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# ***Pathways to Work 2016-2020***

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## **Review of Progress Against All PTW Actions**

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### **Status Report Quarter 1 2017**

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#### **Key/Summary**

<b>Actions on target for completion by due date</b>	<b>28 Actions (33%)</b>
<b>Actions underway and to be completed but off target for due date</b>	<b>12 Actions (14%)</b>
<b>Actions at risk of not being completed</b>	<b>0 Actions (0%)</b>
<b>Actions completed*</b>	<b>46 Actions (53%)</b>

[Q] A Quality related action, planned for the first phase of the strategy

[E] An Expansion related action, planned for the second phase of the strategy

\*Includes actions that are completed and on-going.

Status report reflects 2017 Quarter 1 position as captured on 16th May 2017.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2017
<b>1</b>	<b>Increase the frequency and quality of engagement with registered Jobseekers. [Q]</b>					
<b>1.1.</b>	Increase the frequency of 1-2-1 engagement between Case Officers and unemployed people to at least one engagement per month for people already long-term unemployed or assessed at being at high risk of becoming long-term unemployed and at least once every two months for other jobseekers.	Q.1 2016	D/Social Protection (DSP)	Completed		Engagement frequency in ACM now monthly for all Low profile Jobseekers. Engagement frequency for those aged 20+ now every two months for both Medium and High profile jobseekers, with 6 months delay for High cohort.
<b>1.2.</b>	Set targets from 2016 for employment progression (e.g. number of clients placed into work each month) and publish performance at an Intreo centre level.	Q.4 2016	DSP	Off Target	In Progress	Available data being examined.
<b>1.3</b>	Implement outcome focussed, extended and intensive engagement processes in Local Employment Service providers.	On-going	DSP	Completed		2016 contracts set targets for employment progression and reduced case-load to facilitate more frequent engagement between the jobseeker and the LES mediator.
<b>2.</b>	<b>Expand pro-active engagement to other people of working age who are unemployed but not in receipt of a jobseeker payment. [E]</b>					
<b>2.1.</b>	Review by 2017 the Jobseeker Transition Payment (JST) model and consider whether changes should be made to the structure and operation of the scheme both to improve its effectiveness in supporting lone parents to transition to employment and/or to extend it as an option for other categories of welfare recipient.	Q.3 2017	DSP	On Target	Started	On foot of legislative commitments contained in the Social Welfare Act 2016 the Department is required to undertake an independent review of amendments to the OFP scheme including the introduction of JST. A tendering process has taken place and the successful tenderer signed contracts on 27th April with the review commencing immediately.
<b>2.2</b>	Expand pro-active engagement to people who are working part-time but are in receipt of a welfare payment.	Q.1 2017	DSP	Completed	On-going	Engagement expanded to long-term unemployed part-time working, through JobPath. No policy decision to date to extend to short-term unemployed part-time working.
<b>2.3.</b>	Develop a pro-active engagement approach to support qualified adult dependants of job-seeker claimants secure employment. For example,	Q.2 2017	DSP	On Target	In progress	A joint paper is being developed by Jobseekers policy and Activation Case Management Unit to set out possible options.

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	promote the registration of qualified spouses/partners as jobseekers in their own right.					
2.4.	Promote the availability of services to 'voluntary engagers'/'walk-in' clients, including immigrants, not on the Live Register, but wishing to avail of employment and activation services.	On-going	DSP	Completed	On-going	Widespread engagement continues with relevant agencies and bodies throughout the Divisions.
2.5.	Utilise inter-governmental public employment services such as EURES, and build relationships with public employment services in other countries to offer employment services to Irish emigrants working abroad.	On-going	DSP	Completed	On-going	Networking event with UK National Employer and Partnership Manager, UK EURES Co-ordinator and GB and NI Employer Relations teams 8th-9th February 2017.
2.6.	Offer Intreo clients access to the Social Inclusion Community Activation Programme sponsored by the Department of Environment Community and Local government and the Programme for Employability, Inclusion and Learning.	Q.1 2016	DSP	Completed	On-going	
2.7.	Incorporate, as appropriate, time spent as an adult recipient or beneficiary of other full-time welfare payments (e.g. OPFP or as a qualified adult dependent of a primary claimant) when assessing eligibility for access to employment supports.	Q.2 2016	DSP	Completed	On-going	
3.	<b>Extend and intensify the pro-active engagement approach for people with a disability. [E]</b>					
3.1	Review the range of income supports (including in-work supports) for people with disabilities to ensure payments are aligned between schemes and, if appropriate, amend the payment structure to ensure that it supports a return to work for people who wish to do so.	Q.2 2017	DSP	On Target	In Progress	At launch of Make Work Pay report, Minister has indicated commitment to consult with disability sector in relation to recommendations #9 (reform of Disability Allowance to make it more focussed on better employment and employability outcomes for young persons) and #10 (application of principle of early intervention to all illness and disability payments). Initial discussions on how to progress this commitment have already taken place with disability sector with more planned. Proposals to come from sector.

