
Pathways to Work 2016-2020

Review of Progress Against All PTW Actions

Status Report Quarter 1 2018

Key/Summary

Actions on target for completion by due date	7 Actions (8%)
Actions underway and to be completed but off target for due date	13 Actions (15%)
Actions at risk of not being completed /or not updated	0 Actions (0%)
Actions completed*	66 Actions (77%)

[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 2018 Quarter 1 position as captured on 8th May 2018.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
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/Employment Affairs and Social Protection (DEASP)	Completed		
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	DEASP	Off Target	In Progress	Work continuing in relation to progression to employment data.
1.3	Implement outcome focussed, extended and intensive engagement processes in Local Employment Service providers.	Q.1 2016	DEASP	Completed	On Going	
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.3 2017	DEASP	Completed		
2.2	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	
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	<p>Pilots will commence under the Action Plan for Jobless Households in Clondalkin and Dundalk Intreo Centres in June. It is expected that the two path finder pilots will be structured along these broad lines:</p> <ul style="list-style-type: none"> - Initial contact with the QA will be through the primary recipient – the Jobseeker. - Those selected for contact will initially be confined to QAs of Jobseekers who have no child dependants or whose youngest

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						<p>child dependant is aged 14 years or more. Note that the household may also have other benefit recipients (e.g. "children" on JA/JB/DA).</p> <ul style="list-style-type: none"> - Ratio of STUs (33%), LTUs (33%) and JobPath returnees (33%). - Jobseekers with a Low profile score will be prioritised – ration Low 50%, medium 30% High 20%. <p>The performance of the first two pilots will influence the design of the other three pilots.</p>
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	
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	<p>EURES Ireland held two Hospitality Online European Job Days in March 2018 (Letterkenny and Cork). They were aimed at attracting Irish and European jobseekers with hospitality skills and experience to join the booming Hospitality, Tourism and Culinary Arts sector in Ireland. The events were widely advertised in Europe. 109 exhibitors attended both events in total. 1045 jobseekers with hospitality skills registered for both events. There were 258 jobs and 631 positions available in total. Number of applications received for jobs advertised for both events reached 2, 036. 92 interview and relocation applications under YFEJ and Reactivate mobility schemes were received with 36 applications approved. EURES Advisers participated in a number of European Job Days in Europe and 3 online events to</p>

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						advise Irish and European jobseekers interested in job opportunities in Ireland. EURES Ireland Nurses Recruitment Project: since the start of the project 69 nurses have started employment with Irish employers throughout the country. Nurses have been recruited mainly from Italy and Spain. Since January, 17 nurses were recruited, 20 nurses panelled with the HSE and 9 others with job offers from private nursing homes. The project was mainly assisting private sector employers however due to its success; it is now assisting a number of Irish public hospitals with their vacancies.
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.	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 2018	DEASP	On Target	In Progress	National consultation process for "early engagement" and for reconfiguration of qualifying age for Domiciliary Care Allowance and Disability Allowance payments was launched in February and due to conclude on 13th April 2018. Extensive consultation documents were drawn up with Stakeholder Focus Group. Survey monkey used for online questionnaire. Formal submissions were invited; four regional meetings were held. Phase 3 of consultation process will commence shortly (preparation of draft report and further meeting with Focus group planned for May 23 rd). When report

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						agreed, it will be submitted to Minister for Employment Affairs and Social Protection/Minister of State.
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	Communications document for Midlands's engagement pilot in order to better engage with People with Disabilities ("Working Can Pay for People with Disabilities ") has been finalised and sent to printers. Steering group meeting took place in early January 2018 to review progress and plan future actions. Other items are being progressed through internal working group focussing on the operational implications of early engagement. Next meeting of Midlands's pilot group planned for May.
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	2018 contracts put in place during Q1 with agreed indicators and material related to GDPR. A checkpoint meeting was held in early April with nominees from the EmployAbility Directors forum in which DEASP was updated on progress within the service to the DEASP's positive response to proposal for funding for a Liaison and Development Officer reporting directly to the Directors Forum who can then engage with the DEASP and with individual EmployAbility companies. Further meetings of the IPS steering group (HSE/EA/DEASP) took place to arrange for placement of mental health employment specialists. Disability Policy also liaising with CPES as part of wider discussion on future development of PES.
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	Q.1 2016	DEASP	Completed		Report published 2016

