
Pathways to Work 2016-2020

2016 Review of Progress Against All PTW Actions

Status Report Quarter 2 2016

Key/Summary

Actions On Target	63 Actions (74%)
Actions Off Target	9 Actions (11%)
Actions At Risk	0 Actions (0%)
Actions Completed	13 Actions (15%)

[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

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q2 Update
1	Increase the frequency and quality of engagement with registered Jobseekers. [Q]					
1.1.	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	Off Target	In progress	Functionality incorporated into the July release of the new Activation and Case Management computer application. Increased frequency of engagement to take effect from the end of August.
1.2.	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	D/Social Protection	On Target	In Progress	10 metrics agreed to be published on Department of Social Protection website. Beta version available within Department of Social Protection. First publication likely Q3.
1.3.	Implement outcome focussed, extended and intensive engagement processes in Local Employment Service providers.	Q.1 2016	D/Social Protection	Completed		Achieved by reducing the 2016 caseload thus increasing the intensity of engagement. Also changed from progression to placement and moved from open ended engagement to one year intensive activation.
2.	Expand pro-active engagement to other people of working age who are unemployed but not in receipt of a jobseeker payment. [E]					
2.1.	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	Q.1 2017	D/Social Protection	On Target	Not started	Not yet commenced

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	recipient.					
2.2	Expand pro-active engagement to people who are working part-time but are in receipt of a welfare payment.	Q.1 2017	D/Social Protection	On Target	In progress	Long term unemployed casual workers are to be referred in some JobPath areas starting September 2016.
2.3.	Develop a pro-active engagement approach to support qualified adult dependants of job-seeker claimants secure employment. For example, promote the registration of qualified spouses/ partners as jobseekers in their own right.	Q.2 2017	D/Social Protection	On Target	Not started	See action 2.7
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	D/Social Protection	On Target	In progress	Discussion with the Citizens Information Board and Garda National Immigration Bureau planned to promote the availability of services.
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	D/Social Protection	On Target	In progress	The Department of Social Protection. engages in all inter-govt. fora including Board of Heads of Public Employment Services, Partnership of Employment Services (PARES) and the European Union Employment Service (EURES). Intreo now confirmed as the official EURES partner for Ireland.
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	D/Social Protection	Completed		In place.
2.7.	Incorporate, as appropriate, time spent as an adult recipient or beneficiary of other full-time welfare payments (e.g. OPFP or	Q.2 2016	D/Social Protection	Off Target	In Progress	Already in place for some schemes and clients (e.g. JobBridge, One Parent Family Payment) feasibility of extension to

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	as a qualified adult dependent of a primary claimant) when assessing eligibility for access to employment supports.					other clients (e.g. Qualified Adults) under examination.
3.	Extend and intensify the pro-active engagement approach for people with a disability. [E]					
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	D/Social Protection	On Target	In Progress	Work is ongoing on the refinement of the Illness reform proposal.
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	D/Social Protection	Completed		Initial training provided for 60 Case Officers in dealing with Disability customers and all disabled customers who present at an Intreo centre are now 'caseloaded'. Proposal to have 400 Partial Capacity Benefit cases 'activated' by Case Officers under consideration. This would be the first proactive activation of any group of Disability customers.
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	D/Social Protection	Completed		Review of EmployAbility service provided by contractors completed. Consultation process planned for Q3.

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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	D/Social Protection	Completed		Report on Disability Allowance complete and ready for submission to the Minister for Social Protection.. Detailed presentation on Disability Allowance survey made to Research Advisory Council (RAC) of Make Work Pay for People with Disabilities project,
3.5.	Consider options to allow recipients of Carer's Allowance to access activation services as they cease their caring role.	Q.2 2017	D/Social Protection	On Target	Commenced.	At initial discussion stage
4.	Continue to implement the actions set out in the Youth Guarantee Implementation plan and in addition: [Q]					
4.1.	Increase the relative share of workplace-based interventions (Gateway, TÚS, Positive to Work etc.) for youth unemployed.	On-going	D/Social Protection	On Target	In Progress	Targets to be agreed in relation to each intervention, existing level of youth participation on schemes to inform targets set.
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	D/Social Protection	Completed		New First Steps approach agreed and now implemented.
4.3.	Ensure the frequency of engagement with all young unemployed people is a minimum of one case-officer meeting per month.	On-going	D/Social Protection	Completed		Monthly engagement with young employed people has been built into the new Activation and Case Management computer application within the Department of Social Protection.

