



A Guide to Jobcentre Plus Digital and Online services for partner organisations

This guide

This guide gives electronic links to the Jobcentre Plus services for claimants, and also other useful links for partner organisations and employers.

Who we are

Jobcentre Plus is a government agency, part of the [Department for Work and Pensions](#). Our core objectives include supporting people of working age from welfare into work and helping employers fill their vacancies.

Jobcentre Plus is transforming its services to customers and employers through a greater use of digital services. Digital will be the preferred channel, freeing up our people will deliver interactions with customers which either cannot be digitalised or which are more effective when delivered personally. Our digital delivery will be supported by smaller, more expert face-to-face and telephony services and by making more services available online, we will increase accuracy also enable closer working with our partners.

The government wants to improve how people access information so many government services were put in one place and can now be accessed through the internet www.direct.gov.uk. People are increasingly using their [Mobile](#) phones to find the information they need, Directgov is available on every internet-enabled mobile phone, so they can now access all Directgov articles and contact details on their phone, as well as finding local services, getting travel alerts, planning a journey door to door or searching for a job.

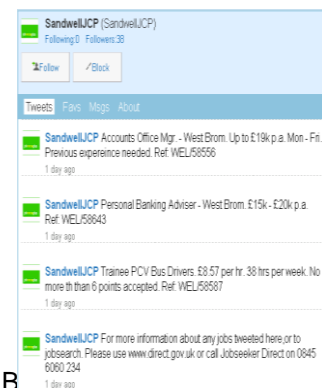
Looking for Work

Vacancies

Our services include how to [access our job bank](#), which is Britain's largest database of vacancies. ([See video on find a job online](#))

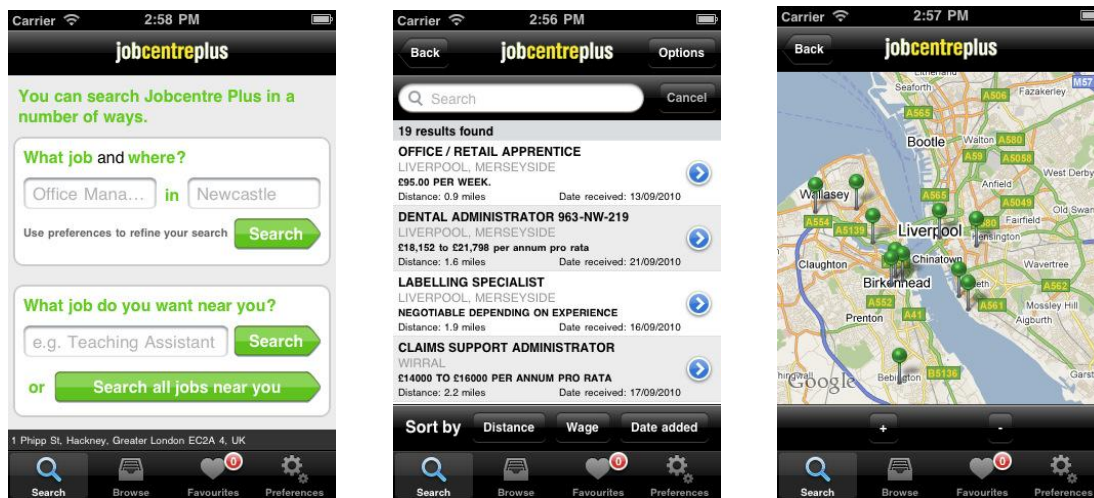
We also put a variety of vacancies and information on the following Twitter accounts

- [Sandwell Jobcentres](http://mobile.twitter.com/sandwelljcp) <http://mobile.twitter.com/sandwelljcp>
- [Walsall Jobcentres](http://mobile.twitter.com/walsalljcp) <http://mobile.twitter.com/walsalljcp>
- [Dudley Jobcentre](http://mobile.twitter.com/dudleyjobcentre) <http://mobile.twitter.com/dudleyjobcentre>
- [Wolverhampton Jobcentres](http://mobile.twitter.com/wolvesjcp) <http://mobile.twitter.com/wolvesjcp>



Please note : for ease of access the intention is to move to one account per B

For those with an iPhone or Google Android Phone there is a [free App](#) which can be downloaded. The latest version lets you use GPS to spot jobs around you, whether from home or on the move. The app will also be developed to automatically notify you of new vacancies matching your preferences.



iPhone Screen Shots

If people need help and advice when looking for a job there are useful links under “

Help moving back into work

From the “[Employment](#)” homepage there is a link to very detailed, and practical advice, for anyone wanting to move back into work. This is particularly helpful to anyone who may have been in employment for a long time in their previous job.

For those looking for Adult Career Guidance or Advice there is the [Next Step](#) service providing a wealth of information on Careers, Job Roles, Training, assessing your skills and abilities, creating CV’s and action plans storing them online.

Self Employed

If people want to move into [self employment](#) there is a lot of information, advice and practical support available, and most of which is free.

Help for people with disabilities

If someone has a [disability](#) there is range of services to support them into employment.

[Access to Work](#) can help people if their health or disability affects the way they do their job. It gives them and their employer advice and support with extra costs which may arise because of their needs. This can help them remain in employment.

When applying for jobs people should look out for employers using the [disability symbol](#). It shows they have a positive attitude towards job applications from disabled people. The symbol is awarded by Jobcentre Plus to employers who have made commitments to employ, keep and develop the abilities of disabled staff.

There is also a series of [Videos produced in British Sign Language](#) for customers who are deaf or hard of hearing. These contain basic information on the benefits that they may be entitled to.