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
	with the Intreo and/or the Employability service.					
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	Option to engage at Intreo service is in place. Communications letter being finalised taking due account of sensitivities around bereavement etc.
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	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		The First Steps programme was closed to new applications in November 2017 to allow for the introduction of a new Youth Employment Support Scheme (YESS) in Quarter 2, 2018. The final date for participants to commence a First Steps placement was 2nd January 2018, while the programme finished and was closed on 30th March. Approximately 450 jobseekers participated on the programme since its inception in 2015. Work is ongoing on the YESS, which will be introduced in Q2, and which will be targeted at young jobseekers aged 18-24 years old, who are marginalised from the labour market and who face barriers to gaining employment or some form of work experience. The programme continued to be administered during Q1 until the closing date on 30th March 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	
4.4	Implement the Defence Forces Skills for Life employment support programme	Q.3 2016	D/Defence; DEASP	Completed	On Going	Work on the Defences Forces ESS programme was ongoing during Q1. The DEASP representative attended Steering Group meetings to plan for the proposed two iterations of the programme in 2018, and to review the programme which was

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						<p>completed in Q4, 2017. There is a planned ESS programme for Q2, which will take place in Cork.</p> <p>A Project Board for the ESS iteration in Q2 was established, which includes representatives from the Defence Forces, DEASP and the local Education and Training Board (ETB), and significant work was undertaken during Q1 in advance of the Q2 roll-out of the programme.</p>
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	DEASP; Department of Education & Skills (DES)	Completed	On Going	
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	
5.3.	Conduct a qualitative assessment of the BTEA scheme to determine reasons for comparatively low employment progression.	Q.2 2016	DEASP	Completed		
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	DES	On Target	In Progress	<p>PLC Programme Advisory Committee established by SOLAS to implement 40+ SOLAS recommendations including a recommendation that 'All students on PLC courses must be offered the opportunity to engage in structured work experience'. This applies to all current and future PLCs on offer from September 2017. In addition, learners on job-specific/sector specific PLCs must undertake a range of vocationally specific tasks and activities relevant to the course content as part of their work experience.</p>
6.	Focus Intreo referrals to employment and training/education programmes on securing paid employment outcomes for people who are most in					

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
	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]	On-going	DEASP; DES	Off Target	In Progress	Final draft of Indecon report received. Expected to be published in Q2 2018.
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	From 1 January 2018, for jobseekers aged less than 50 years, the qualifying period for receipt of the higher incentive rate has been increased from 24 to 36 months.
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	Department of Business, Enterprise & Innovation (DBEI)	Completed	On Going	
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]	Q1 2016	DBEI	Completed		
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	On Going	
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	On Going	DEASP continues to work with DHPLG and the Local Authorities to facilitate the transfer of long term rent supplement recipients to HAP. Some 9, 400 recipients of the current HAP customer base (34, 800) were transferred directly from long term rent supplement.
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	NUI Maynooth has provided additional findings at the end of 2017 which are currently being reviewed and will be reflected in the Department's report which

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						is currently being finalised.
7.6	Develop a ready reckoner illustrating the financial benefits of employment for people with disabilities.	Q1 2018	DEASP	On Target	In Progress	UAT commencing 16/04/2018. Scheduled to go live May 2018.
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	Overall reporting on CES/MWP is responsibility of DJE. Working group chaired at ASG level monitors implementation at DEASP level. Next meeting planned for 30 January. (see also update in relation to 3.1 above covering MWP recommendations 9 and 10)
7.8	Increase access to quality and affordable childcare for parents transitioning to employment	Q.4 2017	Department of Children & Youth Affairs (DCYA)	Off Target	In Progress	<p>Work on the detailed design and implementation of the Affordable Childcare Scheme, including development of a new IT system, is on-going. In Q1 2018 the primary legislation establishing the scheme (Childcare Support Bill 2017) passed all stages in the Dáil and the Bill is expected to progress through the Seanad in Q2 of 2018.</p> <p>An RFT for the design of the scheme's new IT system was also published in Q1 2018, and evaluation of tenders is underway.</p> <p>Work on the governance and administrative arrangements for the scheme is progressing on schedule and a Communications and Engagement Strategy in respect of the development and launch of the scheme was published in February 2018.</p> <p>The introduction of the new Affordable Childcare Scheme is contingent on the development of the supporting IT system. Once an IT developer is in place and agrees a delivery date for this IT system, it will be possible to confirm and communicate an official launch date for the scheme.'</p> <p>Pending introduction of the new Scheme,</p>

