



# Mapping the Journey

## Research on Unemployed People's Experience of the Employment Services

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# Mapping the Journey

## ► Rationale for Research

### Fundamental changes

- In Delivery of Employment Services
- Significant changes for unemployed people

### ► Set out to capture unemployed people's experience:

- Positive
- Not Working well
- Changes needed

# Research on Unemployed People's Experience of the Employment Services

## ► Overall Approach

- Securing agreement (buy in) from Department and Services
- Communication and Feedback
- 'No Surprises' approach
- Confidentiality in Project

# Mapping the Journey

## Process

- 2 Offices in each phase of the project
- Regular visits
- Meeting Unemployed People at Start of their Journey
- Contact Details
- Invited to local Focus Group Meeting(s)
- National Focus Group
- Telephone Feedback
- Consultation and Feedback to service providers and Report

# Research on Unemployed People's Experience of the Employment Services

## ▶ Project in Numbers

- ▶ 1,380 unemployed people met
- ▶ 786 contact details
- ▶ 14 Focus Group Meetings
- ▶ 3 National Focus Group Meetings
- ▶ 150 people at Focus Groups (to date, 2 outstanding)
- ▶ 2 Reports
- ▶ 2,250 Copies of Working for Work Distributed
- ▶ Hundreds of Welfare to Work Queries Resolved

# Mapping the Journey

Each Focus Group explored people's experiences of:

- ▶ Signing-on
- ▶ Accessing payments
- ▶ Group Information Sessions (GIS) / Joint Information Sessions (JIS)
- ▶ Meeting Case Officers/Mediators/Employment/Personal Advisors
- ▶ Review and subsequent meetings and engagement
- ▶ Accessing Education and Training Courses
- ▶ Finding employment

# Research on Unemployed People's Experience of the Employment Services

- **Reporting**

- 1<sup>st</sup> report (2014) - Mapping the Journey for people who are short-term unemployed - Report on Phase One of the Intreo Project
- 2<sup>nd</sup> Report (2016) - Mapping the Journey - Report on Phase Two of the Employment Services Research Project (LES)
- 3<sup>rd</sup> Report (2018) - Mapping the Journey - Report on Phase Three of the Employment Services Research Project (JobPath) - early 2018

# Mapping the Journey

- **General Findings across the three services surveyed**
  - Strong evidence of unemployed people engaging with Employment Services
  - People looking hard to find work or relevant education and training options
  - A clear need and support for high quality employment services
  - In the main, unemployed people satisfied with the staff delivering the services (friendly, helpful, professional)
  - For people who were unemployed previously the services have improved and the experience was more positive



# Research on Unemployed People's Experience of the Employment Services

- Letter of Invite - universally disliked given the perceived focus on the threat of sanctions - needs to be constructive and non-threatening
- Strong sense that opportunities are being lost to promote and market key employment services for unemployed people
- Need for greater knowledge and expertise around welfare to work continuum - seen as lacking
- A general lack of awareness on the part of unemployed people initially of the nature of the different employment services and also the specifics of the service that people are referred to

# Mapping the Journey

- Need for greater sense of ownership of the Personal Progression Plan - flexible
- Role of employment services highlighted in some instances as helping to combat isolation
- Costs/Transport issues - more pronounced in rural areas
- Need for services to run Focus Groups or Service Users Forums to capture people's experiences

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- Need for a partnership approach between person and service
- Positive and constructive Employer linkages
- A sophisticated Job Matching facility (welcome the potential of JobsIreland site)

Employment Services to work collaboratively with:

- Other Employment Services
- ETBs
- Range of organisations locally

# Mapping The Journey

- ▶ Key Principles
- ▶ Communication
- ▶ Relationship Building
- ▶ Welfare to Work Information
- ▶ Collaborative Working