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

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

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### **Status Report Quarter 4 2018**

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#### **Key/Summary**

<b>Actions on target for completion by due date</b>	<b>9 Actions (10.5%)</b>
<b>Actions underway and to be completed but off target for due date</b>	<b>6 Actions (6.9%)</b>
<b>Actions at risk of not being completed</b>	<b>0 Actions (0%)</b>
<b>Actions completed*</b>	<b>71 Actions (82.5%)</b>

[Q] A Quality related action, planned for the first phase of the strategy

[E] An Expansion related action, planned for the second phase of the strategy

\*Includes actions that are completed and on-going.

**Status report reflects 2018 Quarter 4 position as captured on 11 Jan 2019.**

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q4 Update 2018
<b>1</b>	<b>Increase the frequency and quality of engagement with registered Jobseekers. [Q]</b>					
<b>1.1.</b>	Increase the frequency of 1-2-1 engagement between Case Officers and unemployed people to at least one engagement per month for people already long-term unemployed or assessed at being at high risk of becoming long-term unemployed and at least once every two months for other jobseekers.	Q.1 2016	DEASP	Completed		
<b>1.2.</b>	Set targets from 2016 for employment progression (e.g. number of clients placed into work each month) and publish performance at an Intreo centre level.	Q.4 2016	DEASP	Off Target	In Progress	Examination of data still ongoing, including specifically an examination of the suitability for employment progression monitoring of the outcome framework developed as part of the forthcoming econometric impact evaluation of the JobPath contracted public employment service.
<b>1.3</b>	Implement outcome focussed, extended and intensive engagement processes in Local Employment Service providers.	Q.1 2016	DEASP	Completed		
<b>2.</b>	<b>Expand pro-active engagement to other people of working age who are unemployed but not in receipt of a jobseeker payment. [E]</b>					
<b>2.1.</b>	Review by 2017 the Jobseeker Transition Payment (JST) model and consider whether changes should be made to the structure and operation of the scheme both to improve its effectiveness in supporting lone parents to transition to employment and/or to extend it as an option for other categories of welfare recipient.	Q.3 2017	DEASP	Completed	On-going	DEASP is conducting follow-on work reviewing the activation reforms to the lone parent payment.
<b>2.2</b>	Expand pro-active engagement to people who are working part-time but are in receipt of a welfare payment.	Q.1 2017	DEASP	Completed	On-going	In place for Long Term Unemployed, 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>Six additional pilots have commenced and the remaining two will commence in Q1 2019 with a revised letter of invitation to Qualified Adults.</p> <p>The results from all pilots will be compared to assess the value of the revised approach.</p> <p>Four of the additional pilots issued the invitation letters at the end of Q4 2018 to selected primary claimants. 300 claimants contacted with 6 responses. Both Limerick and Tullamore are issuing letters week ending 11<sup>th</sup> Jan. The two remaining locations will be issuing a revised letter to include a more tailored approach informing the claimant of schemes and entitlements. This letter will be finalised by the end of January for issue. Preliminary results to be reported end of Feb 2019.</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	1. EURES Jobs Fair took place in October 2018 in Blanchardstown, which attracted over 800 jobseekers. 14 Irish companies participated in the event with vacancies at all levels in the hospitality, retail, financial services, healthcare and other sectors. The event was open by a "Business to Business" Session where employers had the

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						<p>opportunity to network with Irish and European EURES advisers and Department's staff members.</p> <p>2. EURES Ireland hosted a DIALOG Polish Open Day in Dublin on 29th of November. The main aim of this event was to give information and advice to Polish people who may consider returning home or who are looking at progressing their career in Ireland. The event was organised in cooperation with the representatives of the Polish Governmental Portal 'Returns', Polish Embassy in Dublin and Ministry of Family, Labour and Social Policy.</p> <p>3. As a result of EURES cooperation with Germany a number of recruitment drives under the Co-Sponsored Placement programme was initiated for over 70 placements in IT, hospitality and electrical industry for various employers in Germany.</p>
2.6.	Offer Intreo clients access to the Social Inclusion Community Activation Programme sponsored by the Department of Environment Community and Local government and the Programme for Employability, Inclusion and Learning.	Q.1 2016	DEASP	Completed	On-going	
2.7.	Incorporate, as appropriate, time spent as an adult recipient or beneficiary of other full-time welfare payments (e.g. OPFP or as a qualified adult dependent of a primary claimant) when assessing eligibility for access to employment supports.	Q.2 2016	DEASP	Completed	On-going	
3.	<b>Extend and intensify the pro-active engagement approach for people with a disability. [E]</b>					
3.1	Review the range of income supports (including in-work supports) for people with disabilities to ensure payments are aligned between schemes	Q.2 2017	DEASP	On Target	In Progress	The Make Work Pay report (2017) identified a range of measures to improve supports and services for persons with disabilities in identifying employment.

