
Pathways to Work 2016-2020

Review of Progress Against All PTW Actions

Status Report Quarter 3 2018

Key/Summary

Actions on target for completion by due date	9 Actions (10.5%)
Actions underway and to be completed but off target for due date	8 Actions (9.3%)
Actions at risk of not being completed	0 Actions (0%)
Actions completed*	69 Actions (80.2%)

[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 3 position as captured on 12 October 2018.

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 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	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	Feasibility of having data comparable with JobPath outcomes is being examined.
1.3	Implement outcome focussed, extended and intensive engagement processes in Local Employment Service providers.	Q.1 2016	DEASP	Completed		
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	On-going	DEASP is conducting follow-on work from the Indecon Report 2017 in terms of monitoring whether the activation reforms to lone parent payments are producing the desired results.
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	In place for Long Term Unemployment, policy decision required in relation to activating Short-Term Casuals.

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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	<p>On a pilot basis this action is being approached within in the context of the Jobless Household project. This project was initiated at the end of June in two pilot locations, Clondalkin and Dundalk. For these locations customers were identified according to the age of the youngest child and also with regard to the earnings of the qualified adult. Customers where the youngest child was 14 or older and the QA was earning less than €300 a week were targeted.</p> <p>The Pilot focused on trying to engage the adult dependant, educating them in relation to the supports and programmes that are available locally and free of cost to them. In addition, informing them that a dedicated case officer is available to them to assist them in availing of the education supports and programmes available.</p> <p>Early results:</p> <ul style="list-style-type: none"> • Within the two pilots 335 Qualified Adults have been invited to avail of Employment Services • 35 Qualified Adults have sought to engage with their Intreo Centre to date. • Of these, 18 have been referred to other services or courses of education <p>The findings from these initial pilots will inform the rollout of additional projects in a further 8 locations across the country – Ballymun, Abbeycourt Cork, Carlow, Parnell St., Dublin, Henry Street Limerick,</p>

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						<p>Tullamore, Sligo and Roscommon.</p> <p>Unlike the claimant, who is obliged to be GSW and is subject to penalties if he or she does not engage with activation/employment services, the qualified adult is not obliged to engage and cannot be made subject to any penalty. Therefore it is to be expected that the response rate to our invitation would be relatively low. This is borne out by an overall low response rate with just 10% of adult dependants responding and 5% engaging in any form of training or development.</p> <p>The constraint of having to contact the adult dependant, through the claimant, is an issue which has been referred internally for legal advice.</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 is mainstreaming & integrating with PES while implementing the EURES Regulation provisions. To support the Divisions, EURES NCO has been organising meetings around the country to brief relevant staff members on recent changes in EURES business planning, reporting, mobility schemes; Four information sessions were organised during Quarter 3 in Tralee, Longford, Limerick and Dublin.</p> <p>35 interview and relocation applications under YFEJ and Reactivate mobility schemes were approved.</p>

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						EURES (South East) has been working with Dawn Meats and Slaney Foods on a recruitment projects with a number of European countries including Portugal, Spain and Italy. 155 CVs were forwarded to those employers as a result of this campaign.
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	Policy decision required from scheme owners.
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	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 concluded in July. The report has been finalised and submitted to the Minister of Employment Affairs and Social Protection/Minister of State with position paper for decision on next steps. Report being considered by the Minister. A number of DEASP specific actions in the MWP Report have already been implemented including; people with a long-term disability payment who move off the payment to get a job will retain their Free Travel Pass

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						for a period of five years; a "fast-track" reinstatement of DA, or IP for people where employment does not work out; the publication of a new easy-to-use "benefit to work calculator", to calculate the net benefits and financial implications of working on the Department's website.
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	To be progressed through DEASP internal working group (in consultation with stakeholders) focusing on the operational and other implications of early engagement. (Linked with decision in Action Point 3.1).
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	Report published in 2016. Discussions ongoing with director's forum regarding appointment of Liaison and Development Officer. Discussions with CPES regarding transfer of operational responsibility for EA service ongoing.
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		Report published in 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	Option to engage at Intreo service in place. Communications letter finalised.
4.	Continue to implement the actions set out in the Youth Guarantee Implementation plan and in addition: [Q]					

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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	On Target	In Progress	Work on the new Youth Employment Support Scheme (YESS) was ongoing during Q3. The scheme was officially launched by the Minister during this quarter and opened to applications from 1 October 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	Completed	On-going	Another iteration of the Defence Forces programme was delivered during Q3. This programme took place in Collins Barracks, Cork and 24 participants completed same. Planning for the next iteration of the programme in Q4 was ongoing during this quarter too.
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; 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	In Progress	

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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	DES	On Target	In Progress	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.
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	DEASP; DES	On Target	In Progress	Reports under consideration
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	
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	DBEI	Completed	On-going	