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3.2	Expand the use of Intreo Centres as a gateway to engage with people with disabilities and increase the number of Intreo staff trained in the provision of employment supports to people with disability.	Q.2 2016	DSP	Completed	On-going	Rollout completed, Engagement Ongoing: A Midlands North Division pilot programme of engagement is being undertaken. Briefing session with local disability groups held in January for in Longford, Mullingar and Athlone Intreo Centres. The service will be demand led (i.e. at the request of an individual, who can withdraw from the process at any time). A named Case Officer is being identified and who will be available to meet with and provide support to people with disabilities in applying for a job and/or a suitable training opportunity. The initiative will be reviewed at the end of 2017 with a view to extending it across all Intreo Centres in 2018.
3.3	Complete a review of the Employability Service to increase utilisation of the service by people with disabilities and improve the level of employment placements.	Q.2 2016	DSP	Completed	On Going	A revised set of performance indicators informed by the review and feedback/discussions with EmployAbility service were issued in Q1-2017 along with new annual contracts. Further measures to widen and deepen strategic interaction with service have been received (April) and will be addressed at next steering group meeting.
3.4	Conduct an analysis of existing databases of people in receipt of disability payments to identify people with disabilities who may have a capacity to and an interest in working and offer such people an opportunity to engage with the Intreo and/or the Employability service.	Q.1 2016	DSP	Completed	Complete	Report published 2016.
3.5.	Consider options to allow recipients of Carer's Allowance to access activation services as they cease their caring role.	Q.2 2017	DSP	On Target	In Progress	Facility for carers to engage with Intreo in place. Following enactment of Carer's budget measure it is planned to notify all Intreo centres that services are to be made available to Carers (RSU action) and that Carers will be notified through standard letter when they cease caring role (Carers, Longford).
4.	<b>Continue to implement the actions set out in the Youth Guarantee Implementation plan and in addition: [Q]</b>					

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4.1.	Increase the relative share of workplace-based interventions (Gateway, TÚS, Positive to Work etc.) for youth unemployed.	On-going	DSP	Completed	On-going	Completed; share increased.
4.2.	Review and restructure the First Steps programme for young unemployed people to drive take-up by offering a higher level of support to jobseekers and employers.	Q.1 2016	DSP	Completed	On-going	Ongoing - pending the replacement for JobBridge decision. First Steps programme was reviewed in 2016 and changes made in an effort to increase participation by employers. These did not result in higher uptake and the scheme will be further reviewed in Q2/2017.
4.3.	Ensure the frequency of engagement with all young unemployed people is a minimum of one case-officer meeting per month.	On-going	DSP	Completed	On-going	ACM system updated in 2016 to reflect new engagement model.
4.4	Implement the Defence Forces Skills for Life employment support programme	Q.3 2016	D/Defence	Completed	On-going	Scheme now set to roll out in 2017 to Limerick. Staff are now permanently involved on Steering group. JobBridge Unit will design Staff guidelines and information as well as provide ongoing support for the roll out of this scheme.
5.	<b>Review and revise the operation of the BTEA scheme to address the issues raised in the ESRI evaluation of the scheme and to improve employment progression outcomes. [Q]</b>					
5.1.	Implement the recommendations of the Labour Market Council with regard to the operation of the Back to Education Allowance (BTEA) scheme.	Q.2 2016	DSP; D/Education and Skills	Completed	On-going	Guidelines for BTEA amended during 2016.
5.2.	Require participants of multi-year programmes to meet on an ongoing basis with their case officer and demonstrate progress on their chosen programme.	Q.3 2016	DSP	On Target	In Progress	Agreed that engagement should take place during summer signing on period, circular to issue.
5.3.	Conduct a qualitative assessment of the BTEA scheme to determine reasons for comparatively low employment progression.	Q.2 2016	DSP	On Target	In Progress	Report of qualitative findings, conclusions and considerations received by Project Team. Comments received from LMC Evaluation sub-group, project team and relevant DSP policyholders. Post-peer review report received. Awaiting final report for