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	and, if appropriate, amend the payment structure to ensure that it supports a return to work for people who wish to do so.					<p>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 for a period of five years; a "fast-track" reinstatement of Disability Allowance (DA), or Invalidity Pension 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.</p> <p>A number of recommendations addressed the issue of reform of the DA payment and introducing the principle of early engagement as a feature of DA and other payments. Following publication of the report, Government promised a national consultation process which was undertaken in 2017/8. A report on the consultation has been considered; as the response to early engagement was largely positive an outline implementation plan is being prepared prior to publication of report.</p>
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	Access to Intreo service available since 2016. Further measures to increase uptake of service be progressed through DEASP internal working group (in consultation with stakeholders) focusing on the operational and other implications of early engagement. (linked with Action point 3.1 above)

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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. Agreement reached with Directors Forum regarding funding for a Liaison and Development Officer. Operational responsibility for EmployAbility service to go to CPES in Q1 2019.
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.	<b>Continue to implement the actions set out in the Youth Guarantee Implementation plan and in addition: [Q]</b>					
4.1.	Increase the relative share of workplace-based interventions (Gateway, TÚS, Positive to Work etc.) for youth unemployed.	On-going	DEASP	Completed	On-going	
4.2.	Review and restructure the First Steps programme for young unemployed people to drive take-up by offering a higher level of support to jobseekers and employers.	Q.1 2016	DEASP	On Target	In Progress	The Youth Employment Support Scheme was officially launched by the Minister and has been open to applications from 1st October 2018. Almost 90 jobseekers currently participating in the scheme.
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	A second iteration of the Defence Forces Employment Support Scheme (ESS) commenced in Q4 2018. This programme took place in the Defence Forces Training Centre in the Curragh Army Camp between 8th October and 13th December inclusive. A total of 20 participants commenced the programme in October, and the full group successfully graduated

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						from same at a ceremony on 13th December.
<b>5.</b>	<b>Review and revise the operation of the BTEA scheme to address the issues raised in the ESRI evaluation of the scheme and to improve employment progression outcomes. [Q]</b>					
<b>5.1.</b>	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	
<b>5.2.</b>	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	
<b>5.3.</b>	Conduct a qualitative assessment of the BTEA scheme to determine reasons for comparatively low employment progression.	Q.2 2016	DEASP	Completed		Report published.
<b>5.4.</b>	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 Advisory Committee continues to work to implement the recommendations arising from the evaluation of PLC provisions, published in 2018. It is anticipated that ETB funding parameters for 2019 will set out a call for 500 pre-apprenticeship places and request that ETBs categorise PLC provision into primarily employment or progression focused in PLSS and FAR, with a requirement to rebalance provision towards the former.  Commitments will be sought from ETBs through the strategic performance agreement process.
<b>6.</b>	<b>Focus Intreo referrals to employment and training/education programmes on securing paid employment outcomes for people who are most in need of support. [Q]/[E]</b>					

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6.1	Consider the extension of 'payment by outcomes' approaches as used, or similar to those used, in Momentum and JobPath to other programmes (e.g. Local Employment Service/Job-Clubs). [Q]	Q.4 2016	DEASP; DES	Off Target	In Progress	Reports under consideration and being prepared for circulation.
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.	<b>Ensure that 'work pays' when people who are unemployed transition from welfare to employment. [Q]/[E]</b>					
7.1	Consider the recommendations of the Low Pay commission and take action as appropriate to adjust the statutory minimum wage is adjusted incrementally and in a sustainable way, to assist as many low-paid workers as possible without creating significant adverse consequences for employment or competitiveness.[Q]	On-going	DBEI	Completed	On-going	Low Pay Commission's recommendation for 2019 of National Minimum Wage of €9.80 implemented by SI, effective from 1 January 2019.
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	Report on Working Family Payment submitted to the EASP Committee in December 2018.  Income disregards on Lone Parent supports increased in Budget 2019.

