

**ORAL question for answer on 30/06/2016 :**

To ask the Minister for Social Protection if he is aware of the ongoing issues persons are facing when referred to Turas Nua and Seetec through JobPath; and if he will make a statement on the matter. - John Brady.

Question No: 13 Ref No: 18760/16

To ask the Minister for Social Protection if he is aware of the ongoing issues persons are facing when referred to Turas Nua and Seetec through JobPath; and if he will make a statement on the matter.

- John Brady.

\* For ORAL answer on Thursday, 30th June, 2016.

**REPLY**

Both JobPath companies – Turas Nua and Seetec - have considerable experience in successfully delivering employment services. They are very conscious of the challenges faced by people who have been unemployed for a long time and the need to provide suitable supports to such people to help them back into work.

So far some 38,000 people have been referred to JobPath and the response has been extremely positive. Relative to the number of clients referred, there have been very few issues raised at this point. There have been only 53 complaints recorded – 0.14% of referrals.

The majority of the complaints were about people's initial reluctance to engage with the service or in respect of individual customer service experiences. Other issues related to logistical and operational policy matters such as travel arrangements to attend appointments. All complaints have been resolved or are in the process of being resolved.

JobPath is providing activation resources that supplement and augment the Department's own in-house activation resources. JobPath contracts stipulate a significant number of requirements that both companies have to meet. The contracts have an in-built "service guarantee" which means that each jobseeker is guaranteed a baseline level of service including frequency of meetings with personal advisers, a transparent complaints process and a range of individual supports. The companies provide a copy of their service statements to each participant at the initial engagement stage. The companies are subject to regular check and on-site inspections by the department to ensure that they are delivering on their contractual obligations. Failure to deliver on contractual commitments, including customer service commitments, can result in penalties being applied.

ENDS

**Question No: 751, 752, 753 & 754 Ref No: 25616-16 Ref No: 25617-16**

Ref No: 25619-16

Ref No: 25620-16

To the Minister for Social Protection

To ask the Minister for Social Protection the total number of participants in the JobPath Scheme who have been placed in permanent employment by each of the operators of the Scheme, namely Turas Nua and Seetec, since the Scheme was rolled-out.

To ask the Minister for Social Protection the total amount paid in job sustainment fees to the operators of the JobPath Scheme since it was rolled-out, namely Turas Nua and Seetec; and if he will provide these amounts paid to each operator separately.

To ask the Minister for Social Protection the total amount paid in registration fees to the operators of the JobPath Scheme, namely Turas Nua and Seetec, since the Scheme was rolled-out; and if he will provide the amounts separately for each operator.

To ask the Minister for Social Protection the total number of persons who have been referred to the JobPath Scheme since it was introduced.

\* For WRITTEN answer on Friday, 16th September, 2016.

## REPLY

Minister for Social Protection (Leo Varadkar T.D):

As the Deputy will be aware, JobPath is an employment activation service that supports people who are long-term unemployed and those most at risk of becoming long-term unemployed to secure and sustain paid employment.

Participants on JobPath receive intensive individual support to help them tackle barriers to employment and to assist them in finding jobs. Each person is assigned to a personal adviser who assesses a person's skills, experience, challenges and work goals. The personal adviser works with the jobseeker to agree a personal progression plan that includes a schedule of activities, training/development and job focused targets. Participants receive the service for a period of 12 months (which can be extended by up to six months to facilitate the jobseeker completing training programmes) or until such time as they find employment whichever is the soonest. If the participant secures employment during this period they will continue to receive support for at least three months and up to twelve months while in employment.

Some 57,000 jobseekers have been referred to JobPath to date. Only a small number of them have completed their engagement with the service so far. It is thus too soon to generate meaningful performance statistics. Initial JobPath performance statistics will be published by the end of the year.

It is not intended to publish the individual payments to the JobPath companies as these are commercially sensitive and to do so would place the State at a disadvantage both in terms of the contracts now in place and any future procurement that may be undertaken.

I hope this clarifies the matter for the deputy.