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4.4	Implement the Defence Forces Skills for Life employment support programme	Q.3 2016	D/Defence	On Target	In Progress	The pilot for 30 participants commenced on 20 June 2016. This is a 10-week programme for 18-24 year olds on the Live Register. (5 weeks of Defence Forces-oriented training and 5 weeks at the Education and Training Board college in Baldoyle). Participants will retain their weekly jobseeker payment for the duration of the programme.
5.	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]					
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	D/Social Protection; D/Education and Skills	On Target	In Progress	A Request for Tenders to undertake a qualitative review was issued and tenders are now being evaluated. Some changes to the approval process have been implemented for the September 2016 intake. The new intake from September 2016 will be required to meet their case officers twice during duration of the programme.
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	D/Social Protection	On Target	In Progress	New intake into the Back to Education Allowance Scheme from Sept. 2016 will be required to meet their case officers twice during duration of the programme.
5.3.	Conduct a qualitative assessment of the BTEA scheme to determine reasons for comparatively low employment progression	Q.2 2016	D/Social Protection	Off Target	In Progress -	A Request for Tenders to undertake a qualitative review was issued and tenders are now being evaluated. Contract to be placed in Q3.

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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	<p>This work is being progressed through engagement with employers through the Regional Skills Fora, through the rollout of new apprenticeships and traineeships, through the review of the Post Leaving Certificate (PLC) programme and through the service planning process with Education and Training Boards. This is a major focus of the Further Education and Training Strategy.</p> <p>Work is also underway to develop a policy framework to guide Further Education and Training activity in relation to workforce development and is scheduled for completion in 2016.</p>
6.	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]					
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	D/Social Protection; D/Education and Skills	On Target	In progress	A Request for Tenders has issued for a review of Local Employment Services (LES) and Job Clubs.
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	D/Social Protection	On Target	In Progress	Outcomes are being examined and some discussion of the scheme has taken place with the Department of Public Expenditure and Reform. The scheme is subject to a Focused Policy Analysis in 2016 and the issue of changing the terms will be considered as part of this work.
7.	Ensure that 'work pays' when people who are unemployed transition from welfare to employment. [Q]/[E]					

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q2 Update
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 as many low-paid workers as possible without creating significant adverse consequences for employment or competitiveness.[Q]	On-going	D/Jobs. Enterprise, and Innovation	On Target	In Progress	The recommendations of the Low Pay Commission, issued in July 2015, were accepted by the Government. It is estimated that up to 120,000 benefitted from the increase in the National Minimum Wage implemented with effect from 1 January 2016. The Commission's next recommendations are due in late July 2016.
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	On Target	In Progress	A public consultation has been undertaken and closed in Q1 with a large number of submissions being received. Consideration of these submissions will inform the Government's response.
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	D/Social Protection	On Target	In Progress	The Department of Social Protection is in the process of reviewing the existing range of in-work supports in terms of their effectiveness in supporting people to transition from welfare to employment.
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	D/Social Protection; D/Housing, Planning and Local Government	On Target	. In Progress	The Housing Assistance Payment is currently rolled out to 19 Local Authority Areas and will be rolled out to a further 9 Local Authorities by end 2016. As of 6 June there were 10,021 tenancies set up on the Housing Assistance Payment and the Department of Social Protection continues to engage with the Department of Housing, Planning, Communities and Local Government on the further roll-out of the scheme.

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7.5	Review and report on the impact of the reduced jobseeker payment rates for jobseekers aged 18 – 25. [Q]	Q.2 2016	D/Social Protection	Off Target	In Progress	<p>An Irish Government Economic and Evaluations Service (IGEES) economist seconded to the Activation Policy unit of the Department of Social Protection is completing a study of impact of rate changes on education /training participation. Indications are that there has been a small, if any, impact on participation in training/education.</p> <p>The National University of Ireland Maynooth has commenced a more in-depth study. – Results are expected in Q4 2016/Q1 2017.</p>
7.6	Develop a ready reckoner illustrating the financial benefits of employment for people with disabilities.	Q.4 2016	D/Social Protection	On Target		Being considered as part of programme of work of the Research Advisory Council for Make Work Pay. The requirements for a Ready Reckoner are being scoped as part of this work with an intention to build the reckoner during 2017.
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	D/Social Protection	On Target	In Progress	<p>Plenary meetings held on 20 January, 9 March and 16 May.</p> <p>Three sub-groups established to progress the Group's work in parallel: Technical Sub-group Policy Sub-group Research Advisory Council (RAC).</p> <p>The consultation phase is to be completed in Q3 with a report due to Government by end 2016.</p>

