	20.4
Wirral	38,310	20.9	41,360	22.6
Wyre	8,410	13.4	9,120	14.5
<b>North West</b>	<b>736,700</b>	<b>17.4</b>	<b>810,610</b>	<b>19.1</b>
Great Britain	5,156,000	14.0	5,784,320	15.7

**Working age benefit claimants by local authority district/unitary in the North West – Feb 2009** (Data taken from Nomis)

	Total		Job Seekers Allowance		Employment & Support Allowance/Incapacity benefits		Lone Parent		Others on income related benefit	
	Number in 1,000s	% of pop	Number in 1,000s	% of pop	Number in 1,000s	% of pop	Number in 1,000s	% of pop	Number in 1,000s	% of pop
Allerdale	8,880	15.8	1,730	3.1	4,430	7.9	890	1.6	240	0.4
Barrow-in-Furness	8,940	20.6	1,470	3.4	5,010	11.6	860	2.0	190	0.4
Blackburn with Darwen	19,610	23.0	4,000	4.7	9,970	11.7	2,170	2.5	490	0.6
Blackpool	21,850	25.7	4,690	5.5	10,900	12.8	2,470	2.9	860	1.0
Bolton	32,790	20.5	7,420	4.6	16,050	10.0	3,670	2.3	950	0.6
Burnley	12,100	22.6	2,460	4.6	6,410	12.0	1,430	2.7	330	0.6
Bury	19,110	16.9	4,350	3.9	9,400	8.3	1,980	1.8	500	0.4
Carlisle	9,760	15.4	2,110	3.3	4,920	7.8	990	1.6	240	0.4
Chester	9,700	13.1	2,160	2.9	4,610	6.2	940	1.3	280	0.4
Chorley	8,890	13.6	2,100	3.2	4,510	6.9	700	1.1	210	0.3
Congleton	6,120	11.0	1,560	2.8	2,790	5.0	490	0.9	160	0.3
Copeland	7,670	17.8	1,450	3.4	4,000	9.3	750	1.7	200	0.5
Crewe and Nantwich	9,540	13.5	2,510	3.5	4,060	5.7	1,200	1.7	270	0.4
Eden	2,740	8.9	430	1.4	1,450	4.7	220	0.7	90	0.3
Ellesmere Port and Neston	8,190	16.6	2,010	4.1	3,590	7.3	930	1.9	190	0.4
Fylde	5,380	12.2	930	2.1	2,920	6.6	360	0.8	190	0.4
Halton	17,790	23.6	4,250	5.6	8,280	11.0	2,290	3.0	410	0.5
Hyndburn	10,250	20.8	2,020	4.1	5,460	11.1	1,110	2.2	270	0.6
Knowsley	26,450	28.4	5,980	6.4	12,280	13.2	3,860	4.1	640	0.7
Lancaster	12,630	13.9	2,710	3.0	6,160	6.8	1,430	1.6	420	0.5
Liverpool	78,440	27.6	20,170	7.1	36,680	12.9	10,120	3.6	2,100	0.7
Macclesfield	9,240	10.2	2,290	2.5	4,340	4.8	800	0.9	220	0.2
Manchester	70,840	22.5	16,100	5.1	33,940	10.8	11,050	3.5	2,300	0.7
Oldham	27,130	20.4	6,550	4.9	12,700	9.6	3,450	2.6	710	0.5
Pendle	10,270	18.7	2,080	3.8	5,410	9.8	980	1.8	260	0.5
Preston	15,150	18.0	3,360	4.0	7,400	8.8	1,700	2.0	430	0.5
Ribble Valley	3,100	8.9	560	1.6	1,730	5.0	140	0.4	80	0.2
Rochdale	28,900	22.7	6,950	5.5	14,140	11.1	3,350	2.6	700	0.6
Rossendale	7,370	17.7	1,670	4.0	3,690	8.9	670	1.6	210	0.5
Salford	31,360	22.5	6,800	4.9	15,850	11.4	4,250	3.0	800	0.6
Sefton	32,010	19.7	7,710	4.8	15,080	9.3	3,380	2.1	920	0.6