**Question No: 249 & 280 Ref No: 17971-16**

Ref No: 18196-16

To the Minister for Social Protection

To ask the Minister for Social Protection if a person selected for JobPath is prohibited from applying for a Community Employment Scheme

- Joan Collins.

To ask the Minister for Social Protection if persons selected for JobPath can transfer onto Community Employment, JobBridge or Gateway Schemes.

- John Brady.

\* For WRITTEN answer on Tuesday, 28th June, 2016.

**REPLY**

Minister for Social Protection (Leo Varadkar T.D):

It is proposed to take question numbers 249 and 280 together.

Given the need to manage the allocation of places effectively, the Department does not, in general, facilitate or encourage jobseekers to transfer from or *leave* one activation support scheme to take up a place on another activation support scheme. However JobPath participants may apply to participate on other schemes and can, subject to assessment by a case officer, commence on other schemes following completion of their JobPath engagement. The period of engagement on JobPath is typically 12 months.

Participants on JobPath receive intensive individual support to help them tackle barriers to employment and to assist them in finding full-time paid sustainable employment. Each person is assigned to a personal adviser who assesses a person's skills, experience, challenges and work goals. The personal adviser and the participant draw up a personal progression plan that includes a schedule of activities, actions and job-focused targets which may include work experience via the JobBridge internship scheme provided that this internship is undertaken voluntarily by the jobseeker and does not substitute for provision of the JobPath advisory service. If a jobseeker receiving support under JobPath takes up a JobBridge opportunity they will continue to work with their JobPath advisor during the internship programme. If they are subsequently placed into a job they will continue to receive support for at least three months, and up to twelve months, while in employment.

I hope this clarifies the matter for the Deputy.

ENDS

**Questions No: 273, 274, 275, 276, 277, 278 and 279  
18189-16**

**Ref No:**

Ref No: 18190-16

Ref No: 18191-16

Ref No: 18192-16

Ref No: 18193-16

Ref No: 18194-16

Ref No: 18195-16

To the Minister for Social Protection

To ask the Minister for Social Protection the number of persons who have been selected for JobPath since its inception.

To ask the Minister for Social Protection the number of persons who have been referred to Turas Nua through JobPath, by county, in tabular form.

To ask the Minister for Social Protection the number of persons who have been referred to Seetec through JobPath, by county, in tabular form.

To ask the Minister for Social Protection the number of persons who have obtained employment through Turas Nua, by county, in tabular form.

To ask the Minister for Social Protection the number of persons who have obtained employment through Seetec, by county, in tabular form.

To ask the Minister for Social Protection the amount paid to Turas Nua since it was selected to deliver JobPath.

To ask the Minister for Social Protection the amount paid to Seetec since it was selected to deliver JobPath.

- John Brady

\* For WRITTEN answer on Tuesday, 28th June, 2016.

## REPLY

Minister for Social Protection (Leo Varadkar T.D):

It is proposed to take question numbers 273, 274, 275, 276, 277, 278 and 279 together.

As the Deputy will be aware JobPath is a new approach to employment activation designed to support long-term unemployed people and those most at risk of becoming long-term unemployed to secure and sustain paid employment. Two companies, Turas Nua and Seetec, have been contracted by the Department to deliver the JobPath service.

The following table provides a breakdown of referrals by company and by county:

Contractor Name	County	Total
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Seetec	Cavan	1006
	Donegal	1652
	Dublin	5546
	Galway	2140
	Kildare	100
	Leitrim	248
	Longford	1194
	Louth	1808
	Mayo	1074
	Meath	648
	Monaghan	344
	Offaly	254
	Roscommon	62
	Sligo	448
	Westmeath	1116
	<b>Seetec Total</b>	<b>17640</b>
<b>Turas Nua</b>	Carlow	1021
	Clare	1087
	Cork	3865
	Galway	51
	Kerry	1467
	Kildare	1916
	Kilkenny	692
	Laois	380
	Limerick	2513
	Offaly	886
	Tipperary	1154
	Waterford	1960
	Wexford	1923
	Wicklown	1316

	Turas Nua Total	20231
	Grand Total	37871

Note: both companies deliver JobPath services in different parts of Galway, Offaly & Kildare.