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7.4	Continue the roll-out of the Housing Assistance Payment (HAP), thereby removing the link between unemployment status and access to housing supports for those in receipt of rent assistance payments. [Q]	Q.4 2016	DEASP; DHPLG	Completed	On-going	The number of HAP tenancies continues to increase, while those on Rent Supplement will be approximately 24.5k by end 2018.
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	The Department received the final draft of the report from NUI Maynooth in November 2018 and is in the process of examining the detailed findings to inform its own review on the effectiveness of the reduced rates of Jobseekers Allowance.
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 Comprehensive Employment Strategy/Make Work Pay is the responsibility of Department of Justice & Equality. Regular updates are compiled for the DEASP specific actions. Further progress expected in the context of the implementation plan specified at action 3.1.
7.8	Increase access to quality and affordable childcare for parents transitioning to employment	Q.4 2017	DCYA	On Target	In Progress	<p>The new Affordable Childcare Scheme will open to applications in October 2019, with payments flowing from November 2019. Its launch will play a significant role in delivering accessible, affordable childcare to families in Ireland. The legislation establishing the new Affordable Childcare Scheme, the Childcare Support Act 2018, was signed by the President on Monday, 2nd July, 2018.</p> <p>Positive progress continues to be made in the development of the legislative, administrative and ICT infrastructure for the scheme.</p>

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						<p>Under the auspices of the Childcare Support Act 2018, detailed secondary legislation and policy guidelines are being prepared. Minister Zappone has signed regulations which provide, for the first time, for the registration of school-age childcare services. This will allow these services to participate in the new scheme from the start.</p> <p>With regard to ICT, the IT development contractor, Codec, is working with officials from DCYA and Pobal to develop the system on schedule and in advance of the scheme's October launch. A comprehensive awareness campaign for parents and the public will commence in the spring, alongside training and information supports for childcare providers and other key stakeholders.</p> <p>The Affordable Childcare Scheme will be open to all registered childminders. A Childminding Action Plan will be published in the near future. The Plan will contain short, medium and long term goals for the sector, setting out steps to move towards the wider regulation, support and professional development of childminders. In the short term, it will include actions to support childminders to register and participate in the Affordable Childcare Scheme.</p> <p>Budget 2019 provided for significant enhancements to the Affordable Childcare Scheme which will ensure that an even greater number of families will now benefit from the scheme once launched, with families with gross incomes of up to €100,000 qualifying for enhanced supports in some instances.</p>

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						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.
<b>8.</b>	<b>Improve the application of the principle of rights and responsibilities in all engagements with jobseekers. [Q]</b>					
<b>8.1.</b>	Improve communication of rights and responsibilities in activation documents and Group Information sessions.	On-going	DEASP	Completed	On-going	
<b>8.2.</b>	Apply a requirement for Jobseekers to register their CVs (anonymised if desired) to JobsIreland when requested by their Case Officers.	Q.3 2017	DEASP	Completed	On-going	
<b>9.</b>	<b>Build jobseeker and other working age cohorts awareness of available supports through increasing marketing and communication activity. [Q]/[E]</b>					
<b>9.1.</b>	Increase use of on-line/social media channels as a means of communicating with jobseekers. [Q]/[E]	On-going	DEASP	On Target	In Progress	<p>Social media used during campaigns as a means of targeted advertising.</p> <p>Social media used on a daily basis as a customer forum where customers can request information in relation to general scheme rules or engage on a more personal level with the Information team.</p> <p>Social media used regularly to keep customers informed with updates on seasonal information made available i.e. payment information for the Christmas</p>

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						periods.
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.	<b>Facilitate and advance recruitment levels from the Live Register to Enterprise Agency assisted companies. [Q]</b>					
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	DSP	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 Jobs and Regional Skills Forum, has reduced the requirement for regular meetings of the Protocol Steering Group.
11.	<b>Complete the establishment of a professional account management capability with employers. [Q]/[E]</b>					
11.1.	Complete the recruitment and training programme for account managers. [Q]/[E]	Q.4 2016	DEASP	Completed	On-going	Ongoing development as required.

