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

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## **2016 Review of Progress Against All PTW Actions**

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### **Status Report Quarter 3 2016**

As at 5<sup>th</sup> December 2016

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#### **Key/Summary**

<b>Actions on target for completion by due date</b>	<b>36 Actions (42%)</b>
<b>Actions underway and to be completed but off target for due date</b>	<b>17 Actions (20%)</b>
<b>Actions at risk of not being completed</b>	<b>0 Actions (0%)</b>
<b>Actions completed</b>	<b>33 Actions (38%)</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

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 Update
<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	Completed		Default engagement frequency 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 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	D/Social Protection	Off Target	In Progress	Accuracy of available data being examined by Stats Unit.
<b>1.3</b>	Implement outcome focussed, extended and intensive engagement processes in Local Employment Service providers.	On going		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.1 2017	D/Social Protection	Off Target	Not started	On foot of a legislative amendment to the Social Welfare Budget Bill 2016 the Department will undertake a review of the financial and social effects of the amendments to the one-parent family payment made since 1 January 2012, taking into account the effects on welfare dependency and the poverty rates of those in receipt of the one-parent family payment. It is intended that this review will also cover the Jobseeker's Transition Payment (JST). The review is due to be completed within 9 months of the enactment of the Social Welfare Budget Bill 2016.

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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	The referral of part-time workers to JobPath commenced in Nov 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	In progress	A joint paper is being developed by Jobseekers policy and Activation Case Management Unit to set out possible options. This option is also being considered as part of the development of the action plan for jobless households due in Q1 2017
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	Completed	On-going	Ongoing engagement with a wide range of agencies/service providers including: library services, CICs employability services, National Learning Network, ETB (including language skills/guidance services, women's aid, alcohol and drug addiction services (TURAS) Community Welfare Service. Also use of media – e.g. once a week slot on Galway Bay FM.
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	Completed	On-going	This activity is on-going. The Department engages in relevant inter-Governmental and EU fora to offer employment services to Irish emigrants working abroad, e.g. EURES and Partnership between Employment Services (PARES). DSP supported the EU Commission to host the ad hoc EURES Coordinators meeting in Dublin on 7th-9th November 2016 with a focus on opening the network to other partners. All job vacancies advertised on the DSP's jobsireland.ie website are posted on the EURES portal. EURES Advisors abroad offer supports and services to assist emigrants to return and avail of job opportunities here.
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	On-going	Referral processes are in place between DSP and SICAP providers

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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	D/Social Protection	Completed	On-going	Time spent as Qualified Adult on a qualifying payment count towards qualifying period for the BTWEA scheme, similar to the primary claimant. BTEA is open to all Qualified adults. Both the primary claimant and Qualified adult can be in receipt of BTEA simultaneously. Extension of approach to other schemes will be considered as part of the action plan on jobless households
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	D/Social Protection	On Target	In Progress	A reform communications document has been drafted and provided the basis for briefing of Minister and Minister of State in November. Moving to broader consultation in early 2017.
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	On-going	Staff trained in all Intreo centres and people with disabilities who wish to avail of employment services have access to case officer support. Work ongoing on identifying people with a disability who may be interested in supported engagement at an Intreo office. National Disability Authority supporting development of protocols to support engagement and text of first point of contact letter. Consultation phase with stakeholders has commenced.
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	Published	Review published following consultation seminar with EmployAbility service in August 2016. Report published on welfare.ie in August. Arrangements for further regular interaction to implement key reforms underway.

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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	Complete	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	In Progress	Steps to be taken following enactment of Carer's budget measure:(i) notification to all Intreo centres that services are to be made available to carers and (ii) carers to be notified through standard letter when they cease caring role.
4.	<b>Continue to implement the actions set out in the Youth Guarantee Implementation plan and in addition: [Q]</b>					
4.1.	Increase the relative share of workplace-based interventions (Gateway, TÚS, Positive to Work etc.) for youth unemployed.	On-going	D/Social Protection	Completed	On-going	There are 8,000 places on Tús in 2016 and 1,000 of these are reserved for participants who are younger than 25 years. During 2016 the allocation of 1,000 places for young people has been exceeded on this programme. This target is not a limit.  The Gateway scheme makes up to 15% of positions available to persons younger than 25 years.  Jobsplus eligibility for the lower level of subsidy has been broadened to include young jobseekers (aged 18-24) who are unemployed for four months or more.
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	Complete	First Steps restructured primarily by reducing the duration of placements to 3 months (can be extended to 6 or 9 months), abolishing the element of compulsion and providing additional DSP support to both participants and Host Organisations. The scheme will be further reviewed in Q2/2017 in light of any proposed replacement of JobBridge.