South Lakeland	5,560	9.3	910	1.5	2,930	4.9	390	0.6	170	0.3
South Ribble	8,340	12.7	1,890	2.9	3,970	6.0	710	1.1	200	0.3
St Helens	24,180	22.3	5,450	5.0	11,850	10.9	2,850	2.6	640	0.6
Stockport	25,100	14.7	5,890	3.4	11,610	6.8	2,760	1.6	670	0.4
Tameside	27,530	20.6	6,140	4.6	13,880	10.4	3,200	2.4	740	0.6
Trafford	18,500	14.1	4,200	3.2	8,910	6.8	2,020	1.5	470	0.4
Vale Royal	10,750	14.0	2,740	3.6	4,750	6.2	1,190	1.5	240	0.3
Warrington	17,970	14.8	4,770	3.9	8,210	6.8	1,700	1.4	470	0.4
West Lancashire	11,180	17.0	2,770	4.2	4,980	7.6	1,230	1.9	290	0.4
Wigan	38,810	20.4	9,180	4.8	19,930	10.5	3,600	1.9	930	0.5
Wirral	41,360	22.6	9,340	5.1	19,040	10.4	5,260	2.9	1,220	0.7
Wyre	9,120	14.5	1,550	2.5	4,670	7.4	830	1.3	320	0.5
<b>Column Total</b>	<b>810,610</b>	<b>19.1</b>	<b>185,430</b>	<b>4.4</b>	<b>392,870</b>	<b>9.3</b>	<b>94,320</b>	<b>2.2</b>	<b>22,230</b>	<b>0.5</b>

## **EMPLOYMENT/UNEMPLOYMENT RATES**

The employment and unemployment rates are taken from the Annual Population Survey available through NOMIS. This survey is updated quarterly and encompasses not only employment and unemployment but also population, economic activity and qualifications data. This information is available at local authority level and above.

Most recent data is available below (source Nomis 2009).

### **EMPLOYMENT RATE**

<b>DISTRICT</b>	<b>Apr 2007 – Mrch 2008</b>	<b>Jul 2007 – Jun 2008</b>	<b>Oct 2007 – Sept 2008</b>	<b>Jan 2008 – Dec 2008</b>
Blackburn with Darwen	68.3	67.7	67.8	65.7
Blackpool	67.4	68.0	69.2	70.9
Bolton	72.7	73.5	71.6	70.6
Bury	75.4	74.8	74.0	73.7
Cheshire	79.5	78.7	79.7	77.4
Cumbria	75.3	75.6	76.6	78.6
Halton	77.8	78.8	80.4	69.6
Knowsley	70.0	70.4	70.6	65.4
Lancashire	65.0	65.0	65.2	73.0
Liverpool	75.0	75.1	73.8	60.5
Manchester	64.6	63.5	62.9	60.1
Oldham	62.7	60.4	61.9	66.5
Rochdale	67.4	67.6	66.9	70.9
Salford	69.3	69.3	70.6	69.8
Sefton	73.2	73.6	72.7	72.7
St Helens	71.7	71.8	71.1	66.4
Stockport	66.9	66.7	66.8	76.2
Tameside	80.0	77.5	76.0	72.3

Trafford	73.0	73.2	72.9	77.1
Warrington	77.7	78.6	78.4	78.5
Wigan	77.2	78.0	79.5	75.8
Wirral	71.5	73.1	75.0	68.7

#### **UNEMPLOYMENT RATE**

<b>DISTRICT</b>	<b>Apr 2007 – Mrch 2008</b>	<b>Jul 2007 – Jun 2008</b>	<b>Oct 2007 – Sep 2008</b>	<b>Jan 2008 – Dec 2008</b>
Blackburn with Darwen	5.8	6.6	6.1	7.1
Blackpool	5.3	5.7	5.4	5.4
Bolton	6.0	5.6	6.8	8.1
Bury	5.7	6.1	5.8	5.3
Cheshire	3.3	3.7	3.3	5.2
Cumbria	4.0	3.4	4.6	2.9
Halton	3.5	3.5	2.9	6.8
Knowsley	7.1	6.8	6.4	8.5
Lancashire	9.0	9.0	8.6	6.1
Liverpool	5.4	5.7	5.7	6.9
Manchester	7.6	6.7	5.6	10.6
Oldham	10.3	10.4	10.2	9.9
Rochdale	10.7	9.9	10.2	7.5
Salford	6.3	7.1	7.5	8.0
Sefton	5.2	5.3	6.3	6.3
St Helens	5.8	5.7	6.5	8.5
Stockport	7.8	7.8	8.3	5.6
Tameside	3.7	3.9	5.1	7.5
Trafford	6.2	6.9	6.2	5.4
Warrington	4.6	4.8	5.3	4.9
Wigan	3.6	3.7	3.7	5.3
Wirral	6.6	6.5	5.6	8.2

### **JCP PROGRAMMES, INITIATIVES AND ACTIVITIES**

(Support, Advice & Guidance for JCP customers)

#### **The In and Out of Work project;**

The project is currently operating in Liverpool and is run jointly by DWP and HMRC. The project aims to improve the customers experience when moving In and Out of Work. The project will be rolled out in a further 5 Local Authorities in the North West, during the coming months.