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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	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; DHPLG	Completed	On-going	Activity in relation to RS's transfer of customers to HAP with long term housing needs remains in line with Government commitments.
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	Completed	On-going	
7.6	Develop a ready reckoner illustrating the financial benefits of employment for people with disabilities.	Q.4 2016	DEASP	Completed		Benefit of Work Estimator completed and available through Welfare.ie and MyWelfare.ie
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	DEASP	Completed	On-going	Overall reporting on MWP report responsibility of DJE (Recc 24). DEASP has primary responsibility for implementation of 17 recommendations and shared responsibility for 2. Of these, 4 have been implemented; 1 is awaiting legislative change at committee stage; 4 are ongoing/recurrent and the

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						<p>remainder are dependent on decisions arising from the national consultation process around early engagement and DA reconfiguration (MWP reccs #9 and 10 – see 3.1 above) from which a report is currently being considered. Following this, DEASP to plan internal workshop to address how early engagement will work in practice.</p>
7.8	Increase access to quality and affordable childcare for parents transitioning to employment	Q.4 2017	DCYA	Off Target	In Progress	<p>The new Affordable Childcare Scheme will provide financial support for parents; establish a sustainable platform for investment in the childcare sector for decades to come. The legislation establishing the new Affordable Childcare Scheme, the Childcare Support Act 2018, was signed by the President on Monday 2nd July. The Act will be underpinned by detailed secondary legislation and formal policy guidelines. Work is currently ongoing on both of these and also on the development of regulations to provide, for the first time, for the registration of school-age childcare services by the Tusla Early Years Inspectorate. These latter regulations will be introduced in advance of the Affordable Childcare Scheme to allow school-age childcare services to register and thereby participate in the scheme from its inception. With regard to the ICT system to underpin the scheme, the Department recently concluded a full open tender public procurement process and a contract has been awarded for the development of the system and the development of the IT infrastructure is underway. Work is also progressing well on the administrative and communication elements of the scheme. This includes significant work in preparing timely and</p>

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						user-friendly information, resources and supports for parents, providers and other stakeholders. In tandem with the development of these resources, ongoing consultation and engagement with all stakeholders is continuing in the run-up to the introduction of the scheme. In order to fast-track some of the benefits of the new scheme, last September a series of measures were introduced to make childcare more affordable for Irish families. These involved an increase of up to 50% in current targeted childcare subsidy rates and a new universal subsidy for all children aged between 6 months and 3 years who are in a Tusla-registered setting. To date, these measures have seen very good take-up rates and over 84,000 children have benefitted. The measures will continue to be available over 2018 and 2019, remaining in place until the Affordable Childcare Scheme goes live.
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	
8.2.	Apply a requirement for Jobseekers to register their CVs (anonymised if desired) to JobsIreland when requested by their Case Officers.	Q.3 2017	DEASP	Completed	On-going	
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	DEASP	On Target	In Progress	JobsIreland was successfully rebranded in Q3 2018 and has a new online and social media identity. A range of newly created social media content has been developed for use by the JobsIreland team and there has been an increase in the use of social media to promote job opportunities, training opportunities and Intreo job events with jobseekers through this channel. The new social media content is leading to better information flows to jobseekers.
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	Ongoing meetings with sector reps and other stakeholders.
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	DBEI; DEASP	Completed	On-going	
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 DSP and DJEI 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 Employment Affairs and Social Protection, including their membership of the Regional Action Plan for

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						Jobs and Regional Skills Forum, has reduced the requirement for regular meetings of the Protocol Steering Group. It is anticipated that a meeting of the Steering Group will be convened before year end.
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	
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 DSP 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	Business Proposal approved by PGC.
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	DEASP	Completed	On-going	
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	Proposal for CRM System approved by PGC.
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	Q.4 2016	DEASP	Completed	On-going	Completed and on-going. 2019 plan to start in November 2018. Jobs week will take place in March 2019.

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	programme. [Q]/[E]					
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	On Target	In Progress	JobsIreland.ie rebranding completed during Q3; Sprint 13 and Sprint 14 UAT completed during August; Testing completed on YESS to ensure scheme was live for 1st Oct; Delay in delivery of Sprint 13 and 14 due to delays with ACM BOMI ESCO V1 conversion; Sprint 13, 14 and Service Pack 1 are due for delivery on 26 October 2018.
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	
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	
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	The RSF managers have engaged with over 700 enterprises in H1 2018, compared with some 450 in H1 2017. Although engagement is across a range of economic sectors, Manufacturing, Construction and ICT continue to be the three main areas of engagement. Updates for Q3 are not yet available.