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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	On-going	The default engagement pattern is now one meeting per month. Case officers may vary this pattern based on the personal progression plan agreed with the jobseeker.
4.4	Implement the Defence Forces Skills for Life employment support programme	Q.3 2016	D/Defence	Completed	Complete	25 participants completed the Programme which was 'Highly Commended' at the Civil Service Excellence Awards. The Programme will be evaluated to facilitate consideration of appropriate next steps.
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	D/Social Protection; D/Education and Skills	Off Target	In Progress	Tender issued on target in Q2 and responses evaluated and contract awarded in Q3 for the BTEA Qualitative Study which is now underway. In-course case officer reviews with current participants scheduled for Q1 2017.
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	Engagements pattern agreed and specified in Q3. Engagements to take place in October and March each year – commencing March 2017..
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	Started	Tender issued on target in Q2 and responses evaluated and contract awarded in Q3. In contract with BMG Research. Inception meeting held 3rd October 2016.
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	This is a major focus of the FET Strategy. Work is also underway to develop a policy framework to guide FET activity in relation to workforce development, scheduled for completion in 2016.

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<b>6.</b>	<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>					
<b>6.1</b>	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	Off Target	In Progress	This is included in the terms of reference of the review of LES and Job Clubs which is expected to be completed by Q2 2017.
<b>6.2.</b>	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	Off Target	In Progress	Issue will be examined as part of Focused Policy Analysis (FPA) on JobsPlus in 2017. FPA work under way, with creation of steering group, including representation from DPER.
<b>7.</b>	<b>Ensure that 'work pays' when people who are unemployed transition from welfare to employment. [Q]/[E]</b>					
<b>7.1</b>	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 Low Pay Commission Recommendation that the national minimum wage be increased by 10 cents per hour was brought to Cabinet in July. This was agreed and implemented in Budget 2017.
<b>7.2</b>	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	Work is well advanced on developing a policy response to the UL Study and the public consultation on the Study. It is expected that proposals will be brought forward for consideration by Government later this year. The policy response will be informed by the UL study itself and also the extensive material and practical examples provided by respondents to the public consultation. DJEI is currently engaged in a dialog process with ICTU & IBEC to secure broad agreement before proposals are finalised.

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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	Off Target	In Progress	In light of the commitments contained in the Programme for Government to develop a new Working Family Payment an interdepartmental group has been established to develop proposals for a new Working Family Payment. As part of this process work has started on reviewing the existing in-work benefits. Proposals in line with the Programme for Government commitment are due to be completed in July of next year in order to be considered in the context of Budget 2018 discussions.
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	There are 13,400 tenancies currently set up (as of 26/09) on HAP. The 9 'non-Dublin' local authorities not in the scheme (Cavan, Kerry, Laois, Leitrim, Longford, Roscommon, Westmeath, Wexford and Wicklow) will be rolled out by the end of 2016 and to the 3 remaining Dublin local authority areas (Dublin City Council, Dún Laoghaire-Rathdown County Council and Fingal County Council) in early 2017. The recent Action Plan for Housing has committed to an accelerated rate of roll out of HAP with some 15,000 HAP tenancies planned for 2017.
7.5	Review and report on the impact of the reduced jobseeker payment rates for jobseekers aged 18 to 25. [Q]	Q.2 2016	D/Social Protection	Off Target	In Progress	Initial results of research being carried out independently in NUI, Maynooth expected at end Q4 2016.
7.6	Develop a ready reckoner illustrating the financial benefits of employment for people with disabilities.	Q.4 2016	D/Social Protection	Off Target	In Progress	Work ongoing on scoping the 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	D/Social Protection	On Target	In Progress	Consultation process completed. Making Work Pay group on track to report to Government by year end.