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						interim measures were introduced in September 2017 in order to fast-track some of the Scheme's benefits. These measures continue to be implemented, which involve increases of up to 50% in the value of existing targeted childcare subsidies and the introduction of a new universal subsidy for under-3s. Uptake of these measures currently stands over 73, 000 children; exceeding estimated targets for these supports.
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	DEASP	Completed	On Going	Completed. GIS presentation contains details re. Record of Mutual Commitment.
8.2.	Apply a requirement for Jobseekers to register with JobsIreland.ie when requested by their Case Officers.	Q.3 2017	DEASP	Off Target	In Progress	Pilot project planned for three Divisions in the coming months
9.	Build jobseeker and other working age cohorts awareness of available supports through increasing marketing and communication activity. [Q]/[E]					
9.1.	Increase use of on-line/social media channels as a means of communicating with jobseekers. [Q]/[E]	On-going	DEASP	On Target	In Progress	Development of new social media strategy for DEASP with priority channel for Jobseekers now underway. In Q1 2018, social and digital media campaigns were undertaken to promote and increase jobseeker attendance at Jobsweek 2018 events.
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	DEASP	Completed	On Going	Engage with third sector organisations as part of the employer relations activity including participation on representative groups and third party participation in

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						DEASP events including Jobs Week.
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	DEASP; DBEI	Completed	On Going	Continue to engage with Enterprise Agencies and participate at relevant events.
10.2.	Provide responsive job-matching services on request to EI and IDA sponsored employers.	On-going	DEASP	Completed	On Going	Continue to engage and offer support to enterprise agency clients.
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	A review of the existing protocol and associated terms of reference is under consideration to reflect changed economic environment. This is subject to discussions with protocol members.
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	DEASP	Completed	On Going	Training completed for KAM team. A training strategy related to Employer Relations has been developed. An implementation plan is currently being developed to deliver on the core objectives.
11.2.	Agree and establish account management standards and co-ordination mechanisms with JobPath and LES providers. [Q]/[E]	Q.1 2016	DEASP	Completed		
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	An interim SharePoint system is being considered, pending resource availability. Employer Relations Unit to refine thinking on the business need with a view to bringing forward a proposal for a more long-term solution.
11.4.	Establish a channel management approach to working with recruitment agencies with a view to helping recruitment agencies place jobseekers and other cohorts	Q.2 2016	DEASP	Completed	On Going	A key account manager has been appointed to engage with Recruitment Agencies. A draft policy on engagement

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
	prioritised under PTW into employment. [Q]/[E]					with Recruitment Agencies is under consideration.
11.5.	Develop performance metrics to set targets and monitor and report on employer engagement activities. [Q]/[E]	Q.1 2018	DEASP	Off Target	Not Started	Subsequent to the development of CRM system, this will guide the development of metrics relating to Employer Relations.
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	The 5th Annual Jobs Week was held in March 2018. Over 130 events were held to raise awareness of supports available and to connect employers and jobseekers. Plans for a national recruitment conference are to be considered.
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	Implementation of JobsIreland online recruitment service ongoing. 125, 023 vacancies advertised in 2016, 71, 350 vacancies advertised in 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	DEASP;DBEI	Completed		
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	Continue to engage with representative groups as part of overall employer relations activity.
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	Continue to support Skillnets training initiatives with aim of increasing opportunities for Job seeking clients to access employment. A review of the current Skillnets Protocol is ongoing in relation to programmes and eligibility.
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; DES	Completed	On Going	During 2017, the RSF have engaged with over 700 individual companies and associations. Over 66% of this engagement was with SMEs, with an increasing level of engagement with micro