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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	As part of its 2017 work programme, which has carried over into 2018, the EGFSN has completed 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 projects focused on the future demand for ICT Skills, digital skills, the early childhood education and care sector, and the skills implications of Brexit. The EGFSN is currently considering its work programme for 2019.
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	Each project undertaken by the Expert Group on Future Skills Needs is overseen by a Steering Group, 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. A communications plan is prepared for each piece of research work carried out by the Expert Group on Future Skills Needs (EGFSN) to support the successful dissemination of important messages to key stakeholders including educational and training providers, the regional skills fora and career guidance professionals. Work into developing a strategic communications policy for the EGFSN is

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						ongoing in 2018.
20	Maximise the application of a social clause subject to EU and national guidelines, in public procurement.	On-going	DPER; DEASP	Completed	On-going	
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	QQI validation was received in September 2018 which gives approval for delivery of an accredited learning programme for case officers. Work is ongoing in the development of curriculum for this course to enable future delivery.
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	Off Target	In Progress	This action point is a component of the Department's overall strategy (2017 - 2020 Strategy Statement) to introduce a Quality Management System. To that end we are currently examining the feasibility of utilising the International Social Security Association (ISSA) ISSA Model on Service Quality.
21.3.	Commission and publish regular customer satisfaction surveys.	Q.1 2016	DEASP	Completed	On-going	<p>Tendering process for October wave of survey is complete, Research Matters Ltd are the successful tenderers. A work plan has been agreed between DEASP and Research Matters Ltd and fieldwork for the survey will commence in late-October.</p> <p>Results of the April (Online) survey wave have been finalised and presented to MB.</p> <p>New OGP Framework published for drawdown in 2019.</p> <p>Plan to commence wider customer satisfaction</p>

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						surveys in 2019.
21.4.	Refine and expand the range of published performance statistics relating to Intreo centre performance.	On-going	DEASP	Off Target	In Progress	Revised pilot to be created with input from relevant business areas in Q4 2018.
21.5.	Maintain the physical Intreo Centre environment to best practice standards.	On-going	DEASP	Completed	On-going	Programme of maintenance and upkeep of Intreo offices is ongoing.
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	New look website with new Content Management System (CMS) to support and complement MyWelfare services , went live on 28 th Sept. Site was revamped following extensive consultation, with input from customer, and internal stakeholders. Promotion of site to commence in Oct/Nov. Work nearing completion on new Jobseeker's back to work calculator for MyWelfare to replace one on welfare.ie. Online Jobseeker application pilot on going.
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	DEASP	Completed		
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; DES; DEASP	Completed		

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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	As part of BARE (Business Intelligence/Analytics/Research/Evaluation) Programme, a number of in-house and commissioned evaluations are in progress. Awaiting the final report for publication of the Jobpath and JobsPlus evaluations. Technical advice provided for a range of surveys and other projects across the Department.
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	DEASP; DBEI; DES; SOLAS	Completed	On-going	IGEES bursary awarded for upgrading JLD and sharing code with CSO. Some progress towards research/statistics data sharing agreement with SOLAS.
23.3.	Promote research activity on the JLD among academic institutions.	On-going	DEASP	Completed	On-going	Academic Internships in progress. Ongoing work with EU Joint Research Centre and OECD.
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 Yet Started	Postponed – will be revisited.
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; DPER	Completed	On-going	Performance statistics published on a quarterly basis.

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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.1 2017	DEASP	Completed		
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		
25.2	Complete the review of the Post Leaving Certificate Programme.	Q.2 2016	SOLAS	Completed	In Progress	Evaluation published in January 2018.
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	VTOS/Specific Skills Training Evaluation ongoing - due to be completed in Q4 2018.
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.	Action will be achieved during Q.4 2018. SOLAS will sign an agreement with DEASP soon.
25.5	Complete an examination of the barriers to participation in FET programmes	Q.3 2016	SOLAS	Completed		Evaluation published in June 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	DES	Completed	On-going	16 new apprenticeship programmes are now operational following the Apprenticeship Council's two calls for apprenticeship proposals in 2015 and 2017. These new programmes span a variety of sectors ranging from financial services, ICT, biopharma to hospitality. Further new programmes will be rolled out in 2018 and 2019.

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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	Rollout of Springboard + 2018 has commenced in public and private education facilities around the country.
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		
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 2018-2020 ETB Strategic Performance Agreements and Planning Framework to set out their responses to the SOLAS commissioned research 'Barriers to Further Education and Training with particular reference to Long Term Unemployed Persons and other vulnerable individuals' (SOLAS 2017) to ensure improved access to FET more generally and access by persons with a disability.
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 Protection and Intreo offices.	On-going	DES; SOLAS; DEASP	Completed	On-going	FET Services Plan has been published.
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	The PLSS system has been rolled out to the ETBs. The Operational Data sharing agreement between DEASP and SOLAS needs to be updated to comply with GDPR.
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		

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q3 Update 2018
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 Q.2 2016
27.5	Ensure DSP participation in the Regional Skills Fora.	On-going	DES; DEASP	Completed	On-going	DEASP are members of the Regional Skills Fora.