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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 3 2017**

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#### **Key/Summary**

<b>Actions on target for completion by due date</b>	<b>14 Actions (16%)</b>
<b>Actions underway and to be completed but off target for due date</b>	<b>11 Actions (13%)</b>
<b>Actions at risk of not being completed /or not updated</b>	<b>0 Actions (0%)</b>
<b>Actions completed*</b>	<b>61 Actions (71%)</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 3 position as captured on 11<sup>nd</sup> October 2017.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 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 (DEASP)	Completed		New engagement patterns in place.
<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	DEASP	Off Target	In Progress	Data examination to support this initiative ongoing.
<b>1.3</b>	Implement outcome focussed, extended and intensive engagement processes in Local Employment Service providers.	On-going	DEASP	Completed		
<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	DEASP	Completed	On Going	Review completed. Laid before Houses of the Oireachtas and published on 9/10/2017.  Findings indicate reforms have been successful in increasing employment and reducing welfare dependency, but also acknowledge that, on balance, changes impacted negatively on risk of poverty. Further efforts are needed in terms of enhanced activation policies targeted at assisting lone parents back into the workforce.
<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	DEASP	Completed	On-going	Long Term Unemployed being referred to JobPath Part-time/Casual Short Term Unemployed not activated at present.

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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	DEASP	Off Target	In Progress	5 pilots with Jobless households to commence.
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	DEASP	Completed	On-going	Case Officers across the Intreo Network continue to provide a service to walk in clients not on the Live Register who seek employment advice, guidance and support.
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	DEASP	Completed	On-going	
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	DEASP	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	DEASP	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 2018	DEASP	On Target	In Progress	Consultation process with wider disability sector in relation to Make Work Pay recommendations #9 (reconfiguration of DA payment) and #10 (principle of early intervention) underway with assistance of external facilitator. Initial stakeholder focus groups meetings in Q3 will lead to wider sectoral consultation in Q4/2017 and Q1/2018. Expected to be completed towards end Q1/2018.

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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	DEASP	Completed	On-going	<p>Completed: People with disabilities may on a voluntary basis seek an appointment with a case officer to discuss their employment ambitions and develop an appropriate personal progression plan. This service is available across the network of 60 Intreo centres.</p> <p>Ongoing: The Midlands Division has commenced a consultative engagement with local and national disability stakeholders with a view to informing the engagement with people with disabilities. Three named case officers have, from March 2017 been designated as contacts for people with disabilities in Longford, Mullingar and Athlone and people with disabilities can make an appointment through the local Intreo service or by contacting the named officers directly by phone or email. The intention is that people with disabilities are informed of the availability of Intreo supports and that a designated case officer will be available to them by appointment. The case officer will assist with the development of a personal progression plan and in identifying appropriate supports.</p> <p>Another key message is that engagement with Intreo will not result in an automatic review of a person's disability payment and the local and sectoral groups have a role in assisting in the department in communicating this message. DEASP recognise that many of the available supports may only be available through other support agencies and there will be a focus on developing and enhancing contact with local support agencies and networks.</p>
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	DEASP	Completed	On Going	Previous planned meeting (July) deferred to October. Internal submission prepared on issue of proposal by EmployAbility service - informed by discussions with other areas of public employment service.

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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	DEASP	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	DEASP	Completed	On Going	<b>Completed:</b> Option is in place Intreo service is now available for former carers.  <b>Ongoing:</b> Communication letter to carers to be finalised shortly. DA section contacting RSU to ensure that Intreo staff and case officers are aware that this cohort are presenting and to be aware of sensitivities around their position.
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	DEASP	Completed	On-going	
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	DEASP	Completed	On-going	Further changes are being considered to promote awareness of the scheme and incentivise take-up from January 2018.
4.3.	Ensure the frequency of engagement with all young unemployed people is a minimum of one case-officer meeting per month.	On-going	DEASP	Completed	On-going	Engagement patterns for young unemployed with their Case Officer remains at once monthly minimum.
4.4	Implement the Defence Forces Skills for Life employment support programme	Q.3 2016	D/Defence	Completed	On-going	15 participants graduated from the programme held in Sarsfield Barracks in Limerick on 28th July 2017.
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>					

