
Pathways to Work 2016-2020

2016 Review of Progress Against All PTW Actions

Status Report Quarter 4 2016

Key/Summary

Actions on target for completion by due date	36 Actions (42%)
Actions underway and to be completed but off target for due date	14 Actions (14%)
Actions at risk of not being completed	0 Actions (0%)
Actions completed	36 Actions (42%)

[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

Status report reflects 2016 end of year position as captured on 9th March 2017.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q4 Update/End of Year Position 2016
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	Completed		Engagement frequency in ACM now monthly for all Low profile Jobseekers. Engagement frequency for those aged 20+ now every two months for both Medium and High profile jobseekers, with 6 months delay for High cohort.
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	Off Target	In Progress	Accuracy of available data being examined by Stats Unit.
1.3	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.
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 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. A RFT to undertake this review was issued on 8 March 2017 under the Office of Government Procurement Framework.

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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	Completed	On-going	The referral of part-time workers to JobPath commenced in Nov 2016. No policy decision to activate short-term jobseekers.
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.
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; Citizen's Information Centres; EmployAbility services; National Learning Network; Education and Training Boards (ETB); language skills/guidance services; women's aid; Alcohol and drug addiction services (TURAS); Community Welfare Services. Availability of services promoted through regular 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.

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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
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	Back to Work time spent as Qualified Adult (QA) on a qualifying payment count towards qualifying period, similar to the primary claimant. BTEA is open to all QA's also both the primary claimant and QA could be in receipt of BTEA simultaneously.
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	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 Q2 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	Engagement in Midlands North Division with local disability groups 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 put in place and first meeting took place in October. Work undertaken on a revised set of indicators to support 2017 round of funding. Further proposals on deepening strategic development of service planned for 2017.

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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.	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	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	On-going	First Steps - Original restructure completed and Scheme relaunched. Further review and restructure to take place in 2017 to bring in line with the replacement for the Jobbridge scheme. JobBridge is now closed to new applications from October 2016. The Scheme is currently being wound down. Focus for 2017 is on designing and

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						implementing a replacement.
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	On-going	Scheme now set to roll out in 2017 to Limerick. Staff are now permanently involved on Steering group. JobBridge Unit will design Staff guidelines and information as well as provide ongoing support for the roll out of this scheme.
5.	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	Draft final report of BTEA qualitative study received.
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	Off Target	In Progress	Circular to issue instructing that engagements take place in October and March each year – commencing April 2017. BTEA Progress monitored through annual registration for course demonstrating progression through course levels.
5.3.	Conduct a qualitative assessment of the BTEA scheme to determine reasons for comparatively low employment progression.	Q.2 2016	D/Social Protection	On Target	In Progress	Draft final report of BTEA qualitative study received.

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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	Work on the development of a policy framework to guide FET activity in relation to workforce development is well advanced and is scheduled its publication and implementation plan in Q2 2017.
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	
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	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. FPA will examine scheme rules.
7.	Ensure that 'work pays' when people who are unemployed transition from welfare to employment. [Q]/[E]					
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	Government accepted the Commission's recommendation and a Ministerial Order was signed on October 13th to effect the increase from January 1st 2017.

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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	This work is at an advanced stage and it is expected that proposals will be brought forward for consideration by Government in Q1 2017.
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	Nine Local Authorities went live with HAP on 1/12/2016. The accelerated target of 12,000 HAP tenancies for 2016 was reached - c 35% from Rent Supplement transfers. The Web-API project is finalised and will be piloted in three Local Authorities in early 2017. HAP has now been rolled out in Dublin.
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	The Department is considering detailed analysis from NUI Maynooth which will be a key input into the Department's report on the effectiveness of the reduced JA rates for the under 26s in terms of them availing of education, training and employment options.

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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	The MWP group has completed the scoping requirements for the ready reckoner and recommended a revised implementation date of end 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	Agreed timetable towards publication of report before end Q1 2017
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	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.
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	Communications plan for MyWelfare to be developed in 2017 with Communications unit that will build on the MyGov and PSC campaign. MyWelfare online services including online customer communication tools being developed incrementally.
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 engagement to promote services and supports available to employers. this included a protocol enterprise agencies to encourage consideration of clients from Live Register by enterprise agency clients; co-operation with training providers, employer and industry bodies such as CIF regarding upskilling initiatives to meet current and future skill needs, and participation in activities to promote services to employer members through multi-channel approach.
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/JEI; D/SP	On Target	In Progress	Continued engagement with Enterprise Agencies through the Enterprise Agency Protocol and linkages in relation to meeting current and future skills needs through development collaborative approaches to providing specific upskilling programmes for jobseekers to meet needs of enterprise agency clients. In addition also support recruitment for enterprise agency clients as required. IDA and EI are continuing to promote the employer support services and schemes of DSP 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 support to meet recruitment needs of enterprise agency clients as required. Introductions provided for DSP to enterprise