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7.8	Increase access to quality and affordable childcare for parents transitioning to employment	Q.4 2017	D/Children and Youth Affairs	On Target	In Progress	The Department of Children and Youth Affairs is continuing to roll out the childcare reforms announced in Budget 2016, on foot of the report of the Interdepartmental Group on Investment in Childcare. Additional funding of €85 million has been allocated in 2016 for early years care and education, an increase of 30% on 2015 spending. Budget 2016 also funded a project team to develop a Single Affordable Childcare Scheme to replace a number of existing targeted programmes, which is expected to be in place in 2017. The new Scheme will provide an effective infrastructure from which further State investment in childcare can be delivered.
8.	Improve the application of the principle of rights and responsibilities in all engagements with jobseekers. [Q]					
8.1.	Improve communication of rights and responsibilities in activation documents and Group Information sessions.	On-going	D/Social Protection	Completed		Rights and responsibilities now a feature of new Group Information Session presentation.
8.2.	Apply a requirement for Jobseekers to register their CVs (anonymised if desired) to JobsIreland when requested by their Case Officers.	Q.2 2016	D/Social Protection	Off Target	In Progress	Will be implemented in Q3 in tandem with rollout of new JobsIreland system.
9.	Build jobseeker and other working age cohorts awareness of available supports through increasing marketing and communication activity. [Q]/[E]					

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9.1.	Increase use of on-line/social media channels as a means of communicating with jobseekers. [Q]/[E]	On-going	D/Social Protection	On Target	In Progress	<p>The Department of Social Protection is reviewing and updating of Jobseeker pack, and participating at relevant client focused events to support awareness and engagement with Jobseekers.</p> <p>A new digital services channel Unit has been established within the Department of Social Protection and in process of developing plans to increase the availability and utilisation of services online.</p>
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	D/Social Protection	On Target	In Progress	Ongoing as part of employer engagement. The Small Firms Association recently published articles on the Department of Social Protection employer supports in newsletter
10.	Facilitate and advance recruitment levels from the Live Register to Enterprise Agency assisted companies. [Q]					
10.1.	Promote employer support services and schemes (e.g. JobsPlus, Job Matching) via EI and the IDA.	On-going	D/Jobs. Enterprise, and Innovation; D/Social Protection	On Target	In Progress	There is ongoing engagement with between the Department of Social Protection and the Industrial Development Authority and Enterprise Ireland to promote the Department of Social Protection employer supports to client companies and to encourage recruitment of jobseeking clients. e.g, the Department of Social Protection supports are referenced as part of employer engagement activity and in employer related materials. Participation at Industrial Development Authority and Enterprise Ireland employer-related events such as Trade and Investment mission events.

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						The Industrial Development Authority and Enterprise Ireland are continuing to promote the employer support services and schemes of the Department of Social Protection to their client base, as part of the overall suite of state supports available to enterprise to maximise job creation.
10.2.	Provide responsive job-matching services on request to EI and IDA sponsored employers.	On-going	D/Social Protection	On Target	In Progress	Ongoing based on agreement of client companies
10.3.	Participate in Regional Implementation Boards of the Action Plan for Jobs.	On-going	D/Social Protection	On Target	In Progress	The Department of Social Protection Divisional Managers (Principal Officers) participating, as required.
10.4.	Operate the joint governance structure overseeing the implementation of the protocol between DSP and DJEI agencies.	On-going	D/Social Protection; D/Jobs. Enterprise, and Innovation	On Target	In Progress	The Department of Social Protection participates on the Enterprise Agency Protocol Group. A joint Employment Forum was held for regional managers and leaders from the Department of Social Protection, the Department of Jobs Enterprise and Innovation and the Department of Education and Skills on 17th May..
11.	Complete the establishment of a professional account management capability with employers. [Q]/[E]		--			
11.1.	Complete the recruitment and training programme for account managers. [Q]/[E]	Q.4 2016	D/Social Protection	On Target	In Progress	Central account management team established. 5 of the Account Managers have completed the National Recruitment Federation Certificate in Recruitment Practice and the remaining 2 are due to complete this summer. On-the-Job and systems training ongoing.