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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	DEASP; D/Education and Skills	Completed	On-going	BTEA Guidelines have been revised and updated to reflect the recommendations of the LMC.
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	DEASP	Completed	On-going	Instructions issued in June as a first step in completing this action, whereby participants of multi-year programmes who are entering their final year of study engage with their Case Officer to demonstrate progress on their chosen study programme and their intentions of employment upon course completion.
5.3.	Conduct a qualitative assessment of the BTEA scheme to determine reasons for comparatively low employment progression.	Q.2 2016	DEASP	Completed		Final report available for publication.
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 projected number of beneficiaries in 2017 who will undertake part-time courses is 180,995 (vs 113,000 on full time courses) In parallel SOLAS is undertaking a systematic review of key FET programmes including PLC, and Youthreach. With regard to the completed PLC review, SOLAS is recommending to DES that the quality and quantity of work experience that is accessed by PLC students is improved and increased. In addition other labour market focussed FET such as traineeship, specific skills VTOS and bridging also have job search and or work experience / in company training modules. The above strives to counter lock in effects as defined in OECD Ireland action plan for jobs preliminary review (2014 and page 9) i.e. to minimise or abandon work experience or job search while on a education or training course.
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>					

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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	DEASP; D/Education and Skills	Off Target	In Progress	Draft reports of review of LES and Job Clubs performance and governance have been delivered. Completed reports expected within next three to four weeks.
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	DEASP	Completed	On Going	FPA of JobsPlus completed. Counterfactual evaluation of the scheme to commence in Q3 2017. Review of the eligibility criteria for the scheme currently being examined including moving the duration for higher grant from 2 to 3 years.
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 as many low-paid workers as possible without creating significant adverse consequences for employment or competitiveness.[Q]	On-going	D/Jobs. Enterprise, and Innovation	Completed	On Going	The LPC submitted its recommendation for the National Minimum Wage for 2018 in July 2017, proposing an increase of 30c (from €9.25 to €9.55). A decision on whether the recommendation is accepted will be made in the context of Budget 2018.
7.2	Consider and publish a response to the DBEI/University of Limerick study of the prevalence of low hour contracts in the Irish economy. [Q]	Q4 2016	D/Jobs. Enterprise, and Innovation	Completed	Complete	
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	DEASP	Completed		Review completed and presented to Minister in August. The sunset clause for the Back to Work Family Dividend is to be removed to allow this scheme to continue, and secondly, a promotion and awareness campaign for in-work benefits is also to be progressed.

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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	DEASP; D/Housing, Planning and Local Government	Completed		HAP has been available nationwide since 1 March 2017. The process of transferring rent supplement recipients with a housing need to HAP is ongoing. Since 2014, 8101 (as at 25/09/17) HAP tenancies are transfers from rent supplement representing 29.7% of all HAP tenancies. HAP roll-out is now complete. The ongoing element of rent supplement to HAP transfers is expected to continue until 2020 in line with targets set out in Rebuilding Ireland - the Action plan for Housing and Homelessness.
7.5	Review and report on the impact of the reduced jobseeker payment rates for jobseekers aged 18 to 25. [Q]	Q.2 2016	DEASP	Off Target	In Progress	The draft report is being finalised.
7.6	Develop a ready reckoner illustrating the financial benefits of employment for people with disabilities.	Q.1 2018	DEASP	On Target	In Progress	Project underway with build based on jobseekers model - inputs provided to consultants developing on-line system. Also input provided to Dept Health to allow them to propose changes to treatment of medical card.
7.7	Review and report on the findings of the "make work pay" group established as part of the DEASP commitments in the CES	Q.4 2016	DEASP	Completed	On Going	<b>Completed:</b> MWP report published April 2017 and action taken across a number of recommendations  <b>Ongoing:</b> Monitoring group and mechanism has been established across DEASP to progress departmental specific recommendations. (DJE have overall responsibility for reporting on progress across report).
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 were introduced in September 2017. Transition to the new Affordable Childcare Scheme will take place at the earliest possible date thereafter.



