Minister Burton opens Intreo Centre in Coolock

The Minister for Social Protection, Joan Burton, T.D., today (Friday, 26th April 2013) officially opened the Intreo Centre in Coolock.

The Coolock Intreo centre, which is located in the Department’s offices in Northside Civic Centre, Bunratty Road, offers jobseekers in Dublin 17 and the Coolock and Artane areas of Dublin 5, and parts of Donnycarney and Malahide, income supports and tailored employment supports in a one-stop-shop location.

Speaking at the opening, Minister Burton said: “The opening of the Intreo centre here in Coolock is the sixth such office to be opened in Dublin. Every Intreo office is a very clear example of the type of fundamental reform that is taking place in the Department of Social Protection. Welfare offices no longer simply manage payments for unemployed people. Today, I am pleased to say that these Intreo offices offer a service that helps jobseekers gain the essential training and skills to find work. Intreo is pro-active, ensuring jobseekers get not just the income supports they need but also employment supports to help them on the path back to work. This one-stop shop model is also available in a number of the Department’s offices around the country. The full Intreo service will be rolled out to all the Department’s offices nationwide by the end of 2014.”

Intreo provides a personalised service, based on the person’s individual needs, including advice on education, training and personal development opportunities, job search assistance as well as information on, and access to, a range of income supports.

A number of elements are key to the Intreo service. They include:

- Activation measures including client profiling, early group engagement and one-to-one meetings which focus on customised employment supports and monitoring of each client’s progress
- Integrated decision-making process leading to quicker decisions
- Integrated reception providing a one-stop shop incorporating all strands of the Department’s employment and income support services
- A ‘social contract’ between the service and its clients
- Enhanced employer engagement at national and local level maximising access to job opportunities and potential employees.

Minister Burton continued: “I am very pleased to say that Intreo is already delivering - clients can access employment supports in Intreo centres within a week or two of registration as opposed to a minimum of three months previously. Similarly, decisions on welfare claims are made within days instead of weeks, and client attendance at the engagement sessions with case workers has increased significantly.”

Minister Burton acknowledged the work of the local community services supports in Coolock. The Community Services Unit has an office in the FÁS Training Centre in Baldoyle Industrial Estate, covering the catchment area of Coolock, Darndale, Kilbarrack, Swords and Balbriggan. Community Services has responsibility for a range of programmes including Community Employment, Job Initiative Schemes, Job Clubs, Drugs Task Force Interim Funded Programmes and Supported Employment.
There are currently 27 Community Employment projects in operation in Coolock with 660 participant/supervisor positions on these projects. The projects are varied, responding to the need of the particular community group, and range from childcare and care of the aged to sport, environmental projects and maintenance of community buildings.

There are two Job Clubs, one of which is run by the Northside Centre for the Unemployed in Glin Road, Coolock and the second by the Northside Partnership, located in Greendale Shopping Centre, Kilbarrack. In 2012, jobseeking skills through formal training were provided to 305 unemployed people, 103 of whom accessed employment. In addition, a further 183 individuals were given one-to-one support, 43 of whom gained employment afterwards.

EmployAbility Service Dublin North, based in Ballymun, provides a service to all of North Dublin. The aim of the service is to provide the support necessary for people with disabilities and those recovering from mental health issues/illnesses to achieve independence in a mainstream work environment. Job coaches provide needs assessment, career planning, job sourcing and job support to the jobseekers with disabilities. The EmployAbility Service links in directly with employers to encourage them to give jobseekers with disabilities the opportunity of employment. The service also gives advice on employment grants which are available. Last year, some 263 people participated in the service, of whom 62 were supported into open employment and 27 undertook education/training opportunities.

A strong connection between education and training and industry is crucial in ensuring that jobseekers possess the right skills to enable them to access job opportunities as they arise. The training on offer through the recently announced Momentum programme is closely aligned with business needs. In Coolock, there are four courses available through the Momentum programme in the areas of: Enhanced Homecare; Healthcare Support; Export & Transport Manager; Warehousing and Logistics. Since its introduction, over 109 clients in Coolock have been referred to MOMENTUM courses.

Minister Burton also met with the staff of the MABS office and the Citizen’s Information Office during her visit to the Northside Civic Centre today and thanked them for the sterling service that they provide to the local community.

ENDS

Notes for Editors:
Intreo services and centres

- In addition to providing tailored advice and assistance with the development of personal progression plans, the service offers many opportunities through a range of options.

- These include Job Placement, Community Employment, TUS, Education and Training Programmes, Technical Employment Support Grant Funding, Technical Assistance Training Funding and more.

- In addition to supporting jobseekers, each centre is also focused on engaging with employers, at both national and local level. Intreo is designed to make sure that companies and employers can access potential employees without difficulty.

- The Intreo service is being introduced on a phased basis to each of the Department of Social Protection’s offices throughout the country. It is currently available at the following centres in Dublin:- Ballymun, Coolock, Finglas, Parnell Street, Tallaght and Blanchardstown.