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						<p>enterprises.</p> <p>SOLAS SLMRU supports each of the regional skills fora providing updated labour market indicators at regular intervals - In Progress - On target.</p> <p>As part of the new architecture, outlined in the National Skills Strategy 2025, a network of 9 Regional Skills Fora each with a manager were established in 2016 to foster close co-operation at regional level between education and training providers and regional enterprise. The Fora and the Managers provide a local and regional link in the implementation of wider Government policy and initiatives on regional economic development, including the Regional Action Plans for Jobs and Pathways to Work.</p>
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	DBEI ; DES	Completed	On Going	<p>In Q1 2018, the EGFSN completed two studies: a High Level ICT Skills Demand Forecast for the period 2017-2022, and 'Addressing the Skills Needs Arising from the Potential Trade Implications of Brexit'. These studies are subject to final approval by the National Skills Council. A number of other EGFSN studies are ongoing.</p> <p>As per its 2017 work programme (the 2018 work programme awaits agreement), 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</p>

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						and existing members of the labour force- including unemployed people- to meet the requirements of the enterprise sector. These include recently completed studies on ICT Skills and Brexit, and ongoing projects focused on 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	DBEI; DES	Completed	On Going	<p>Since the establishment of the RSF there is now a greater focus on strengthening and establishing positive relationships between employers and the education and training system in the different regions. Some of the functions of each Fora include Identify and implement the most effective means for sharing and disseminating information to external stakeholders, actively promote the activities and achievements of the Regional Skills Forum, become familiar with the full range of pertinent data sources relevant to the skills development needs of the region and manage the input of the Forum to the analysis and further development of such data.</p> <p>A key emerging strategy for industry both nationally and in the regions is the upskilling of the existing workforce at all levels. Agreed outcomes and metrics have been agreed for the FET sector for the period 2018-2020. SOLAS has developed a process to measure DES agreed outcomes for the FET sector and to identify progress in meeting an agreed set of annual targets relating to FET outcomes on an on-going basis including targets relating to skill needs at sectoral occupational level.</p>
20	Maximise the application of a social clause subject to EU and national guidelines, in public procurement.	On-going	DPER; DEASP	Completed	On Going	Support continues to be provided for PPPs including those which incorporate social

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						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	DEASP	Completed	On Going	<p>Fourth intake of Case Officers in the Employability programme has completed their final module of the programme at the end of March 2018. The Department is currently developing 7 new accredited programmes, one of which will be a specific new programme aimed at case officers.</p> <p>The Department has developed 7 new accredited programmes and are currently in the final stages of securing validation for the suite of programmes from QQI.</p>
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	The Business Process Improvement Unit is currently considering the implementation of an improved quality management approach in relation to the service offered to Intreo clients.
21.3.	Commission and publish regular customer satisfaction surveys.	Q.1 2016	DEASP	Completed	On Going	<p>Jobseekers surveys ongoing. Proposal to finish current survey outcomes for Intreo/JobPath and thereafter commence new cohorts using OGP framework in 2019.</p> <p>In the case of the plan to extend surveys, it has been agreed that firstly the cohorts of customer satisfaction under JobPath and Intreo will finish in 2018 with new cohorts to be added in 2019.</p>
21.4.	Refine and expand the range of published performance statistics relating to Intreo centre performance.	On-going	DEASP	Off Target	In Progress	Available data is being examined.
21.5.	Maintain the physical Intreo Centre environment to best practice standards.	On-going	DEASP	Completed	On Going	An ongoing programme of maintenance is taking place throughout the country.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						In some cases the maintenance involves a straightforward uplift of the public and staff areas. In other cases it may involve something more significant, i.e. changes to some public counters, some realignment to improve the customer journey etc.
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	DEASP	Completed	On Going	Online Jobseeker application pilot on going and on line certification by jobseekers pilot commenced in Q1 2018. Work on building a Content Management System (CMS) to support and complement My Welfare services, including those for jobseekers, is advancing well. Work on updating and transitioning a back to work calculator to My Welfare has commenced.
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		System is 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; DES; DEASP	Completed	On Going	Web service provided by SOLAS to DEASP system (BOMI).
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	DEASP	On Target	In Progress	The Department is undertaking evaluations of JobPath and JobsPlus in 2018 to identify the impact of these services/programmes on the labour market outcomes of participants.
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).	Q2 2016	DEASP;DBEI; DES; SOLAS	Completed	On Going	