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<b>8.</b>	<b>Improve the application of the principle of rights and responsibilities in all engagements with jobseekers. [Q]</b>					
<b>8.1.</b>	Improve communication of rights and responsibilities in activation documents and Group Information sessions.	On-going	DEASP	Completed	On-going	
<b>8.2.</b>	Apply a requirement for Jobseekers to register their CVs (anonymised if desired) to JobsIreland when requested by their Case Officers.	Q.3 2017	DEASP	On Target	In Progress	Jobseekers are now being encouraged to register on JobsIreland. A pilot promotion and registration process is underway in 3 Intreo Centres to facilitate designing a best practice approach. JobPath providers will assist jobseekers who have been referred to them.
<b>9.</b>	<b>Build jobseeker and other working age cohorts awareness of available supports through increasing marketing and communication activity. [Q]/[E]</b>					
<b>9.1.</b>	Increase use of on-line/social media channels as a means of communicating with jobseekers. [Q]/[E]	On-going	DEASP	On Target	In Progress	Promotion of Social media channels continues. Standard practice model in campaigns whereby social media channels are used as a medium to inform customers of new/changes to services now in place. Twitter account actively engaging with customers daily through Customer service direct messaging and up front advertising of new/changes to services.
<b>9.2.</b>	Partner with third-sector organisations (trade unions, INOU, CIB, IBEC, ISME, CPID etc.) to promote awareness of programmes and schemes. [Q]/[E]	On-going	DEASP	Completed	On-going	Meeting with Employer Engagement Sub-Group of the Labour Market Council and full LMC held on 13th September to present the DEASP Employer Relations Strategy.
<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	Completed	On-going	The Protocol between DEASP and DBEI Enterprise Agencies has operated as an effective tool for coordinating the efforts of the various agencies involved in assisting people from the Live Register into jobs.

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10.2.	Provide responsive job-matching services on request to EI and IDA sponsored employers.	On-going	DEASP	Completed	On-going	
10.3.	Participate in Regional Implementation Boards of the Action Plan for Jobs.	On-going	DEASP	Completed	On-going	
10.4.	Operate the joint governance structure overseeing the implementation of the protocol between DEASP and DBEI agencies.	On-going	DEASP/DBEI	Completed	On-going	The high levels of co-operation and communication that have been achieved and maintained by the Enterprise agencies and the Department of Social Protection has reduced the requirement for quarterly meetings of the Protocol Steering Group. It has been decided that a review of the Protocol will be undertaken and completed by end Q4.
11.	<b>Complete the establishment of a professional account management capability with employers. [Q]/[E]</b>					
11.1.	Complete the recruitment and training programme for account managers. [Q]/[E]	Q.4 2016	DEASP	Completed	On-going	All Key Account Managers hold the NRF Certificate in Recruitment Practice. A module on Engaging with and Supporting Enterprise is included in the NCI Certificate in Professional Practice in Employability (special purpose award) open to all case officers. Appropriate training for all Intreo staff is being developed.
11.2.	Agree and establish account management standards and co-ordination mechanisms with JobPath and LES providers. [Q]/[E]	Q.1 2016	DEASP	Completed		Protocols completed. This was recorded as completed on the Q2 report.
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 DEASP IT systems and databases and standardise this across all those delivering activation services (LES, JobPath). [Q]/[E]	Q.4 2016	DEASP	Off Target	In Progress	Internal meetings have taken place to scope out how best requirements can be met.
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	Q.2 2016	DEASP	Completed	On-going	

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	employment. [Q]/[E]					
11.5.	Develop performance metrics to set targets and monitor and report on employer engagement activities. [Q]/[E]	Q.1 2018	DEASP	On Target	In Progress	Project initiated to develop a standard set of metrics and monitoring regime.
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	DEASP	Completed	On Going	National Jobs Week was held 25th to 29th September 2018, with over 100 events taking place all over the country, including Job Fairs, employer briefings, and seminars and clinics to advise jobseekers on how to improve their job search and employability skills.
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	DEASP	Off Target	In Progress	The new service was introduced on a phased basis from July 2017. After initial difficulties, the system has been performing well since November 2017, with enhancements introduced on a monthly basis. The latest upgrade was released in August 2017, which included improved jobsearch functionality. Over 6,500 vacancies are currently being advertised.
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	DEASP/DBEI	Completed	On Going	Joint SOLAS - CSO project to start Qtr 4 2017, using JLD. (25.4)
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	DEASP	Completed	On-going	The Department has updated its Employer Relations Strategy 2017-2020. It includes an action to "Engage with business and employer representative organisations to leverage their communications networks to promote awareness of our employer supports and services". Meetings take place at national and Divisional level through a variety of fora, e.g. with the Micro Business Association on 14th July, RAI on 27th July 2017, and through Regional Skills Fora.
16	Continue to work to engage employers in offering training related work-placements to unemployed jobseekers through Skillnets. [Q]/[E]	On-going	DEASP	Completed	On-going	Meeting with Skillnets on 9th August 2017 to review the protocol in light of the changing labour market and to input into future plans for JSSP and employment activation.