Help for carers

If someone is a [Carer](#) and wants to move into employment there is a variety of help available from Jobcentre Plus. This can include replacement care and benefits advice [Benefit Enquiry Line](#)

Getting help with drug problems

If drug or alcohol use prevents someone from getting employment but they are not receiving treatment for their drug problems, Jobcentre Plus can help. If they speak to a Jobcentre Plus personal adviser they can be referred for help from a [specialist drug treatment](#) professional.

Claiming benefits, Online Facilities

From the Money, Tax and Benefits homepage there is a link to a [Benefit Adviser](#). The benefits adviser is an online questionnaire to help people find out which benefits and tax credits they and their family may be entitled to, and if they are entitled to the State Pension. It is not a Jobcentre plus website but all the benefits we administer are listed. ([See Video on how to use Benefit Adviser](#)) . There is also a [beginners guide to benefits](#) which offers guidance and advice on other benefits and underlying entitlements.

Did you know that you can now claim Jobseekers Allowance (JSA) Online ?

This service is available 24 hours a day, 7 days a week, 52 weeks a year enabling people to use this facility outside normal business hours. [Claim Jobseekers Allowance Online](#), [See video on how to Apply on line](#). You can see the [customer Journey for Online JSA Customers](#) also available through DWP website.

Better Off Calculations

Jobcentre Plus can show someone on benefit how they can be better off working, help them to manage their move into work, and sort out changes to their Housing Benefit and Council Tax Benefit or tax credits.

An adviser can do a simple calculation with them which shows them how much financially they could be better off in work, even just doing 16 hours a week.

Free calls for benefit claimants

The six largest mobile phone companies have signed agreements with Department for Work and Pensions to provide their customers with free mobile phone calls from their networks to the Department's 0800 claims lines.

Vodafone, T-Mobile, 02, Orange, Virgin Media and Tesco have made calls to DWP 0800 numbers free of charge to their customers. These lines are used to make initial claims for State Pension, Employment and Support Allowance and Jobseekers' Allowance and to apply for crisis loans.

Calls to these 0800 numbers are already free from BT landlines and BT mobile phones.

Computer Access

For people who don't have access to a computer most libraries offer free, or inexpensive, use of a computer or they can use a [UK Online Centre](#).

Jobcentre Plus offices

There is a “welcome point” for all people visiting the office. We also have Job Points for searching for vacancies; free phones for ringing employers, or enquiring about benefits, and discreet interview areas.



Through our national mainstream funding, and programme providers, we can offer customers a range of support. This depends on their circumstances, the type of benefit they are in receipt of, and the length of time they have been out of work.

Contacting Jobcentre Plus

Jobcentre Plus provides a wide range of information and services. People can find out how to [contact Jobcentre Plus](#) or find information about our online services. This includes how to make claims for benefit.

Useful links for partner organisations

Supplying Services to DWP

For Partners providers or other parties interested in supplying services to DWP The link below provides information on opportunities to tender, notices to providers and guidance on how to work with DWP. <http://www.dwp.gov.uk/supplying-dwp/>

Policy

For other Policy related information such as Welfare Reform including the Universal Credit, Child Poverty and Pensions [DWP Policy link](#) will provide up to date information.

There is also a link to the [media centre](#) which has press releases, Minister’s speeches and articles; covering welfare reforms and changes in legislation.

There is a useful link for [Local Authorities](#) within the DWP website.

Leaflets and Guides

Partner organisations [can order supplies](#) of our leaflets, free of charge, via the Department for Work and Pensions website. This site contains a comprehensive A – Z list of all the leaflets and guides.

Keeping Partner organisations up to date

Partners can keep up to date with the latest news by subscribing to receive Touchbase. [Touchbase](#) is a quarterly publication from Department for Work and Pensions [DWP] and contains extensive information about all the changes impacting on DWP claimants.

Labour market statistics

[Nomis](#) is a website that gives free public access to the most detailed up to date, UK labour market statistics from official sources. It is updated regularly and it includes details of working age benefits which are supplied by the Department for Work and Pensions. There is a link on the homepage that gives guidance to first time users.

On the Department for Work and Pensions website there is [Statistics](#) page and a [tabulation tool](#) which gives public access to DWP benefit statistics down to local authority level.

Online Services for Employers

Vacancy filing

[Employer Direct online](#) is a Jobcentre Plus service which allows employers to notify their vacancies online. It offers professional, modern and free Vacancy Advertising Services to get jobs noticed by the right people. There is a [guide](#) giving a full explanation to Jobcentre Plus services.

Redundancies

Jobcentre Plus works with a range of partners to provide tailored solutions to help minimise the impact and provide help and advice when [redundancies](#) are taking place.

Jobcentre Plus wants to know what people think

Do you know anyone who has a comment or complaint to make about the service they've received from Jobcentre Plus? Their feedback is welcomed as it helps to improve services for all claimants. Find out how to [contact](#) Jobcentre Plus with comments.

Useful contact links

Background, eligibility and how to claim:-

- [Income Support](#)
- [Jobseekers Allowance](#)
- [Employment Support Allowance](#)
- [Bereavement Benefits](#)
- [Disability Living Allowance](#)
- [Crisis Loans](#)
- [Pension Credits](#)
- [Maternity Allowance](#)

Benefit Adviser - an online questionnaire to help people find out which benefits and tax credits they and their family may be entitled to, and if they are entitled to the State Pension. It is not a Jobcentre plus website but all the benefits we administer are listed.

Benefit Enquiry Line - Provides advice and information for **disabled people and carers** on the range of benefits available. The person taking the call will not have personal papers but will be able to give general advice.

Tax credit enquiries – Eligibility, claiming, changes that affect tax credits, complaints, penalties and appeals.

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Please let me know if any of the electronic links in this document stop working.

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