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						agency clients.
10.3.	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.
10.4.	Operate the joint governance structure overseeing the implementation of the protocol between DSP and DJEI agencies.	On-going	DSP/DJEI	On Target	In Progress	Continued engagement in the Enterprise Agency Protocol Group to support the recruitment of jobseekers from the live register and to ensure, where feasible, that skills are attained to meet future employment needs. The Protocol Steering Group met quarterly in 2016, as it has in each quarter since its inception. A major event was organised in Dublin Castle for 17th May 2016 to enable the relevant people active on the ground to exchange best practices and get latest policy.
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	Completed	Complete	
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	Off Target	In Progress	Protocol in place between DSP and JobPath providers. Draft protocol with LES and Jobs Clubs to be approved and rolled on for implementation in Q2 2017.
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	Off Target	In Progress	A scoping exercise will be conducted in 2017 with regard to the integration of CRM system with Jobs Ireland.

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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	Ongoing engagement and support for recruitment agencies with regard to submitting suitable candidates for consideration for 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	
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	Jobs Week established as national event in 2016. 2016 Jobs Week completed successfully with increase in employer and job seeker participation; Jobs week 2017 included in diary of events for 2017.
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	
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.
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 Regional Skills Fora are now in place in nine regions in line with the NUTS 111 boundaries and a Regional Skills Manager has been appointed to lead the activities of each Forum. The Managers are required to establish and manage a strong network of working relationships between the

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						stakeholders in the region, with particular focus on liaison between enterprise and education and training stakeholders in advancing the objectives of the Skills Forum. Membership includes all key regional stakeholders including officials from DSP.
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	<p>The Action Plan for Education was launched recently The central vision of the plan is that Irish Education and Training should become the best in Europe over the next decade. In addition launched earlier this year, The National Skills Strategy 2025 sets out an architecture to better capture, process, disseminate and respond to national and regional skill needs. A Regional Skills website www.regionalskills.ie has been launched to support the work of the Regional Skills Fora. Separately, skills data for each ETB area is provided by the SLMRU to support the annual Further Education and Training service planning process. A paper is currently being prepared for the Minister in relation to the establishment of the National Skills Council, The Council will oversee research and provide advice on the prioritisation of identified skills needs and how to secure the delivery of identified needs. It is expected that the National Skills Council will be established before end Q1 2017.</p> <p>In Quarter 4 2016, the following three reports were published: Monitoring Ireland Skills Supply 2016, Regional Labour Market Bulletin 2016, and National Skills Bulletin 2016.</p>
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	On-going	The national and regional structures for identifying skill needs have been set out in the National Skills Strategy which was published in January 2016. The strategy sets out how a new National Skills Council will be appointed, how the mandate of the Expert Group on Future Skills Needs will be refreshed and how the new Regional Skills Fora

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						will have an important role to play in engagement between employers and education and training providers to meet regional skills needs. A mandate for the new National Skills Council is being prepared for submission to the Minister. It is expected that the National Skills Council will be established before end Q1 2017.
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 engagement with NTMA and contractors by DSP Employer Engagement at national and divisional level to maximise the potential of the social clauses.
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	In November, 27 students (case officers) began undertaking the Level 8 Certificate in Employability Services in the National College of Ireland. The second student cohort intake was in January and a third Programme has begun in Limerick. In total, 76 case officers have begun the Programme.
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	In Progress	QM project board and project team established. Paper being prepared for project board and PTW board.
21.3.	Commission and publish regular customer satisfaction surveys.	Q.1 2016	D/Social Protection	Completed	Ongoing	2016 Customer Satisfaction Survey of Jobseeker and JobPath customers completed Publication of results expected April 2017.
21.4.	Refine and expand the range of published performance statistics relating to Intreo centre performance.	On-going	D/Social Protection	Off target	In Progress	Revised draft circulated early January. Work ongoing and publication now expected at end Q1 2017.
21.5.	Maintain the physical Intreo Centre environment to best practice standards.	On-going	D/Social Protection	Completed	On-going	All Intreo Centres are maintained on an ongoing basis with a view to keeping them up to best practice standards. In addition to this a plan is being put in place to ensure that during 2017 the Intreo Centres that were opened in 2012 are reviewed and any necessary maintenance work that is required is identified and carried out.