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						publication, to go to Labour Market Council.
5.4.	Work with the education sector to increase the work experience/employment content of FET programmes and to develop approaches to reduce the lock-in effect of FET participation (e.g. increase share of short duration or part-time programmes).	On-going	D/Education and Skills	On Target	In Progress	The Action Plan to Expand Apprenticeship and Traineeship sets ambitious targets for the growth in participation in these programmes with a strong workplace component. The review of the PLC programme also recommends a renewed focus on workplace elements and this will be reflected in revised programme guidelines. Protocols in place between Intreo Offices and ETBs enable provision to be planned locally to meet the needs of unemployed people and this can include a greater share of shorter or part time programmes where this is agreed. In addition, Intreo Offices now have full visibility, through the Programme and Learner Support System, of the wide range of part time programmes available.
6.	<b>Focus Intreo referrals to employment and training/education programmes on securing paid employment outcomes for people who are most in need of support. [Q]/[E]</b>					
6.1	Consider the extension of 'payment by outcomes' approaches as used, or similar to those used, in Momentum and JobPath to other programmes (e.g. Local Employment Service/Job-Clubs). [Q]	Q.4 2016	DSP; D/Education and Skills	On Target	In Progress	CPES has commissioned Indecon to conduct a review of the operation and governance of LES and JobClubs. It is expected that this report will be finalised in Q2 2017.
6.2.	Review the possibility of adapting the JobsPlus scheme to incentivise for employers to recruit people unemployed more than three years. [Q]	Q.3 2016	DSP	On Target	In Progress	Focused Policy Assessment nearing completion and among the recommendations being considered is to change the existing qualifying criteria from 1-2 years for the €7,500 incentive and from 2-3 years for the higher €10,000 incentive.
7.	<b>Ensure that 'work pays' when people who are unemployed transition from welfare to employment. [Q]/[E]</b>					
7.1	Consider the recommendations of the Low Pay commission and take action as appropriate to adjust the statutory minimum wage is adjusted incrementally and in a sustainable way, to assist	On-going	D/Jobs. Enterprise, and Innovation	Completed	On Going	The recommendation made by the Low Pay Commission in 2016 that the minimum wage increase to €9.25 per hour came into effect on 1st January 2017.

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	as many low-paid workers as possible without creating significant adverse consequences for employment or competitiveness.[Q]					Next recommendation of the Low Pay Commission to be made to the Minister by 18th July 2017.
7.2	Consider and publish a response to the DJEI/University of Limerick study of the prevalence of low hour contracts in the Irish economy. [Q]	Q4 2016	D/Jobs, Enterprise, and Innovation	Completed	On Going	Work has advanced well on developing a policy response to Programme for Government commitments to tackle the problems caused by the increased casualisation of work and to strengthen regulation of precarious work. A draft Memorandum to Government accompanied by draft Heads of a Bill were circulated to all Government Departments for observations on 7 April last and is due to be considered by Government at their meeting on 2 May. The policy response will address the concerns expressed in the UL study on zero hours contracts and in the subsequent public consultation about the issue of workers whose contracts do not reflect the reality of their hours worked. The proposals will also ensure that workers are better informed about their core terms of employment at an early stage of employment. Furthermore, the proposals will include provisions aimed particularly at low paid, more vulnerable workers.
7.3	Review and evaluate the range of in-work supports that are available to welfare recipients in terms of their effectiveness in supporting the move from welfare to work. The review will examine the Family Income Supplement, income disregards on jobseeker schemes, the Back to Work Family Dividend and other welfare supports which provide in-work support. [Q]/[E]	Q.4 2016	DSP	On Target	In Progress	The Department is currently in the process of reviewing its in-work supports in the context of Programme for Government commitments on supporting families in employment. As part of this process the Department has undertaken an open call for submissions and established an interdepartmental working group to consider the issue. Work is at an advanced stage and a paper is being finalised with the aim of informing the Budget 2018 process.
7.4	Continue the roll-out of the Housing Assistance Payment (HAP), thereby removing the link between unemployment status and access to housing supports for those in receipt of rent assistance payments. [Q]	Q.4 2016	DSP; D/Housing, Planning and Local Government	Completed		The nationwide roll-out of HAP was completed on 1st March 2017 with the commencement of the scheme in the remaining Dublin local authorities of Dún Laoghaire Rathdown, Fingal and Dublin City Council.