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11.2.	Agree and establish account management standards and co-ordination mechanisms with JobPath and LES providers. [Q]/[E]	Q.1 2016	D/Social Protection	On Target	In Progress	Divisional meetings being held with JobPath Providers and the Department of Social Protection Divisional and central employer team regarding operation of protocol. Protocol to be established in relation to Local Employment Services providers.
11.3.	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	D/Social Protection	On Target	In Progress	Currently exploring the degree to which the new JobsIreland application might support employer customer relationship management; and also other customer relationship management packages available on a user licence basis.
11.4.	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	D/Social Protection	On Target	In Progress	A Key Account Manager has been assigned to work with recruitment agencies. Draft policy in relation to engagement with Recruitment Agencies prepared, to be discussed at meeting with National Recruitment Federation in June.
11.5.	Develop performance metrics to set targets and monitor and report on employer engagement activities. [Q]/[E]	Q.1 2018	D/Social Protection	On Target	Not started	To be commenced with support of the employer sub-group of the Labour Market Council
12	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	D/Social Protection	On Target	In Progress	Dates agreed for Jobs Week (26 Sept.) with a launch event at the Intreo Careers Fair Dublin Castle (6 Sept.).

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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	D/Social Protection	Off Target	In Progress	'Soft-launch' on 18 July to enable migration of existing service to the new platform during August and September.
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	D/Social Protection; D/Jobs, Enterprise, and Innovation	On Target	In Progress	Methodology has been developed with Central Statistics Office and a first run of the data completed with a view to a second run being done by end-Q2
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	D/Social Protection	On Target	In Progress	Draft Strategy prepared and to be finalised subject to further engagement with stakeholders
16	Continue to work to engage employers in offering training related work-placements to unemployed jobseekers through Skillnets. [Q]/[E]	On-going	D/Social Protection	On Target	In Progress	Programmes during 2016 relate to a range of sectors including Bio-Pharma, Hospitality, Catering, Healthcare.
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	D/Social Protection; D/Education and Skills	On Target	In Progress	9 Regional Skills Fora are being established in line with the European Union Nomenclature d'Unités Territoriales Statistiques (<i>NUTS</i>) areas. An Education and Training Provider Group in each region is responsible for the operation of the Fora. As they are becoming established membership is being expanded to include all key regional stakeholders including the Department of Social Protection. 9 Regional Skills Managers have now been appointed to lead the activities of the Fora.
18	Identify the skills needs of employers, including through the use of labour market data and studies, to inform the	On-going	D/Jobs, Enterprise, and	On Target	In Progress	The new national skills strategy sets out an architecture to better capture, process, disseminate and respond to national and

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	development and delivery of programmes that will upskill and re-skill unemployed people to meet the requirements of the enterprise sector. [Q]		Innovation; D/Education and Skills			<p>regional skill needs.</p> <p>A Regional Skills Website was launched in May 2016 to support the work of the Regional Skills Fora. The website also provides access to a detailed profile for each of the 9 Regions drawn from all relevant skills research and datasets including Live Register data to provide the basis for informed dialogue on skills needs. Separately, skills data for each Education and Training Board area is provided by the Strategic Labour Market Research Unit to support the Further Education and Training service planning process.</p> <p>The Expert Group on Future Skills Needs has agreed its 2016 Work Programme, which will include reviews in 2016 of skills needs of the BioPharma sector and Design skills for the economy, amongst other reports. The Expert Group on Future Skills Needs produced Guidance for education and training providers for Springboard+ courses in February 2016.</p>

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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]		D/Jobs, Enterprise, and Innovation; D/Education and Skills	On Target	In Progress	As part of its work programme for 2016, the Expert Group on Future Skills Needs is conducting a review of the implementation of recommendations in previous reports. A Skills Oversight Group has recently been established to progress implementation of the recommendations in the 2015 report on the skills needs of the Hospitality sector. The Expert Group on Future Skills Needs will also be reviewing its Communications Strategy in the second half of the year, with a view to improving the dissemination of skills data to all key stakeholders.
20	Maximise the application of a social clause subject to EU and national guidelines, in public procurement.		D/Social Protection	On Target	In Progress	Engagement is ongoing with National Treasury Management Agency and associated agencies and contractors in relation the achievement of social clause contract obligations regarding the recruitment of jobseekers currently on the Live Register
21	Improve the quality of service provision. [Q]					
21.1.	Design, develop and implement an accredited professional development programme for Intreo Case Officers.	Q.4 2016	D/Social Protection	On Target	In Progress	A request for tenders issued in Q1 for collaborative provision with a college/university to design, validate and accredit a programme based upon the One Department of Social Protection curriculum for frontline roles. This programme includes the case officer curriculum. The successful bidder has been selected and contracts are scheduled for completion in July/August.

