

DWP

Digital Jobcentre/Hardship

November 2014



Department
for Work &
Pensions

The Case for Digital Jobcentres

- We must meet the needs of employers and jobseekers by having the equipment in Jobcentres to enable claimants to search and apply for jobs.
- More and more jobs are being advertised online. It is not just big national employers - 33% of Small and Medium Enterprises (SME) have an online presence and 14% sell online.
- It is estimated that 90% of jobs will require ICT skills by 2015.
- 82% of the UK population is online.
- In 2013, 36 million adults (73%) in Great Britain accessed the internet every day.
- Access to the internet using a mobile phone more than doubled between 2010 and 2013 from 24% to 53%.
- 72% of adults in Britain have bought goods or services online.

The Digital Challenges

- 20% of adults do not have basic online skills.
- Whilst 82% of the UK population is online, only 43% have transacted with the Government digitally. Compare this to 64% banking transactions and 70% for shopping.
- A cultural change is needed and claimants need to adapt to self-service. Most claimants are used to visiting the Jobcentre or a partner organisation for their enquiries to be answered face to face.
- There will be some in our society who will never be able to use our facilities.



Digital Jobcentres - Background

- We have replaced old equipment (Jobpoints) with new (internet computers) to deliver a modern digital Jobcentre service that maximises use of online channels to meet the changing needs of employers, jobseekers and Government.
- . This will;
- ✓ Allow claimants to search and apply for jobs directly on Universal Jobmatch and other internet job sites, using either DWP equipment or their personal devices (mobile phones etc).
- ✓ Provide WiFi for partners and employers while working within DWP Jobcentres.
- Customer Access Phones (CAPs, also known as Warm Phones) will be removed from sites in line with the move to digital working. The focus will be on an “Assisted Service” rather than “Open Access” to computers and telephones. Staff will assist and help claimants who need a range of support.

Digital Jobcentres Model

- Jobpoint and 'warm phone' removal supports the delivery of a modern, digital service that maximises claimants' use of online channels. It will encourage self-service. An Assisted Service will be there for those who need it most.
- . Assisted Service Manager/Coach job roles will establish claimants' needs and ensure claimants use internet computers and WiFi safely and securely.
- The Assisted Service for those who need access to digital services (or more support to use them) will be based on claimants' digital capability. Where required, this will include staff arranging one-to-one sessions with claimants on how to undertake jobsearch activity (including CV writing) or make online claims.
- There will be two types of customer computers, one for use for job searches, CV generation/amendment etc and one for making claims to online benefits.

How it will work in practice

- DWP front of house staff will direct claimants to the appropriate service.
- An introductory 'Show and Tell' session on the computers will be given to those who need it.
- Appointments will be booked for those needing more intensive IT support.
- Claimants that are able to self serve will be encouraged to do so.
- Computers will enable claimants to;
 - ✓ Search and apply for jobs advertised across the whole of the internet.
 - ✓ Check email accounts.
 - ✓ Update their CVs, linking into Universal Jobmatch.



How it will work in practice

- Claimants can access the Jobcentre WiFi on their own devices (smartphones etc) allowing them to look for jobs whilst waiting for appointments.
- Our staff will also be able to show our less digitally competent claimants what they can do on their own phone away from the Jobcentre if they do not have access to a PC at home.
- Staff may opt for different ways of providing an 'assisted' service such as block booking a number of computers to see a selection of their caseload at a particular time or assisting a number of claimants with online tasks such as CV writing, registration for Universal Jobmatch etc.

Digital Jobcentres Main Menu (computer)

Main Menu

Disclaimer | Keyboard Functions



Jobseekers Allowance



Universal Credit



Carer's Allowance



**Personal Independence
Payment**



Child Benefit



State Pension

Switch OFF

Protect your information, switch off after use.

jobcentreplus



Department
for Work &
Pensions

Digital Jobcentres Main Menu (Jobsearch computer)

Main Menu

Disclaimer | Keyboard Functions



Jobsearching on The Web



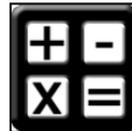
GOV.UK



Universal Jobmatch



CVs and Covering Letters



Benefits Calculator



Work Experience & Volunteering



Social Media



Be Your Own Boss



Apprenticeships



Travel Links



In Work Support



Young Persons

Switch OFF

Protect your information, switch off after use.

jobcentreplus



Department
for Work &
Pensions

JSA Hardship

- A Jobseeker's Allowance (JSA) hardship payment is an award of Income Based JSA (JSA (IB)) made at a reduced rate to give a minimum level of financial support.
- Hardship payments can be made to certain people who do not qualify for JSA under normal rules and who would suffer hardship if JSA is not paid.
- Several conditions must be satisfied before a hardship award can be made. The claimant must:
 - complete and sign the hardship application form JSA/ESA10JP; **and**
 - attend an interview with in the Jobcentre; **and**
 - show that they, or a member of their family, would suffer hardship if an award was not made
- The date that hardship is payable to a claimant depends upon whether the claimant is in a vulnerable group or non vulnerable group
- Jobcentre staff will advise customer when a conditionality doubt is identified and advise about JSA hardship and invite a claim. However on some occasions doubt may be raised by a provider or by another part of the business.



Harship

- Application for hardship JSA/ESA 10JP and leaflet JSA/ESA10A will be given to customer and interview arranged to return application along with bank statements within 24 hours.
- If the claimant **is not** in a vulnerable group, the JC ASC tells the claimant they serve a 14 day penalty period and discusses the implications of their non compliance. If the claimant still wants to apply for hardship, the JC assistant service coach makes an appointment
- Customer will be advised during interview or later same day decision regarding hardship
- Benefit centre will text customer once application processed confirming when they will get payment.
- Vulnerable customers should see no break in entitlement to benefit. Same day payments can be made if necessary.

Any Questions ?