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7.5	Review and report on the impact of the reduced jobseeker payment rates for jobseekers aged 18 to 25. [Q]	Q.2 2016	DSP	Off Target	In Progress	NUI Maynooth is carrying out some research which will input into the Department's report on the effectiveness of the reduced JA rates for the under 26s in terms of them availing of education, training and employment options.
7.6	Develop a ready reckoner illustrating the financial benefits of employment for people with disabilities.	Q.4 2016	DSP	Off Target	In Progress	Ready Reckoner to be built based on the specifications of the Jobseekers Ready Reckoner.
7.7	Review and report on the findings of the "make work pay" group established as part of the DSP commitments in the CES	Q.4 2016	DSP	Completed	On-going	Chair submitted the report to the Minister and Minister of State in March 2017.
7.8	Increase access to quality and affordable childcare for parents transitioning to employment	Q.4 2017	D/Children and Youth Affairs	Off Target	In Progress	Interim measures involving increases to existing childcare subsidies will take place in Q3. Transition to the new Affordable Childcare Scheme will take place at the earliest possible date thereafter.
8.	<b>Improve the application of the principle of rights and responsibilities in all engagements with jobseekers. [Q]</b>					
8.1.	Improve communication of rights and responsibilities in activation documents and Group Information sessions.	On-going	DSP	Completed	On-going	
8.2.	Apply a requirement for Jobseekers to register their CVs (anonymised if desired) to JobsIreland when requested by their Case Officers.	Q.3 2017	DSP	Off Target	In Progress	Improvements to the JobsIreland site on-going.
9.	<b>Build jobseeker and other working age cohorts awareness of available supports through increasing marketing and communication activity. [Q]/[E]</b>					
9.1.	Increase use of on-line/social media channels as a means of communicating with jobseekers. [Q]/[E]	On-going	DSP	On Target	In Progress	New system functionality was added to jobsireland.ie to facilitate employer-candidate communications in relation to advertised vacancies. Extensive use was made of social media (@Jobsireland #jobfair) to promote recruitment events and share jobs/training opportunities

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9.2.	Partner with third-sector organisations (trade unions, INOU, CIB, IBEC, ISME, CPID etc.) to promote awareness of programmes and schemes. [Q]/[E]	On-going	DSP	Completed	On-going	Ongoing engagement with third sector organisations
10.	<b>Facilitate and advance recruitment levels from the Live Register to Enterprise Agency assisted companies. [Q]</b>					
10.1.	Promote employer support services and schemes (e.g. JobsPlus, Job Matching) via EI and the IDA.	On-going	D/JEI; D/SP	Completed	On-going	IDA has to-date run six programmes in conjunction with DSP and Skillnets to identify skill needs in client companies and uses DSP data sources to identify potential candidates. Then in cooperation with Skillnets, these persons are trained and provided internships. The latest of these programmes is being run in the SE region and is still in progress. Overall these programmes have had substantial success in terms of people getting fulltime jobs in IDA client companies.
10.2.	Provide responsive job-matching services on request to EI and IDA sponsored employers.	On-going	DSP	Completed	On-going	The central Employer Services manager liaises with both the IDA and EI to co-ordinate responses to sponsored employers.
10.3.	Participate in Regional Implementation Boards of the Action Plan for Jobs.	On-going	DSP	Completed	On-going	
10.4.	Operate the joint governance structure overseeing the implementation of the protocol between DSP and DJEI agencies.	On-going	DSP/DJEI	Completed	On-going	No meeting of the Protocol Group took place in Q1/2017. This Protocol has operated as an effective tool for coordinating the efforts of the various agencies involved in assisting people from the Live Register into jobs. The high levels of co-operation and communication have been achieved and maintained by the Enterprise agencies and the Department of Social Protection have reduced the requirement for quarterly meetings of the Protocol Steering Group. Accordingly these will be held twice this year with a review of the Protocol undertaken and completed by end Quarter 4.