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
23.3.	Promote research activity on the JLD among academic institutions.	On-going	DEASP	Completed	On Going	The 2018 Academic Internship campaign was successfully conducted in Q1 2018.
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.	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	DEASP	Off Target	Not Started	Action being considered for consultation process with activation partners.
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; Department of Public Expenditure & Reform (DPER)	Completed	On Going	Performance Statistics published on a quarterly basis.
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	On Going	
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	DEASP	Off Target	In Progress	Final draft of Indecon report received. Expected to be published in Q2 2018.
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	Completed		Momentum completed.
25.2	Complete the review of the Post Leaving Certificate Programme.	Q.2 2016	SOLAS	Completed		PLC Programme Improvement Advisory Committee established by SOLAS to lead the implementation of SOLAS PLC recommendations.
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 on-going. VTOS and SST evaluations on-going.
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; DES	Off Target	In Progress	Discussions on-going between SOLAS and DEASP.
25.5	Complete an examination of the barriers to participation in FET programmes	Q.3 2016	SOLAS	Completed		ETBs requested to consider findings and incorporate response into the funding

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
						applications as part of the 2018 SOLAS service planning exercise
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	DES	Completed	On-Going	New apprenticeship programmes are currently in development and development plans are progressing for all 26 apprenticeship programmes approved for further development at the end of 2017.
26.2	Roll out further rounds of Springboard and Momentum taking account of evaluation outcomes and analysis of need.[Q]	Q.4 2016	DES	Completed	On Going	<p>Under Springboard+ 2017, the eligibility criteria was 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. Over 300 homemakers have enrolled in Springboard+ 2017 courses, including in Advanced Manufacturing, Business and Entrepreneurship. For Springboard+ 2018 the eligibility has been expanded beyond ICT, Biopharma & Medtech to those in employment wishing to upskill or reskill to meet national and regional urgent skill needs in relevant sectors of the economy.</p> <p>A Call for Proposals for courses under Springboard+ 2018 was launched in January by the HEA with a closing date of 9th March 2018. An independent panel with industry and education expertise are considering courses for selection, with a launch date of Springboard+ 2018 expected in May/June 2018.</p>

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q1 Update 2018
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	DES; DEASP	Completed	On Going	
26.4	Review conditionality of income support for Springboard participants to facilitate flexibility and innovation in the programme. [Q]	Q.2 2016	DES	Completed		DEASP TO PROVIDE INPUT - RELATES TO INCOME SUPPORTS.
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; DES	Completed	On Going	ETBs have been requested as part of the 2018 SOLAS service planning exercise to set out their response to the SOLAS Report 'Barriers to FET' to ensure improved access to FET more generally and access by persons with a disability and lone parents , carers etc.
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 Employment Affairs & Social Protection and Intreo offices.	On-going	DES; SOLAS; DEASP	Completed		2018 service planning exercise on-going; funding allocations to be considered by SOLAS Board at April meeting. Annual plan in progress and on target.
27.2	Complete the development and rollout of the Programme Learner and support System (PLSS) including application interfaces with Intreo systems.	Q.4 2016	DES; SOLAS	Completed	On Going	Web service provided by SOLAS to DEASP system (BOMI). Transfers information both ways. Application interfaces continue to evolve. Legislation may be required to realise 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		Completed as per Q2 2016
27.4	Establish standing local arrangements to monitor the operation of the inter-agency protocols.	Q.2 2016	DEASP; DES	Completed	On Going	Completed as per Q2 2016
27.5	Ensure DEASP participation in the Regional Skills Fora.	On-going	DES; DEASP	Completed	On Going	DEASP are members of the Regional Skills Fora