

ALP Open to Opportunity (O2O) Programme with the DWP and Jobcentre Plus

Introduction

The programme provides support to labour providers to recruit harder to access groups of people such as prison leavers, claimants on probation, long term unemployed, claimants with health issues, homeless people who are able and want to work.

The ALP, Department for Work and Pensions (DWP) and Job Centre Plus (JCP) are collaborating to attract harder to reach groups of people to apply for jobs with Labour Providers.

Contact the Employer Adviser at the Jobcentre on:

The Employer Services Line: 0800 169 0178

This telephone number is designed to complement the digital service [Find a Job](#) which enables labour providers to post their vacancies online.

The Programme

Consists of three elements:



1. **Labour Providers** seeking to fill jobs with the right calibre of workers.
2. **Job Centre Plus** helping job seekers to find the right job
3. **O2O Programme** connects LPs through the JCP to job seekers identifying the support needed to successfully transition into sustainable work

Key Responsibilities

■ JCP Responsibilities

- Each JCP office will appoint an Employment Advisor as the main contact for the programme
- The Employment Advisor will be responsible for collating the “Know your Patch” information on potential job seekers from all kinds of backgrounds in their local area
- The Employment Advisor will also be responsible for collating all the information on both local and national support services that can be accessed by the programme
- Local JCP will promote the programme with local LPs using existing knowledge and relationships
- Using the Labour Providers labour plan, develop a pipeline of workers to feed into LPs on an on-going basis.

■ ALP Responsibilities

- ALP will provide feedback and guidance on the programme to support its members to access harder to reach workers

- ALP will promote the programme to ALP members.

■ Labour Providers Responsibilities

- Labour Providers will liaise with their local JCP and register their interest in the programme
- Provide their local JCP with a labour plan in advance with information on the number and type of jobs and when they need workers to start work
- Review the types of job seekers available and the relevant support programmes
- Agree a recruitment and selection process to access these job seekers.

JCP Support Programme

Overview

The JCP Employer Advisor will work with the Labour Provider to agree the support programme relevant for the type of job seekers and the work that is available.

This will include:

- Delivering pre-employment training for job seekers to ensure they are ready in advance of the start date of the work including soft skills training, communication skills and workplace etiquette
- Providing job seekers with work and community work experience opportunities to help them gain experience to be ready for work
- JCP will run programmes to build a pipeline based on LP requirements e.g. sector-based academy, sector campaigns, youth workshops etc.

In addition, the JCP will signpost LPs to DWP sources of advice and support:

- How flexible working in Universal Credit will benefit them and help employees progress and grow/how Universal Credit works
- Becoming a Disability Confident employer
- Benefits of employing a diverse workforce.

Working with Labour Providers

- LPs source workers to work in a wide range of jobs in their clients' businesses. The work is temporary by nature and usually on a contract for services basis i.e. there is no obligation for the LP to offer work and there is no obligation for the worker to accept the work offered
- LPs consolidate their clients' labour requirements into a labour plan. Dependent on the information provided by their client, this can be short, medium and long-term plans.
- The LP labour plans should include the types of jobs, the skills that are needed and any information that the potential candidates would need to know.
- LPs will need to share the information in their labour plans with their local JCP to enable them to build the labour pipeline more effectively. The LP and JCP need to understand that this is commercially sensitive information and must be treated in confidence.
- The LP needs to provide the JCP with the details of their recruitment process. This information will be provided by the JCP to relevant job seekers. It is recognised that for some of these groups this could be a daunting process and has the potential to put some job seekers off applying.
- The LP will ensure that their recruitment process follows the guidance set out in the ALP's Introduction to [Open to Opportunity](#) and the [Responsible Recruitment Toolkit](#).