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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.	<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	D/Social Protection	Completed	On-going	All Group Information Session now include a briefing on rights and responsibilities
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	Not Started	Rescheduled to Q2/2017 to align with the completion of the new JobsIreland website.
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	D/Social Protection	On Target	In Progress	Twitter Account currently in use. Continued and enhanced digital communications with customers expected in 2017.
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. INOU and IBEC are members of the Labour Market Council. Involved in a range of initiatives and fora to promote awareness of supports and services, e.g. Hospitality Skills Forum, Regional Skills Forums, Retail Consultation Group and Corporate Social

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						Responsibility Stakeholder Forum. Promotional material is communicated on relevant stakeholder media.
<b>10.</b>	<b>Facilitate and advance recruitment levels from the Live Register to Enterprise Agency assisted companies. [Q]</b>					
<b>10.1.</b>	Promote employer support services and schemes (e.g. JobsPlus, Job Matching) via EI and the IDA.	On-going	D/JEI; D/SP	On Target	In Progress	DSP, DJEI, IDA and EI work collaboratively to promote services directly to agency supported companies or prospective companies.
<b>10.2.</b>	Provide responsive job-matching services on request to EI and IDA sponsored employers.	On-going	D/Social Protection	On Target	In Progress	Ongoing - working with enterprise agency clients as required in response to recruitment needs on a national and Divisional (local) level. DSP participates on the Enterprise Agency Protocol Group.
<b>10.3.</b>	Participate in Regional Implementation Boards of the Action Plan for Jobs.	On-going	D/Social Protection	Completed	On-going	The Department of Social Protection Divisional Managers (Principal Officers) participate as required.
<b>10.4.</b>	Operate the joint governance structure overseeing the implementation of the protocol between DSP and DJEI agencies.	On-going	DSP/DJei	On Target	In Progress	DSP fully participates in regular meetings of the inter-agency Steering Group that oversees implementation of the Protocol.
<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	D/Social Protection	Completed	Complete	All account managers now trained and certified to recruitment industry standards.
<b>11.2.</b>	Agree and establish account management standards and co-ordination mechanisms with JobPath and LES providers. [Q]/[E]	Q.1 2016	D/Social Protection	Off Target	In Progress	Protocol in place between DSP and JobPath providers. Draft protocol with LES to be discussed with LES Q1/2017.
<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.4 2016	D/Social Protection	Completed	On-going	Having considered the option of developing a separate ICT system to support employer engagement, a decision has been made to explore the option of integrating CRM within jobsireland.ie by end 2017.

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	[Q]/[E]					
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	Completed	On-going	Engaging with recruitment agencies with regard to job opportunities.
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	Base line to be established based on current knowledge which will be supported by activity recorded under CRM system.
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	Completed	On-going	Intreo Careers Fair and Jobs Weeks 2016 held in September. Outcomes and survey analysis to be undertaken. All activities promoted extensively through various channels including social media. The format, focus and timing of the recruitment conference under consideration and will be subject to consultation and engagement with external stakeholders including industry.
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	New site live since July 2016. Additional functionality being introduced on a phased basis through to Q2/2017.
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	Completed	On-going	Methodology now in place. DSP and CSO plan to coordinate with DJEI further work in this area.
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	Engagement with all representative groups is ongoing. Formal strategy document to be finalised in Q1/2017
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	Completed	On-going	On-going activity in collaboration with industry and education providers.

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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	Completed	On-going	The Department of Social Protection Divisional Managers (Principal Officers) participating as required.
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	Completed	On-going	The Expert Group on Future Skills Needs (EGFSN) 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 EGFSN report Future Skills Needs of the Biopharma Industry in Ireland was published in August. The EGFSN produced Guidance for education and training providers for Springboard+ courses in February 2016.
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	Completed	On-going	As part of its work programme for 2016, the Expert Group on Future Skills Needs has reviewed the implementation of recommendations in previous reports and identified areas for specific focus. DJEI is engaging with DAFM on the skills needs in the agri-food sector in particular. A Skills Oversight Group has been established to progress implementation of the recommendations in the 2015 EGFSN report on the skills needs of the Hospitality sector. The Biopharma Skills Forum, supported by BiopharmaChem Ireland is working to drive forward recommendations in the July 2016 EGFSN Biopharma Skills report. DJEI has inputted to the DES review of ICT Skills needs and the step-up in demand. DJEI has funded and launched the TechLife Ireland international marketing programme and web portal. 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.
20	Maximise the application of a social clause subject to EU and national guidelines, in public procurement.	On-going	D/PER; D/SP	On Target	In Progress	Ongoing and review to commence.