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<b>11.</b>	<b>Complete the establishment of a professional account management capability with employers. [Q]/[E]</b>					
<b>11.1.</b>	Complete the recruitment and training programme for account managers. [Q]/[E]	Q.4 2016	DSP	Completed	Complete	KAMs training completed and project in development regarding training of employer engagement personnel and teams in divisional areas. All Key Account Managers have received NRF-approved accredited training. A project is underway to develop an appropriate training model for divisional employer teams.
<b>11.2.</b>	Agree and establish account management standards and co-ordination mechanisms with JobPath and LES providers. [Q]/[E]	Q.1 2016	DSP	On Target	In Progress	Protocol in place between DSP and JobPath providers. Draft protocol with LES and Jobs Clubs to be approved and rolled on for implementation in Q2 2017.
<b>11.3.</b>	Consider and, if appropriate, develop a plan to introduce an IT system to support employer engagement – using CRM (Customer Relationship Management) software interoperable with other DSP IT systems and databases and standardise this across all those delivering activation services (LES, JobPath). [Q]/[E]	Q.4 2016	DSP	Off Target	In Progress	Some CRM functionality will feature on the upgraded JobsIreland website. An in house application is being developed to facilitate and record other aspect of employer relationship management. Further options will be considered in Q4/2017.
<b>11.4.</b>	Establish a channel management approach to working with recruitment agencies with a view to helping recruitment agencies place jobseekers and other cohorts prioritised under PTW into employment. [Q]/[E]	Q.2 2016	DSP	On Target	In Progress	A dedicated Account Manager liaises with the NRF and works with recruitment agencies to help them place jobseekers. A protocol and service level agreement is currently being developed.
<b>11.5.</b>	Develop performance metrics to set targets and monitor and report on employer engagement activities. [Q]/[E]	Q.1 2018	DSP	On Target	Not started	
<b>12</b>	Continue to develop the national jobs week with a view to doubling employer participation over the course of the plan period and incorporating a national recruitment conference as part of the programme. [Q]/[E]	Q.4 2016	DSP	On Target	In Progress	Preparation for Jobs Week 2017 is underway. It will run from 25th to 28th September 2017.

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13.	Implement the new JobsIreland online recruitment service during 2016 and increase vacancies posted from c 100,000 per year to 200,000 per year over the course of this programme period (to end 2020). [Q]/[E]	Q.2 2016	DSP	Off Target	In Progress	The new JobsIreland system was introduced on a phased basis in July 2016. Due to technical difficulties the numbers of vacancies being advertised has not reached the estimated figures. Work is ongoing to address shortcomings and add functionality through 2017. It is expected that an upgrade of system architecture schedule for June/July 2017 will facilitate significant uptake.
14.	Develop a methodology with the CSO for monitoring movements of new employees from the Live Register or other welfare status to IDA/enterprise supported agencies and other employers	Q.2 2016	DSP/DJEI	On Target	In Progress	Methodology has been developed with CSO and a second run of the data has been completed for 2014 including a sensitivity analysis. While there are several caveats attached to the findings, they appear robust methodologically. A second wave of the analysis covering 2015 data took place in Q4. The CSO changed the methodology so that it is closer to the Revenue methodology and the results are now comparable with the previous years. 2014/2015 results were completed by the CSO (January 2017). The paper will be forwarded to the Group for final comments before the next Steering Group meeting.
15.	Develop and implement an engagement strategy for employer representative groups (e.g. IBEC, CIF, IHF) and other employer bodies (e.g. BITC, FIF). [Q]/[E]	On-going	DSP	Completed	On-going	IBEC is a member of the Labour Market Council. There are regular meetings with representative groups.
16	Continue to work to engage employers in offering training related work-placements to unemployed jobseekers through Skillnets. [Q]/[E]	On-going	DSP	Completed	On-going	Potential upskilling programmes with employers are identified and developed as appropriate and with relevant training providers. DSP and SOLAS co-hosted an information session with DSP and ETB managers and staff on the new Career Traineeship model in March 2017.
17	Participate together with employers in Regional Skills Fora being established by DES to improve labour market relevance of further education and training provision. [Q]	On-going	DSP; D/Education and Skills	Completed	On-going	The work of the Regional Skills Fora is progressing rapidly and the Fora are bringing together the key stakeholders from the enterprise and education and training sectors in each region to develop swift responses to emerging needs and also to build better relationships.