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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	Completed	On-going	Online services are being piloted to make jobseeker claims, make holiday requests and close jobseeker claims are now available on MyWelfare.ie.
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	Completed	Complete	Final release implemented. System now fully operational.
22.3.	Develop and implement a new Programme Learner and Support System in the FET sector and build and operate interfaces between DSP and FET systems to ensure that referrals are managed and tracked appropriately. [Q]/[E]	Q.4 2016	SOLAS; D/Education and Skills; D/Social Protection	On Target	In Progress	Development of the PLSS (Version 1) functionality is complete, with the rollout of the Learner Database in all FET Providers funded through SOLAS underway. As part of this, the PLSS interface with Intreo system is established and being continuously improved.
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.	On-going	D/Social Protection	On Target	In Progress	<p>JobBridge Evaluation report and LMC report 'Proposals for a New Work Experience Programme' launched October.</p> <p>Intreo evaluation will go into at least Q2 2017 following request for additional data from contractors. Awaiting revised timeline.</p> <p>BTWEA evaluation on-going. Revenue data issues not resolved but preliminary results are being generated.</p> <p>Jobseeker and JobPath customer satisfaction survey commenced October 2016. Publication of results expected April 2017. Wave 1 2017 has been initiated.</p> <p>JobPath interim evaluation (to identify model</p>

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						design, probe data needs and review policy documentation) commenced October. BTEA Qualitative Study final draft report received.
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.
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	Off Target	Not Started	Deferred to 2017. Consideration is being given to partnering with an already established conference in this field.
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	D/Social Protection; and D/Public Expenditure and Reform	Off Target	In Progress	First set of statistics for JobPath published in January 2017. The publication of LES and Job Club stats/information (the approach and structure of same) is to be examined.
24.3	Refine the contract model with Local Employment Service to apply learnings from	Q.4 2016	D/Social Protection	Completed	On-Going	Contracts in place for 2017.

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	Intreo and JobPath roll-out. [Q]					Service model of engagement refined for 2017. To be developed further.
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	Review is underway - report expected in Q2 2017.
25	Review and evaluate the performance of existing FET provision [Q]					
25.1	Complete evaluations of the current rounds of Springboard and Momentum.	On-going	SOLAS	On Target	In Progress	
25.2	Complete the review of the Post Leaving Certificate Programme.	Q.2 2016	SOLAS	On Target	In Progress	Report to be submitted to SOLAS following international peer review as part of ESRI QA processes circa March 2017.
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	Due to Youthreach evaluation commencing in 2017 rather than in 2018 as originally scheduled, VTOS research to commence Q3 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	Off Target	In Progress	Progress on appropriate data sharing made.
25.5	Complete an examination of the barriers to participation in FET programmes	Q.3 2016	SOLAS	On Target	In Progress	Draft report forwarded to SOLAS in February 2017.
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]	On-going	D/Education and Skills	On Target	In progress	The Apprenticeship Council has been working with the proposers of these new programmes to develop them in sustainable apprenticeships that can be delivered on a nationwide basis. The first of these new apprenticeships have recently commenced, with an Insurance Practitioner Apprenticeship launching in September 2016 and an Industrial Electrical Engineer Apprenticeship beginning in November 2016. Further new apprenticeships will get underway during 2017 in

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						occupations such as Chef, International Financial Services Practitioner and Accounting Technician.
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	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. Given the improved position and reduced demand for training for the unemployed, it is not intended to deliver a further round of Momentum in 2017.
26.3	Agree annual targets with Intreo for participation of priority cohorts (long term unemployed jobseekers, people with disabilities, young unemployed people etc.) in education and training programmes [Q/E]	On-going	D/Education and Skills; D/Social Protection	On Target	In Progress	The 2016 FET Service Plan provides a target of 52,710 LTU starting FET Courses in 2016. Actual year-end figures are not available. Actual year-to-date figures to September 2016 indicate 34,378 LTU starters to end Q3 2016.
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	A campaign to promote apprenticeship is currently being developed by SOLAS in consultation with key partners including the Apprenticeship Council. The campaign will raise awareness and promote the value of apprenticeship for individual apprentices and for employers and it will cover both existing apprenticeships and the new apprenticeships now coming on stream.
27	Ensure that FET sector and Intreo employment services deliver and operate services in an aligned manner. [Q]					
27.1	Produce annual FET Service Plans, with engagement from the Department of Social	Ongo	DES/SOLAS/ DSP	Completed	On-going	The 2017 service planning process has commenced.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q4 Update/End of Year Position 2016
	Protection and Intreo offices.	ing				
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	Development of the PLSS (Version 1) functionality is complete, with the rollout of the Learner Database in all FET Providers funded through SOLAS underway. As part of this, the PLSS interface with Intreo system is established and being continuously improved.
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	Interagency operational framework templates issued to all ETBs in April. At the Employment Forum - Effective Collaboration event held in Dublin Castle held in May, a dedicated session on adapting and building best practice with reference to the DSP/ETBs was facilitated by DSP, DDLETB and CDETB, providing a key opportunity to discuss the operation and establishment of the framework. All Protocols have been signed.
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	Completed	On-going	