

TITLE OF REPORT – ACTION PLAN FROM SCRUTINY REPORT ON (DATE)

FINAL REPORT - JOBCENTRE PLUS

SCRUTINY RECOMMENDATION	PROPOSED ACTION	BY WHOM	BUDGET COST	TIMESCALE
<p>That the subject of transport be further examined by Jobcentre Plus in relation to the following:-</p> <ul style="list-style-type: none"> ◆ That the frequency of community transport to be established is appropriate to customers who were previously serviced at Dalby House ◆ That this service be provided for a minimum of 18 months ◆ That the car parking at James Cook House be assessed to limit any displacement of cars into residential areas. 	<p>Action states that transport be examined by Jobcentre Plus</p>			
<p>That information on the changes in the way Jobcentre Plus will be providing its services, and the access points available, be sent to service users in the areas affected as soon as possible. Also that Ward Members' Newsletters be used to update residents of developments.</p>	<p>Establish how Ward Member Newsletters can be used for this, offer of facility to be made to Jobcentre Plus</p>	<p>Sandra Cartlidge</p>	<p><i>None</i></p>	<p><i>By 2nd week in June</i></p>

That customers who are currently serviced at Dalby House be offered the option of registering with other Jobcentre Plus facilities, in addition to James Cook, within the local area.	Recommendation be put to Jobcentre Plus	Sandra Cartlidge	None	<i>By 2nd week in June</i>
That funding is pursued to secure the Outreach initiative beyond the 18 months	Future funding will be pursued in next Co-financing round	Sandra Cartlidge	None	<i>tba (within 2005)</i>
That the future of the redundant buildings be identified and that MTCC and the Council's Regeneration Department be engaged with Jobcentre Plus with the aim of pursuing and securing appropriate usage of the buildings for the future. Upon conclusion of this engagement, Jobcentre Plus be invited to present to the panel the future usage of these redundant buildings.	Recommendation be put to Jobcentre Plus	Sandra Cartlidge	None	By 2 nd week in June
That consideration be given to linking the Council's Housing Benefit Service and Jobcentre Plus.	Jobcentre Plus and HBS asked to consider how this might best be pursued	Sandra Cartlidge	None	By 2 nd week in June
That Jobcentre Plus consider the introduction of translators and language phones into the facilities.	Recommendation be put to Jobcentre Plus	Sandra Cartlidge	None	By 2 nd week in June

Whilst the above recommendations relate directly to the actions and future of Jobcentre Plus and the affect on service users. It became evident that Ward Members were not aware of this impending change. The implication of the following recommendation extends beyond Jobcentre Plus, and is considered of importance to be raised within this investigation:

SCRUTINY RECOMMENDATION	PROPOSED ACTION	BY WHOM	BUDGET COST	TIMESCALE
That issues of similar significance to Jobcentre Plus, which affect the local community is conveyed to the relevant Ward Member as soon as possible to ensure they are aware and appraised of developments.	Noted	Sandra Cartlidge	None	Ongoing