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18	Identify the skills needs of employers, including through the use of labour market data and studies, to inform the development and delivery of programmes that will upskill and re-skill unemployed people to meet the requirements of the enterprise sector. [Q]	On-going	D/Jobs. Enterprise, and Innovation; D/Education and Skills	In Progress	On-going	The EGFSN update report on the Food and Drink Skills Sector in Ireland was published. The EGFSN study into Design Skills in Ireland is near completion. The Hospitality Skills Oversight Group progressed the implementation of recommendations to boost hospitality skills supply. A progress report highlighting achievements of the Hospitality Skills Group in its first year was completed. This includes work by DSP in sourcing hospitality talent from the Live Register. The Biopharma Skills Forum, supported by BiopharmaChem Ireland continued to drive forward recommendations made in the EGFSN Biopharma Skills report. This includes around 1,000 Biopharma training places for jobseekers under the Springboard+ programme. DJEI inputted to the DES review of ICT Skills Needs where a step-up in ICT skills demand has been identified. The TechLife Ireland web portal funded by DJEI continues to attract ICT talent from abroad to Ireland.
19	Strengthen the mechanisms and metrics for ensuring delivery on the skills needs identified at sectoral and occupational level and develop further the dissemination of labour market and skills data to higher education and further education and training institutions to respond to identified shortages. [Q]/[E]	On-going	D/Jobs. Enterprise, and Innovation; D/Education and Skills	In Progress	On Target	A new skills architecture comprising the National Skills Council, Regional Skills Fora and a restructured EGFSN Group was established in the first quarter 2017. The development of the EGFSN 2017/18 work programme is well advanced. Several project proposals will be considered by the EGFSN on 4 May. The EGFSN has taken a number of steps to ensure effective communication and information provision with the new Regional Skills Fora of stakeholders established by DES. This includes presenting at the Dublin Regional Skills Fora on Biopharma Skills.
20	Maximise the application of a social clause subject to EU and national guidelines, in public procurement.	On-going	D/PER; D/SP	Completed	On-going	DSP staff continue to support the delivery of social clauses for PPP projects in conjunction with the contractors. DSP is exploring the potential for the application of social clauses with the public service with PAS.
21	<b>Improve the quality of service provision. [Q]</b>					

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21.1.	Design, develop and implement an accredited professional development programme for Intreo Case Officers.	Q.4 2016	DSP	On Target	In Progress	Over 70 case officers have now begun the Level 8 Certificate in Employability Services, co-delivered by DSP and NCI. The first group, who began the Programme in November 2016, completed lectures in April.
21.2.	Design, develop and implement a quality management approach to improve the quality of the service offered to Intreo clients.	Q.4 2017	DSP	On Target	In Progress	Revised report to be presented to Project Board and PTW Board. Internal quality management initially.
21.3.	Commission and publish regular customer satisfaction surveys.	Q.1 2016	DSP	On Target	In Progress	2017 Customer Satisfaction Survey in progress. Tendering for a DSP Customer Satisfaction Survey commencing with responses by early July.
21.4.	Refine and expand the range of published performance statistics relating to Intreo centre performance.	On-going	DSP	Off Target	In Progress	Data being examined and discussions on-going.
21.5.	Maintain the physical Intreo Centre environment to best practice standards.	On-going	DSP	Completed	On-going	Approximately 15 Intreo Centres were visited by FMU in Q1 2017 to ascertain maintenance needs. Each Intreo Centre is different but necessary works identified included replacement of carpet/flooring, deep clean of floor in public areas, revisit position of signage, painting, some work on interview booths, additional public seating. Some works have been approved work has commenced or is completed. Further Intreo Centres will be visited in Q2 2017. Meeting held with OPW to examine and look at ways to improve the layout of the Intreo Centre Navan Road.
22	<b>Complete the development and implementation of IT systems. [Q]/[E]</b>					
22.1.	Deliver an expanded range of online services to jobseekers and employers (MyWelfare.ie and JobsIreland.ie). [Q]/[E]	Q.3 2016	DSP	On Target	In Progress	Jobseeker on line pilot expanded to include JB and JA. Feedback from pilot to inform enhancements to be delivered prior to roll out. Usage of on line facility for holiday requests and close jobseeker claims remains low. New system functionality was added to jobsireland.ie to facilitate employer-candidate communications in relation to advertised vacancies.