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21.2.	Design, develop and implement a quality management approach to improve the quality of the service offered to Intreo clients.	Q.4 2017	D/Social Protection	On Target	Not started	Not yet started. Project team to be established in Q3 2016.
21.3.	Commission and publish regular customer satisfaction surveys.	Q.1 2016	D/Social Protection	Complete	First report published	First report published indicating very high levels of satisfaction. Second survey being commissioned for Q3. 2016 work programme agreed.
21.4.	Refine and expand the range of published performance statistics relating to Intreo centre performance.	On-going	D/Social Protection	On-Target	In Progress	Beta version has been circulated within the Department of Social Protection. External publication for Q3. See also action 1.2.
21.5.	Maintain the physical Intreo Centre environment to best practice standards.	On-going	D/Social Protection	On Target	In Progress	Most Intreo Centres have been recently refurbished and/or fitted out in adherence to new brand identity guidelines and are suitably maintained to best practice standards..
22	Complete the development and implementation of IT systems. [Q]/[E]					
22.1.	Deliver an expanded range of online services to jobseekers and employers (MyWelfare.ie and JobsIreland.ie). [Q]/[E]	Q.3 2016	D/Social Protection	On Target	In Progress	Jobseeker claims and activation appointments added in April Release of MyWelfare.ie. 'My profile/change in circumstances' due in Q3. Implementation of a new JobsIreland.ie service to commence in July 2016.
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	D/Social Protection	On Target	In progress.	Final release scheduled for July.
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	Q.4 2016	SOLAS; D/Education and Skills; D/Social	On Target	In Progress	The Programme Learner and Support System scheduling of courses and manual referrals from the Department of Social Protection through programme

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	systems to ensure that referrals are managed and tracked appropriately. [Q]/[E]		Protection			data available through the National Programme Database and National Course Calendar has commenced in all Education and Training Boards from December 2015.
23	Use evidence to inform the development of service and policy initiatives. [Q]					
23.1.	Deliver a rolling programme of impact evaluation studies with the support of the Labour Market Council.	Ongoing	D/Social Protection	On Target	In Progress	Programme of evaluations in place. The preliminary JobBridge evaluation results were received in June; The Back to Work Enterprise Allowance review is now on target for preliminary results in September. Intreo process reforms evaluation in progress and due at the end 2016/in early 2017.
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	D/Social Protection; D/Jobs. Enterprise, and Innovation; D/Education and Skills; SOLAS	Complete		A Technical working group on Data Sharing met April 2016 in Central Statistics Office, featuring Department of Education and Skills, Department of Health and the Central Statistics Office. The Department of Social Protection is engaging with Quality and Qualifications Ireland on data sharing. The Department of Social Protection is engaging with the Revenue Commissioners to pursue greater data sharing and enhance the value of Jobseeker Longitudinal Dataset.
23.3.	Promote research activity on the JLD among academic institutions.	On-going	D/Social Protection	On Target	In Progress	Presentations on the Jobseeker Longitudinal Dataset were made to senior academics from economics, sociology, statistics, actuarial science, politics departments of University College Dublin and the National University of Ireland Maynooth. The National University of

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						Ireland Maynooth is using the Jobseeker Longitudinal Dataset to evaluate impact of U26 rate changes.
23.4.	Publish under the guidance of LMC an annual review of Pathways to Work progress and priorities.	Q.4 2016	D/Social Protection	On Target	In Progress	The Labour Market Council Response to Pathways to Work 2016-2020 has been published.
24.	Promote exchange of best practice between service providers. [Q]/[E]					
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	D/Social Protection	On Target	In Progress	This conference is being planned for end Q3/Q4 2016 but may be deferred to Q1 2017 to be run in association with the National Recruitment Federation.
24.2	Publish from Q3 2016 performance statistics relating to the cost and performance of contracted providers including JobPath, LES/JobClubs and ETBs. [Q]	Ongoing	D/Social Protection; and D/Public Expenditure and Reform	On Target	In Progress	A performance report being refined in association with D/PER.
24.3	Refine the contract model with Local Employment Service to apply learnings from Intreo and JobPath roll-out. [Q]	Q.4 2016	D/Social Protection	On Target	In Progress	A request for tenders has issued for review of Local Employment Service/JobClub governance and contract model
24.4	Undertake a review of the operation of Local Employment Service and JobClubs to assess performance and value for money. [Q]	Q.4 2016	D/Social Protection	On Target	In Progress	A request for tenders has issued for review of Local Employment Service/JobClub governance and contract model
25	Review and evaluate the performance of existing FET provision [Q]					
25.1	Complete evaluations of the current rounds of Springboard and Momentum.	Ongoing	SOLAS	On Target	In Progress	Evaluations ongoing.