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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	DEASP; D/Education and Skills	Completed	On-going	The work of the Regional Skills Fora in bringing together the key stakeholders from the enterprise and education and training sectors in each region to develop swift responses to emerging skills needs is ongoing. The response to the role of the Fora Managers in facilitating interaction between enterprise and education and training providers has been very positive.
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/BEI ; D/Education and Skills	Completed	On-going	The National Skills Strategy 2025 sets out a skills architecture to better capture, process, disseminate and respond to national and regional skill needs. Implementation of the Strategy is ongoing .  As per its 2017 work programme, the EGFSN has completed or has ongoing numerous studies identifying the skills needs of employers, with a range of recommendations aimed at informing the development and delivery of programmes that will upskill and reskill new entrants and existing members of the labour force- including unemployed people- to meet the requirements of the enterprise sector. These include the completed study Update on the Skills Needs of the Food and Drink sector, and ongoing projects focused on the design sector, the future demand for ICT Skills, digital skills and the early childhood education and care sector.
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	Completed	On-going	The national and regional structures for identifying skill needs have been set out in the National Skills Strategy (NSS). As recommended by the NSS a revised mandate for the Expert Group on Future Skills Needs has been developed. The new National Skills Council was established in April 2017 and is due to meet for the third time in October will oversee research and advise on prioritisation and delivery of identified skills needs from a range of sources including the Expert Group on Future Skills Needs, SOLAS SLMRU and the Regional Skills Fora.  Each project undertaken by the Expert Group on Future Skills Needs is overseen by a Steering Group,

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						especially established for the purpose of the study, comprised of experts from relevant enterprise sectors, to ensure sectoral and occupational buy-in, and the education and training sector. The Expert Group also engages with DES, the HEA, SOLAS and other relevant bodies to produce an agreed action plan to address the skills needs identified, with responsible bodies clearly identified. This approach of sector and occupational level co-operation and agreement on follow up actions feeds into the successful delivery of skills needs identified in the course of each study.
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	Meeting with OGP on 23rd May 2017. Awaiting revised Policy Guidelines on Social Clauses.
21	<b>Improve the quality of service provision. [Q]</b>					
21.1.	Design, develop and implement an accredited professional development programme for Intreo Case Officers.	Q.4 2016	DEASP	Completed	On Going	Preparations for the fourth cycle of this programme commenced at the end of quarter 3. It is envisaged that the next courses will commence by the end of October 2017.
21.2.	Design, develop and implement a quality management approach to improve the quality of the service offered to Intreo clients.	Q.4 2017	DEASP	On Target	In Progress	Ongoing consultation with Business Process Improvement Unit regarding possible scope for introduction of new measures at Intreo Centres.
21.3.	Commission and publish regular customer satisfaction surveys.	Q.1 2016	DEASP	Off Target	In Progress	Tender for a wider satisfaction survey of Department's customers to be developed in conjunction with Stats section. Proposed timeline for this to begin is now Q2 2018.
21.4.	Refine and expand the range of published performance statistics relating to Intreo centre performance.	On-going	DEASP	Off Target	In Progress	Further ACM data work needed before publication.

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21.5.	Maintain the physical Intreo Centre environment to best practice standards.	On-going	DEASP	Completed	On-going	
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	DEASP	On Target	In Progress	Jobseeker on-line pilot on- going, enhancements to jobseekers on-line application on target for November 2017 release. MyGovID enhancements delivered at end of September 2017 which should improve accessibility to all on line services. On-line certification by jobseekers to be piloted in Quarter 4. Expanded jobsearch (by career level) functionality implemented on jobsireland.ie in August 2017. Extensive use made of JobsIreland Facebook page to promote awareness of supports and services and events taking place across the country as part of Jobs Week 25th-29th September.
22.2.	Complete the development and implementation of a new end to end case management system integrated with DEASP's core welfare systems. [Q]/[E]	Q.2 2016	DEASP	Completed	Complete	System fully operational.
22.3.	Develop and implement a new Programme Learner and Support System in the FET sector and build and operate interfaces between DEASP and FET systems to ensure that referrals are managed and tracked appropriately. [Q]/[E]	Q.4 2016	SOLAS; D/Education and Skills; DEASP	Completed	On-going	Operational interfaces continue to evolve. Legislation may be required to realize objective in relation to outcomes.
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	DEASP	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. Received final report for publication of the BTEA Qualitative Study. Technical advice provided for a range of surveys and other projects across the