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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 at last PGC, RFT to be prepared by Q2 2019. .
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	Approached completed. Development and sign up to service 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 submitted to PGC for CRM System has been approved and working group has been established and has had initial meeting.
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	Establishment of national jobs week is completed with jobs week now an annual event.  Employer participation and employer conference in on-going development and expansion
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	Final four JobsIreland.ie project sprints including ESCO v1 successfully released to live environment on 26th October. Audit trails functionality now permits access to all case officers following pilot study in NE and SE regions. CMS updated also allows for website to be updated to complement other welfare services. Training materials in development.

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						Jobsireland.ie promotional material Posters, Business cards and flyers were distributed to all Intreo and Branch offices to support registration process and services to Employers and Jobseekers
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 engaged with 325 enterprises during Q4. Most engagement was with the manufacturing sector (26%) and the ICT sector (17%).  71% of engagement was with small, medium and micro industries.
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	By end October 2018, 140 companies, employing almost 16,500 people, have attended the Spotlight on Skills workshop.  To maximise the potential of the audit pool, the Department of Education & Skills has recently reached agreement with new partners to assist in conducting audits.

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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	256 people participated in the EXPLORE pilot programme which was rolled out nationally in Q3. Males over 35, with lower skill levels, based in the manufacturing sector, were the largest group of participant. Some females and under 35's were also facilitated. Feedback from employers participating in EXPLORE have commended the impact of the programme on both the participant and their parent company, with several employers indicating their interest in future iterations of the programme.
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	<b>Improve the quality of service provision. [Q]</b>					
21.1.	Design, develop and implement an accredited professional development programme for Intreo Case Officers.	Q.4 2016	DEASP	Completed	On-going	An accredited learning programme for Case Officers, Certificate in Public Employment Services, is currently being developed as part of a suite of seven programmes. Final QQI validation was received in Q4 which will enable further planning and development towards implementation. Course curriculum development is ongoing. A further 30 case officers graduated with a Certificate in Employability Services from NCI in November 2018.
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	The Department is in the process of adopting the International Social Security Association (ISSA) Service Quality model with a view to improving the quality of service offered to Intreo clients. A pilot programme has commenced in an Intreo office and the model will shortly be piloted in one of the Department's schemes that is centrally managed. It is intended to rollout the model after securing certification from ISSA on the service quality management processes in place in the pilot

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						locations.
21.3.	Commission and publish regular customer satisfaction surveys.	Q.1 2016	DEASP	Completed	On-going	<p>DEASP continues to commission and publish regular customer satisfaction surveys.</p> <p>Results of the online customer satisfaction survey, conducted in April 2018, have been presented to Management Board and made available to all DEASP staff.</p> <p>Preliminary results of a Computer Aided Telephone survey, conducted in October 2018, are expected during Q1 2019 and will be published on the DEASP website.</p> <p>New OGP framework has been published for draw down in 2019. Plans to broaden the scope of customer satisfaction surveys 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	Revised pilot to be created with input from relevant business areas, investigating in particular whether the publication should include outcome measures developed as part of the econometric impact evaluation of the JobPath contracted public employment service [see also action 1.2].
21.5.	Maintain the physical Intreo Centre environment to best practice standards.	On-going	DEASP	Completed	On-going	Programme of maintenance & upkeep of Intreo offices is ongoing.
22	<b>Complete the development and implementation of IT systems. [Q]/[E]</b>					

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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	<p>Initial user testing on the new look MyWelfare and CMS system has returned positive feedback from customers. Promotion of site deferred to Q1 2019. Jobseeker ready reckoner service now live and available to access from Welfare.ie. On line jobseekers continues in pilot with monthly average of circa 400 claims. Self-service promotion on going in Galway and Bishops Square offices.</p> <p>JOBSIRELAND:</p> <p>Final four project sprints including ESCO v1 successfully released to live environment on 26th October. Audit trails functionality now permits access to all case officers following pilot study in NE and SE regions. CMS updated also allows for website to be updated to complement other welfare services. Training materials in development. Jobsireland.ie promotional material Posters, Business cards and flyers were distributed to all Intreo and Branch officers to support registration process and services to Employers and Jobseekers.</p>
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		
23	<b>Use evidence to inform the development of service and policy initiatives. [Q]</b>					