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25.2	Complete the review of the Post Leaving Certificate Programme.	Q.2 2016	SOLAS	Off Target	In Progress	The Economic and Social Research Institute is planning to submit its evaluation of the Post Leaving Certificate programme to SOLAS in July 2016.
25.3	Undertake reviews of FET programmes in accordance with the schedule set out in the FET Strategy 2014-19.	Ongoing	SOLAS	Off Target	Not Started	A request for tenders for review of Vocational Training Opportunities Scheme is to issue in Q1 2017
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	D/Social Protection; D/Education and Skills	On Target	In Progress.	Legislative change is required to explicitly add data sharing for statistical purposes to data set that can be shared by the Department of Social Protection and the Department of Education and Skills
25.5	Complete an examination of the barriers to participation in FET programmes	Q.3 2016	SOLAS	Off Target	Not Started	The tender process to recommence QTR 3 2016
26	Target provision to meet needs of jobseekers and employers [Q]/[E]					
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]	Ongoing	D/Education and Skills	On Target	In progress	The upward trend in apprenticeship registrations is continuing with close to 3,400 forecast for 2016 in the existing trades. The consortia sponsoring the 25 category one apprenticeships recommended for development by the Apprenticeship Council have been continuing their work on developing their programmes. Up to nine programmes are scheduled for 2016 rollout.
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	On Target	In Progress	The 2016 round of Springboard has been launched. This provides for 5,825 places on 180 courses in 36 educational institutions. Consultations are underway on the need for a further round of Momentum, along with issues of focus

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q2 Update
						and scale.
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]	Ongoing	D/Education and Skills; D/Social Protection	On Target	In Progress	67,792 long term unemployed people participated on Further Education and Training programmes in 2015, almost 30% ahead of target. However, it should be noted that this is entirely accounted for by greater than forecast participation on part time programmes and that the numbers on full time programmes were behind target.
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	Complete		A reduction in the period of unemployment (currently 9 months) required to qualify for Back to Education Allowance support on Springboard is not believed to be warranted given ongoing improvement in labour market.
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	D/Social Protection; D/Education and Skills	On Target	In Progress	60 case officers within the Department of Social Protection trained to provide employment support service to people with disabilities. SOLAS will be tendering for research in Q3 on the barriers to participation in Further Education and Training programmes. It is anticipated that broader work on the examination of supports will take place in the context of the Department of Social Protection's examination of widening the focus of activation to other groups.
27	Ensure that FET sector and Intreo employment services deliver and operate services in an aligned manner. [Q]					

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q2 Update
27.1	Produce annual FET Service Plans, with engagement from the Department of Social Protection and Intreo offices	Ongoing	D/Education and Skills; SOLAS; D/Social Protection	On Target	In Progress	2016 plan published in May.
27.2	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	On Target	In Progress	The pilot for the Programme Learners and Support System database commenced in May 2016. A data exchange agreement has been signed with the Department of Social Protection.
27.3	Complete the review of inter-agency protocols between INTREO offices and DSP and disseminate the results.	Q.2 2016	D/Social Protection; D/Education and Skills	Complete		<p>The review of the Department of Social Protection/Education and Training Board interagency protocol has been completed. A revised Interagency Operational Framework between the Department of Social Protection and the Education and Training Boards has been developed. It is operational in the Dublin area (3 Department of Social Protection Divisions & 2 Dublin Education and Training Boards) and roll-out nationwide commenced in May 2016.</p> <p>The new protocol was presented at a tri-partite event in Dublin Castle on 17/5/2016.</p>
27.4	Establish standing local arrangements to monitor the operation of the inter-agency protocols.	Q.2 2016	D/Social Protection; D/Education and Skills	Complete		Bi-monthly reports are in place within the Department of Social Protection.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q2 Update
27.5	Ensure DSP participation in the Regional Skills Fora.	Ongoing	D/Education and Skills; D/Social Protection	On Target	In Progress	The Department of Social Protection is a member of the Project Advisory Group which is overseeing the development of the Regional Skills Fora and the Department of Education and Skills has recommended that local Department of Social Protection representatives be invited to participate in the Fora as membership is being expanded.