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<b>21</b>	<b>Improve the quality of service provision. [Q]</b>					
<b>21.1.</b>	Design, develop and implement an accredited professional development programme for Intreo Case Officers.	Q.4 2016	D/Social Protection	On Target	In Progress	DSP now partnering with the National College of Ireland to develop a series of programmes aligned to the National Framework of Qualifications. Case officers will undertake a Level 8 Certificate (Special Purpose Award) in Employability Services. The first cohort of students began the Programme in November.
<b>21.2.</b>	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	In Progress	QM project board and project team established. Team to bring forward paper to project board initially with options and recommendations.
<b>21.3.</b>	Commission and publish regular customer satisfaction surveys.	Q.1 2016	D/Social Protection	Completed	Ongoing	First survey complete and published. Second survey complete (Q4 2016) and due to be published in Q1 2017.
<b>21.4.</b>	Refine and expand the range of published performance statistics relating to Intreo centre performance.	On-going	D/Social Protection	Off target	In Progress	Publication expected before end-Q4 2016/early Q1 2017.
<b>21.5.</b>	Maintain the physical Intreo Centre environment to best practice standards.	On-going	D/Social Protection	Completed	On-going	All Intreo Centres are now completed. All Intreo centre environments are subject to ongoing maintenance where required, and are maintained in accordance with best practice standards.
<b>22</b>	<b>Complete the development and implementation of IT systems. [Q]/[E]</b>					
<b>22.1.</b>	Deliver an expanded range of online services to jobseekers and employers (MyWelfare.ie and JobsIreland.ie). [Q]/[E]	Q.3 2016	D/Social Protection	Off 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 commenced in July 2016.
<b>22.2.</b>	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	Completed	Complete	Final release implemented. System now fully operational.

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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; D/Social Protection	On Target	In Progress	Basic data exchange in place for referral and feedback. SOLAS in negotiations with DSP for more extensive data exchange subject to adherence with data protection regulations.
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	D/Social Protection	On Target	In Progress	LMC and LMC evaluation sub-group reviewed preliminary findings of JobBridge evaluation, Summer 2016. Report and LMC report on proposals for a new work experience programme published October.  Final restructured Intreo dataset transmitted to ESRI in December. Evaluation to go into 2017. BTWEA evaluation on-going. BTEA Qualitative study initiated.
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	Further meeting of technical working group on Data Sharing November 2016. Suitable amendment to SW Consolidation Act to be considered as part of Spring Bill. Further progress needed on DSP-Revenue data sharing for statistical processing and research.
23.3.	Promote research activity on the JLD among academic institutions.	On-going	D/Social Protection	On Target	In Progress	Three further internships started.  JLD data shared with NUI Maynooth for Under-25 Jobseeker reforms evaluation.  Progress on data sharing with Joint Research Centre of European Commission (JRC).  Progress on data sharing with UCD Geary Institute.
23.4.	Publish under the guidance of LMC an annual review of Pathways to Work progress and priorities.	Q.4 2016	D/Social Protection	Completed	On-going	LMC published response to the PTW 2016-2020 plan. A further review will be published during 2017.