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22.2.	Complete the development and implementation of a new end to end case management system integrated with DSP's core welfare systems. [Q]/[E]	Q.2 2016	DSP	Completed	Complete	Final release implemented. System now fully operational.
22.3.	Develop and implement a new Programme Learner and Support System in the FET sector and build and operate interfaces between DSP and FET systems to ensure that referrals are managed and tracked appropriately. [Q]/[E]	Q.4 2016	SOLAS; D/Education and Skills; DSP	Completed	On-going	FET referrals and feedback in relation to them completed on ACM/PLSS.
23	<b>Use evidence to inform the development of service and policy initiatives. [Q]</b>					
23.1.	Deliver a rolling programme of impact evaluation studies with the support of the Labour Market Council.	On-going	DSP	On Target	In Progress	As part of BARE (Business Intelligence/Analytics/Research/Evaluation) Programme, a number of in-house and commissioned evaluations are in progress. Awaiting the final report for publication of the BTEA Qualitative Study. Technical advice provided for a range of surveys and other projects across the Department.
23.2.	Establish a cross-departmental working group DSP, DES, SOLAS, DJEI, HEA, CSO and Revenue to expand the scope and application of the jobseeker longitudinal database (JLD).	Q.2 2016	DSP/DJEI/DES/SOLAS	Completed	On-going	Group established and meeting to discuss data-sharing protocols.
23.3.	Promote research activity on the JLD among academic institutions.	On-going	DSP	On Target	On-going	Work underway for 2017 Internship programme. Two interns from the 2016 Programme have moved to employment.
23.4.	Publish under the guidance of LMC an annual review of Pathways to Work progress and priorities.	Q.4 2016	DSP	Completed	On Going	Strategic priorities workshop held April 2017.
24.	<b>Promote exchange of best practice between service providers. [Q]/[E]</b>					
24.1.	Organise and run an annual service providers conference for all service providers in the public employment services sector. [Q]/[E]	Q.3 2016	DSP	Off Target	Not Started	Deferred to 2017. Initial contact with conference organiser with a view to an All-Ireland conference, including Employability Services.