Clients receive support for 52 weeks but this period may continue for up to 130 weeks e.g. where a person engages in further education/training (for up to 26 weeks) and receives “in work” support (for up to 52 weeks). The rollout of JobPath commenced in July 2015 on a “soft-launch” basis. To date no one has completed their engagement with the JobPath service. Detailed analyses of JobPath data will be published later this year. As indicated in “Pathways to Work 2016 – 2020” the Department intends to publish performance statistics of contracted providers including JobPath from Q3 2016.

JobPath is a payment by results model and all initial costs are borne by the companies. JobPath is so structured that the companies will not be able to fully recover their costs until they place sufficient numbers of jobseekers into sustainable jobs. It is not intended to publish the individual payments to the JobPath companies as these are commercially sensitive and to do so would place the State at a disadvantage both in terms of the contracts now in place and any future procurement that may be undertaken.

I hope this clarifies the matter for the Deputy.

### **Question on Review:**

To ask the Minister for Social Protection his plans to review the procedures used by Turas Nua and Seetec under jobpath in view of ongoing concerns; and if he will make a statement on the matter.

- John Brady.

For ORAL answer on Tuesday, 22<sup>nd</sup> November, 2016.



## REPLY

I propose to take question no's 67 & 102 together

Some 60,000 jobseekers have engaged with JobPath since the service commenced in July 2015 with only 145 complaints recorded. This is 0.2% of the total. The majority of the complaints were about people's initial reluctance to engage with the service or in respect of individual customer experience. All complaints have been resolved or are in the process of being resolved.

Under JobPath client engagement is more frequent and more intensive. Some people may have difficulty in adjusting to a new regime especially those who have not had any meaningful activation support for a considerable period.

JobPath tries to give people a sense of structure which they will need if they are to re-engage with the workforce

Every participant on the JobPath Service is provided with a service guarantee - a baseline level of service including, frequency of engagement, personal progression planning, geographic accessibility and in-employment support. The JobPath companies may refer jobseekers to training interventions where this assists employment prospects.

The companies are subject to regular checks and inspections. In addition, my Department has commissioned a client satisfaction survey to ensure that services are being delivered satisfactorily. The results of this survey are expected before year end.

Overall the response to JobPath has been quite positive and initial indications, in terms of employment outcomes, are also very encouraging. I am therefore satisfied, at this point in time, that the JobPath service is being delivered in a satisfactory manner that meets the needs of jobseekers.

ENDS

**Question No: 340 Ref No: 11828-16**

To the Minister for Social Protection

To ask the Minister for Social Protection if he is aware that the contract to outsource Jobseeker's to private JobPath contractors is causing problems for local employment services and to many job seekers.

- John Brady.

\* For WRITTEN answer on Tuesday, 24th May, 2016.

## REPLY

Minister for Social Protection (Leo Varadkar T.D.):

The State's employment activation service is delivered directly by the Department's Intreo service and under contract arrangements by the JobPath service, the Local Employment Service (LES) and Job Clubs.

JobPath is a new approach to employment activation that supports people who are long-term unemployed and those most at risk of becoming long-term unemployed to secure and sustain paid employment. The JobPath service is delivered by 2 companies - Turas Nua Limited and Seetec Limited. The companies deliver services directly and also engage with a range of local subcontractors, including training and employment service providers. JobPath is an addition to, not a substitute for, the services already provided by the Department. JobPath is thereby increasing the Department's overall capacity to engage with, support and assist jobseekers to enter/re-enter and sustain employment.

In 2016 the Department agreed contracts with the LES to provide a more intensive level of engagement with jobseekers. In order to assist the LES to undertake a more intensive level of engagement the number of jobseeker referrals was correspondingly reduced. This would not have been possible without the benefit of JobPath. JobPath is thus assisting the LES to deliver a better service for jobseekers and also assisting jobseekers directly via its own range of services and supports.

I hope this clarifies the matter for the Deputy.