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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 the Business Intelligence/Analytics/Research/Evaluation (BARE) Programme, a number of in-house and commissioned evaluations are in progress. Awaiting the final report for publication of JobPath and Jobsplus evaluations. Technical advice and support provided for a range of customer satisfaction surveys and other projects across the DEASP.
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 to upgrade the JLD and share code with CSO.  Research/statistics data sharing agreement with SOLAS has been finalised.
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.	<b>Promote exchange of best practice between service providers. [Q]/[E]</b>					
24.1.	Organise and run an annual service providers conference for all service providers in the public employment services sector. [Q]/[E]	Q.3 2016	DEASP	No further action required		No further action is required.
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.
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	

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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	<b>Review and evaluate the performance of existing FET provision [Q]</b>					
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		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 due to be completed in Q1 2019.
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	Completed	In Progress.	SOLAS signed a data sharing agreement for research and statistics with DEASP in Q4.
25.5	Complete an examination of the barriers to participation in FET programmes	Q.3 2016	SOLAS	Completed		
26	<b>Target provision to meet needs of jobseekers and employers [Q]/[E]</b>					
26.1	Develop the new apprenticeship system on an on-going basis to cover the broad range of skills needed for the economy to ensure the system is resourced to adapt to the changing needs of the workplace and employers over the coming decade. [Q]	On-going	DES	Completed	On-going	17 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 including from financial services, ICT, biopharma and hospitality.
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 is ongoing in public and private education facilities across the country. Over 8,000 places will be delivered in the following skill areas: <ul style="list-style-type: none"> <li>- ICT, Engineering, Manufacturing, Construction, Hospitality, Business,</li> </ul>

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q4 Update 2018
						<p>Administration and Law.</p> <p>Limited course places will also be available in Entrepreneurship, Animation and Medical Devices Decontamination.</p> <p>The eligibility criteria for Springboard+2018 has been amended to include people irrespective of their employment status. Workforce returners and those in receipt of certain DEASP payments continue to access courses free of charge. Level 6 courses remain free to all participants and for employed persons on NFQ level 7 courses, 90% of the fee is funded by the Government.</p> <p>To date almost 6,000 people are enrolled on Springboard+ courses, comprising 1,313 unemployed, 4,251 employed and 216 workforce returners.</p>
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 are requested to outline in their Strategic Performance Agreements (2018-2020), how they are addressing the findings of the SOLAS 2017 report on <i>'Barriers to Further Education and Training with particular reference to Long Term Unemployed</i>

Action No.	Action	Due Date	Responsible Agency	Status	Status Comment	Q4 Update 2018
						<i>Persons and other Vulnerable Individuals</i> .  In 2018, SOLAS also published 'Review of Pathways to participation in Apprenticeships 2018-2020' which outlines action areas to increase apprenticeship participation for underrepresented groups, including people with disabilities.
<b>27</b>	<b>Ensure that FET sector and Intreo employment services deliver and operate services in an aligned manner. [Q]</b>					
<b>27.1</b>	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.
<b>27.2</b>	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. SOLAS signed a data sharing agreement with DEASP in Q4.
<b>27.3</b>	Complete the review of inter-agency protocols between INTREO offices and DES/ETBs and disseminate the results.	Q.2 2016	DEASP; DES	Completed		ETBI, SOLAS and DEASP have met to review practice.
<b>27.4</b>	Establish standing local arrangements to monitor the operation of the inter-agency protocols.	Q.2 2016	DEASP; DES	Completed	On-going	ETBs have regular engagement with local INTREO offices to review and monitor the operation of the inter-agency protocols.
<b>27.5</b>	Ensure DSP participation in the Regional Skills Fora.	On-going	DES; DEASP	Completed	On-going	DEASP are members of the Regional Skills Fora.