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<b>24.</b>	<b>Promote exchange of best practice between service providers. [Q]/[E]</b>					
<b>24.1.</b>	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	Off Target	Not Started	Deferred to 2017. Consideration is being given to partnering with an already established conference in this field.
<b>24.2</b>	Publish from Q3 2016 performance statistics relating to the cost and performance of contracted providers including JobPath, LES/JobClubs and ETBs. [Q]	On-going	D/Social Protection; and D/Public Expenditure and Reform	Off Target	In Progress	The first set of statistics for JobPath is expected to be ready for publication by end Q4 2016.
<b>24.3</b>	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	2016 contracts are in place. 2017 contracts have been drafted, in consultation with CSO, to take on board learning from JobPath contracts. The contract model may be further refined based on findings of the review referenced at Action 24.4.
<b>24.4</b>	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	Review is underway - report expected in Q2 2017.
<b>25</b>	<b>Review and evaluate the performance of existing FET provision [Q]</b>					
<b>25.1</b>	Complete evaluations of the current rounds of Springboard and Momentum.	On-going	SOLAS	On Target	In Progress	Draft Momentum Evaluation will be completed Q3.
<b>25.2</b>	Complete the review of the Post Leaving Certificate Programme.	Q.2 2016	SOLAS	On Target	In Progress	Draft report to be submitted to SOLAS mid October 2016.
<b>25.3</b>	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	Draft report to be submitted to SOLAS mid October 2016.
<b>25.4</b>	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	Q.1 2017	D/Social Protection; D/Education	Off Target	In Progress	Discussions with SOLAS and progress on appropriate data sharing initiated.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 Update
	programmes and overall educational attainment.		and Skills			
25.5	Complete an examination of the barriers to participation in FET programmes	Q.3 2016	SOLAS	On Target	In Progress	Some research underway. Tender process to recommence Q3 2016.
26	<b>Target provision to meet needs of jobseekers and employers [Q]/[E]</b>					
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	On Target	In progress	<p>The Apprenticeship Council is overseeing the expansion of the apprenticeship system into a range of new areas, following a call for proposals from employers and education and training providers. 25 proposals have been prioritised by the Council for development.</p> <p>The Insurance Practitioner Apprenticeship, the first of the new programmes developed through the Apprenticeship Council's call for proposals, launched in September. This will be followed by the Industrial Electrical Engineer Apprenticeship scheduled to launch next month. Further new apprenticeships are due to launch in the coming months in various sectors including medical devices, polymer processing and financial services.</p>
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	<p>No developments regarding the commencement of a Momentum III programme.</p> <p>The 2016 round of Springboard+ was launched on 15 June, providing for 5,825 free higher education places, on 180 courses in 36 educational institutions. New part-time two-year ICT Conversion Courses have been introduced on a pilot basis in 2016, providing for 699 places. Priority has been given to ICT, high-level Manufacturing, entrepreneurship and international financial services. We are consulting with DSP on the need for a further round of Momentum, along with issues of focus and scale.</p>
26.3	Agree annual targets with Intreo for participation		D/Education	On Target	In Progress	67,792 long-term unemployed people participated



Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 Update
	of priority cohorts (long term unemployed jobseekers, people with disabilities, young unemployed people etc.) in education and training programmes [Q/E]	Ongoing	and Skills; D/Social Protection			on FET 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	Completed	Complete	In order to balance the focus on long-term unemployed people with the requirement to offer a pathway to people in the first year of unemployment eligibility for Springboard at nine months of unemployment has been maintained.
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	SOLAS has recently tendered for research to be carried out into barriers to participation in FET programmes. SOLAS has advised that the research is due to commence shortly. It is anticipated that broader work on the examination of supports will take place in the context of DSP's examination of widening the focus of activation to other cohorts. Separately, a review on barriers to higher education participation for lone parents is also underway.  It is anticipated that broader work on the examination of supports will take place in the context of DSP's examination of widening the focus of activation to other groups.
27	<b>Ensure that FET sector and Intreo employment services deliver and operate services in an aligned manner. [Q]</b>					
27.1	Produce annual FET Service Plans, with engagement from the Department of Social Protection and Intreo offices.	Ongoing	DES/SOLAS/ DSP	Completed	On-going	The 2017 service planning process has commenced.
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	Basic data exchange in place for referral and feedback. SOLAS in negotiations with DSP for more extensive data exchange subject to adherence with data protection regulations.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 Update
27.3	Complete the review of inter-agency protocols between INTREO offices and DES/ETBs and disseminate the results.	Q.2 2016	DSP/DES	Completed	On-going	DSP and the ETBs have agreed and promulgated a new protocol.
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	Completed	On-going	Arrangements are in place between each DSP region and the relevant ETBs.
27.5	Ensure DSP participation in the Regional Skills Fora.	Ongoing	D/Education and Skills; D/Social Protection	On Target	In Progress	9 Regional Skills Fora have been established in line with the NUTS 111 boundaries. Membership includes all key regional stakeholders including officials from DSP. Since May 2016, 9 Regional Skills Managers have been in place to lead the activities of the Fora.