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						Department.
23.2.	Establish a cross-departmental working group DEASP, DES, SOLAS, DBEI, HEA, CSO and Revenue to expand the scope and application of the jobseeker longitudinal database (JLD).	Q.2 2016	DEASP/DBEI / DES/SOLAS	On Target	In Progress	JLD to be used in joint SOLAS - CSO - DEASP project commencing Quarter 4 2017.
23.3.	Promote research activity on the JLD among academic institutions.	On-going	DEASP	On Target	In Progress	Competition for 2017 Internships held. Four candidates were successful and are now in place. Upcoming research projects with Joint Research Centre of EU Commission, OECD, University of Tennessee and Geary Institute UCD.
23.4.	Publish under the guidance of LMC an annual review of Pathways to Work progress and priorities.	Q.4 2016	DEASP	Completed	On Going	
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	DEASP	Off Target	In Progress	Deferred to 2018. Progress on an All Ireland conference awaits progress on reestablishment of a Northern Executive.
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	DEASP; and D/Public Expenditure and Reform	On Target	In Progress	Third set of JobPath statistics published in Q3. The publication of LES and Job Clubs statistics is begin examined in the context of the ongoing the 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	DEASP	Completed		
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	DEASP	Off Target	In Progress	Final drafts of reports of review into LES and Job clubs have been received and are being considered.
25	<b>Review and evaluate the performance of existing FET provision [Q]</b>					

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25.1	Complete evaluations of the current rounds of Springboard and Momentum.	On-going	SOLAS	Completed		There are no current rounds of the Momentum programme, and no further rounds planned at this time.
25.2	Complete the review of the Post Leaving Certificate Programme.	Q.2 2016	SOLAS	Completed		Report and SOLAS response with Minister/DES.
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	Youthreach evaluation contract awarded research commenced.
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	DEASP; D/Education and Skills	On Target	In Progress	Joint SOLAS - CSO project to start Qtr 4 2017, using JLD.
25.5	Complete an examination of the barriers to participation in FET programmes	Q.3 2016	SOLAS	Completed		
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	Completed	On-going	<p>A new Apprenticeship Council was established in November 2014 to oversee the expansion of the apprenticeship system into new sectors of the economy. Its first job of work was to issue a call for proposals from industry for new apprenticeships. Since then the Council has been working with consortia to develop their proposals into sustainable Apprenticeships that can be rolled out on a nationwide basis.</p> <p>To date eleven new apprenticeship programmes have been developed by the Apprenticeship Council following its first call for proposals in 2015, in Insurance Practice, Industrial Electrical Engineering, Polymer Processing Technology, Manufacturing Technology, Manufacturing Engineer, Accounting Technician, Commis Chef, two programmes in International Financial Services (Associate &amp; Specialist) and two in ICT (Network Engineer and</p>



Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 Update 2017
						<p>Software Developer).</p> <p>Further new apprenticeships are to be submitted for validation to Quality and Qualifications Ireland (QQI) shortly and, subject to successful validation, it is expected that a further four new programmes will get underway later this year in various sectors including engineering and haulage.</p> <p>Earlier this year the Action Plan to Expand Apprenticeship and Traineeship in Ireland 2016–2020 was launched. This sets which sets out how state agencies, education and training providers and employers will work together to deliver on the Action Plan for Education commitments on the expansion of apprenticeship and traineeship in the period. A key commitment set out in the Action Plan for this year was the issuing of a second call for apprenticeship proposals to refresh the pipeline of proposals already established through the first call. The second call closed on the 1st September with 77 proposals received across a range of sectors and occupations. The Apprenticeship Council are currently evaluating these proposals and will report its findings in November.</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	Completed	On-going	Springboard + 2017 will provide over 6,400 new free education places on 198 courses across the Country. Under Springboard+ 2017, the eligibility criteria has been expanded to include homemakers and those in employment or self-employment who wish to upskill, reskill or cross skill in the Biopharma/Med Tech sector and those in employment, or self-employment in the ICT sector who wish to upskill from a level 7 to a level 8 qualification.
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	On-going	D/Education and Skills; DEASP	Completed	On-going	

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 Update 2017
	training programmes [Q/E]					
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	New eligibility criteria for Springboard+2017 established.
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	DEASP; D/Education and Skills	Completed	On Going	
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 Employment Affairs & Social Protection and Intreo offices.	On-going	DES/SOLAS/ DEASP	Completed	On Going	
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	Completed	On-going	Application interfaces continue to evolve. Legislation may be required to realize objective in relation to outcomes.
27.3	Complete the review of inter-agency protocols between INTREO offices and DES/ETBs and disseminate the results.	Q.2 2016	DEASP/DES	Completed		
27.4	Establish standing local arrangements to monitor the operation of the inter-agency protocols.	Q.2 2016	DEASP; DES	Completed	On-going	
27.5	Ensure DEASP participation in the Regional Skills Fora.	On-going	DES; DEASP	Completed	On-going	DEASP is represented on each of the nine Regional Skills Fora.