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24.2	Publish from Q3 2016 performance statistics relating to the cost and performance of contracted providers including JobPath, LES/JobClubs and ETBs. [Q]	On-going	DSP; and D/Public Expenditure and Reform	Off Target	In Progress	First set of JobPath statistics published in January 2017. Second set published. The publication of LES and JobClub statistics is being examined in the context of the ongoing Indecon Review.
24.3	Refine the contract model with Local Employment Service to apply learnings from Intreo and JobPath roll-out. [Q]	Q.4 2016	DSP	Completed		Contracts in place for 2017. Review of some 6 month contracts underway.
24.4	Undertake a review of the operation of Local Employment Service and JobClubs to assess performance and value for money. [Q]	Q.2 2016	DSP	On Target	In Progress	After initial delays Review is underway - report expected in Q2 2017.
25	<b>Review and evaluate the performance of existing FET provision [Q]</b>					
25.1	Complete evaluations of the current rounds of Springboard and Momentum.	On-going	SOLAS	Completed		
25.2	Complete the review of the Post Leaving Certificate Programme.	Q.2 2016	SOLAS	On Target	In Progress	The ESRI have finalised the evaluation report of the National PLC Programme and submitted a non-copy formatted version to SOLAS. SOLAS is drafting its response to the findings which will be submitted in the near future to the Minister for Education and Skills for consideration.
25.3	Undertake reviews of FET programmes in accordance with the schedule set out in the FET Strategy 2014-19.	On-going	SOLAS	On Target	In Progress	Evaluation of the National Youthreach Programme going to open tender.
25.4	Seek to incorporate the JLD into FET programme reviews and examine the potential to enhance the JLD through the inclusion of data on participation in education and training programmes and overall educational attainment.	Q.1 2017	DSP; D/Education and Skills	Off Target	In Progress.	Progress on appropriate data-sharing being sought.
25.5	Complete an examination of the barriers to participation in FET programmes	Q.3 2016	SOLAS	Off Target	In progress	Examination has been completed. Final draft report due to be presented by consultants to SOLAS end of May 2017. SOLAS will then consider the report and draft its response to the findings by end of 2nd qtr 2017
26	<b>Target provision to meet needs of jobseekers and employers [Q]/[E]</b>					

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2017
26.1	Develop the new apprenticeship system on an on-going basis to cover the broad range of skills needed for the economy to ensure the system is resourced to adapt to the changing needs of the workplace and employers over the coming decade. [Q]	On-going	D/Education and Skills	Completed	On-going	
26.2	Roll out further rounds of Springboard and Momentum taking account of evaluation outcomes and analysis of need.[Q]	Q.4 2016	D/Education and Skills	Completed	On-going	
26.3	Agree annual targets with Intreo for participation of priority cohorts (long term unemployed jobseekers, people with disabilities, young unemployed people etc.) in education and training programmes [Q/E]	On-going	D/Education and Skills; DSP	Completed	On-going	Complete for 2017 planning and ongoing.
26.4	Review conditionality of income support for Springboard participants to facilitate flexibility and innovation in the programme. [Q]	Q.2 2016	D/Education and Skills	Completed	Complete	DES were unable to secure agreement on any significant changes to conditionality of income support for those participating on certain Springboard+ courses.
26.5	Examine supports required to facilitate greater participation by people with disabilities, single parents and qualified adults in education and training [E]	Q.4 2016	DSP; D/Education and Skills	Completed	On Going	Completed from DSP perspective, existing training support sufficient. Discussion on training supports may develop in DES.  A research project into the identification of barriers to FET participation, commissioned last year by SOLAS, is nearing completion, the results of which are scheduled for completion under the 2017 Action Plan for Education. The project seeks to identify, prioritise and propose solutions to the barriers to participation in FET, in particular, by under 25s unemployed people and older long term unemployed people. Based on its findings, the evaluation will advance specific recommendations, and where appropriate, propose adaptations to ensure that specific FET programmes are better focused on the needs of young and older long term unemployed groups and that policy on access and participation remains effective and consistent.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2017
<b>27</b>	<b>Ensure that FET sector and Intreo employment services deliver and operate services in an aligned manner. [Q]</b>					
<b>27.1</b>	Produce annual FET Service Plans, with engagement from the Department of Social Protection and Intreo offices.	Ongoing	DES/SOLAS/DSP	On Target	In Progress	Complete Q2 2017
<b>27.2</b>	Complete the development and rollout of the Programme Learner and support System (PLSS) including application interfaces with Intreo systems.	Q.4 2016	D/Education and Skills; SOLAS	Completed	On-going	Application interfaces continue to evolve.
<b>27.3</b>	Complete the review of inter-agency protocols between INTREO offices and DES/ETBs and disseminate the results.	Q.2 2016	DSP/DES	Completed		
<b>27.4</b>	Establish standing local arrangements to monitor the operation of the inter-agency protocols.	Q.2 2016	DSP; DES	Completed	On-going	Bi-monthly reports provided by Divisions to Employer Relations Unit
<b>27.5</b>	Ensure DSP participation in the Regional Skills Fora.	Ongoing	DES; DSP	Completed	On-going	Membership of the Fora includes all key regional stakeholders including officials from DSP.