#### **Mortgage Entitlement;**

There have been changes to Mortgage help our customers can access. Changes include customers making a new claim to benefit will be eligible for mortgage interest support after 13 weeks. An increase in the capital limit of new working age claims to £175,000. A 2-yr limit on mortgage interest support for customers making a new claim (JSA only)

**Rapid Response;**

We have expanded the Rapid Response Service to provide support and advice to people who are facing redundancy and the newly unemployed. New Rapid Response Service guidance on what we can offer will be published on the intranet at the end of March 09.

**Jobcentre Plus our response to the Economic Downturn;**

Our key priorities are; to ensure customers receive their benefits as quickly as possible, increase staffing resource, offer extra support and training necessary to help customers back to work, an updated 'Job Kit' and a new leaflet 'Find your way back to work'.

**North West Region Money Advice Team Talk;**

A Team Talk covering external Financial Advice & Support was delivered to all Jobcentre Plus staff in the North West region. It gives all staff an awareness of the different support available to our customers. It was designed to enable staff to signpost customers to relevant organisations, that deliver Government supported Financial & Debt services.

**Local Employer Partnerships;**

We have made LEPs the cornerstone of the way we work with employers to help our customers. LEPs are based on a simple deal: we get our customers ready for work, and employers with vacancies give them a fair opportunity at the jobs. From now on, support for customers through LEPs is also to be available to newly unemployed people. We aim to help 200,000 customers into work by March 2010.

**The Six Month/Day One offer;**

From April 09 all customers reaching 6-months unemployment will receive extra support. Job Subsidies and In-Work funding for training, help in starting their own business, work-related training provided by DIUS and access to a wider range of voluntary work. From day 1, all customer can access support and advice with jobsearch, basic skills, local Employer Partnership vacancies and Advisory Discretion Fund. Disabled customers with complex needs can also access specialised support.

**Support for Parents:**

The 'Work Focused Services in Children's Centre' pilot programme to test innovative approaches to eradicating Child Poverty is being delivered in Blackpool. The aim of the pilot is to ensure parents can access the support and advice necessary to help them into work. The pilot is primarily aimed at parents with children aged up to 5 years of age. However, parents with older children (under the age of 16) can access the programme.

**Support for customers with Mild to Moderate mental health problems;**

Jobcentre Plus is working closely with Care Service Improvement Partnership (CSIP) to signpost customers to the 'Access to Psychological Therapies programme'. The aim of this programme is to increase employment outcomes for customers with mild to moderate mental health conditions. All districts within the North West region have an IAPT programme.

### **Support for customers with skills needs:**

The Integrated Employment & Skills service has been rolled out in the Greater Manchester district. Initially for JSA customers, Jobcentre Plus advisers will conduct an assessment on a customer's skills and make a referral to a 'Next Steps Adviser', if appropriate. Once a customer accesses the Integrated Employment & Skills pilot they will receive advice about jobs and training, along with access to a "Skills Health Check".

## **USEFUL WEBSITES**

### **GIS (Government Information System)**

<http://intranet/asd/content/icwebsite/mis/icplus/main/jcpgisrep1.htm>

Developed to view and analyse mainly administrative data available within DWP and combine it with other useful information on geographical boundaries and census data. The tools contain sensitive personal information on the characteristics of DWP customers and therefore can only be accessed by designated JCP staff. There is a summary page available to all staff.

### **NOMIS (National Online Manpower Information System)**

<http://www.nomisweb.co.uk>

This system provides a variety of labour market data at local authority and ward levels. NOMIS is a web-based database of labour market statistics developed and managed by the University of Durham on behalf of the Office for National Statistics. First launched in 1981, NOMIS houses an extensive range of government statistical information on the UK labour market.

### **DWP Tabulation Tool**

[www.dwp.gov.uk/asd/tabtool.asp](http://www.dwp.gov.uk/asd/tabtool.asp)

This is the primary source of DWP data and is available to internal and external bodies. The site also provides contact details for DWP statistical data including contact details for DWP's Information Analysis Directorate.

### **Office for National Statistics (ONS)**

[www.statistics.gov.uk](http://www.statistics.gov.uk)

Further information on the North West regional team, and offers spreadsheets of district level data. ONS is responsible for producing a wide range of economic and social statistics. It also registers life events and holds the decennial census of the population.

### **Neighbourhood Statistics**

[www.neighbourhood.statistics.gov.uk](http://www.neighbourhood.statistics.gov.uk)

Provides profiles of districts and neighbourhoods with data available at Lower Super Output Areas and above.

