

To: Len Duvall  
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From: Graham Houghton  
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Work Services Directorate  
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Tel: 0207 301 8395

Date: 20 October, 2011

[www.dwp.gov.uk](http://www.dwp.gov.uk)

## **Review into the Employment and Skills Opportunities of the 2012 Games-time Period**

Dear Len,

Thank you for the copy of your report into games-time employment and skills opportunities, and for the opportunity to respond to your recommendation.

You have asked me to comment specifically on the issue of people returning to benefits after short periods of work, and in particular rapid reclaim.

It might be helpful if I begin by distinguishing rapid reclaim as a business process, rather than a service. Rapid reclaim is an established and routine process, which is in use right across the Jobcentre Plus network. Like Jobseekers Allowance, a rapid reclaim can be made online, and its aim is to ensure people returning to benefits within 26 weeks do not have to make a new claim to benefit. That this process is routinely invoked means we can confidently encourage people to take up short-term employment opportunities without fear of unnecessary inconvenience once that work comes to an end.

I do however accept the point that Jobcentre Plus could do more to promote the benefits of short-term work and dispel concerns which may surround leaving, or returning to, benefits. To this end, I have commissioned some letters for customers and partners, copies of which I enclose. My team has also been working with LOCOG and the contractors to ensure people are sign-posted at each of the touch-points throughout the recruitment and induction processes.

I have also met with London Citizens (TELCO) and arranged for our partnership managers in each borough to act as point of contact in addition to our usual stakeholder group meetings. We have met with a number of organisations to explain rapid reclaim and are happy to continue this dialogue with others.

As games-time contracts end, our intention will be to work with LOCOG, contractors and partners to ensure as many games-time workers move into new employment as possible. The planning to handle the potentially large number of claims to Jobseekers Allowance is however underway. DWP has a working group reporting to its Olympic board and will firm up planning assumptions in dialogue with LOCOG and contractors. Our business continuity plans for games-time will also factor in this increased demand and the extent to which DWP resources nationally will be needed particularly in East London.

I note your concern about the Work Programme, which is now up and running. I have and will continue to engage with our prime contractors to ensure Olympic Opportunities are considered. The contractors are incentivised to help individuals into sustained jobs as soon as possible. It would not be in a customer's interest for them to wait for a temporary job in 2012. However the Work Programme is a long term commitment. The in-work support and monthly sustainability payments can last for up to 104 weeks. There is no reason that this should not include temporary work during games-time, as part of an ongoing portfolio of jobs as customers develop their skills and progress to better paid, longer term jobs.

Jobcentre Plus has maintained its commitment to getting unemployed Londoners into games-time roles. We have expanded our 2012 team and our secondments to LOCOG. Recruitment sessions and preparatory workshops are continuing in our Jobcentres and with borough brokerages. Contractor recruitment is well underway and feedback to candidates and job offers subject to accreditation are very encouraging.

We will continue this commitment of resource and energy and I hope this response is helpful.

**Graham Houghton**  
District Manager, East London  
(Enc.)

To: From:  
  
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Date:

Dear Partner

In the next few weeks we will be sending letters to all our customers about the opportunities available with London 2012 and The Olympic and Paralympics games.

**The London 2012 Olympic Games and Paralympics Games are a once in a life time opportunity to take part in the events taking place in London and across the UK next summer. It's an excellent chance to gain work experience and skills, and you don't have to wait until 2012 to get involved.**

In anticipation of customers taking up voluntary work or short term contracts we are contacting our partners and customers to assure them of the quick and easy processes we have in place.

**For customers who are considering working on a temporary basis**

**IWorks** ensures that for customers who have found work, their Jobseekers allowance claims (where necessary) are closed, tax credits, housing benefit and council tax run-on are assessed; can be put into payment with a single phone call made with a Jobcentre Plus member of staff.

**For customers considering voluntary work.**

Voluntary work is an excellent opportunity to gain new skills, develop confidence and enhance future job prospects. When applying for vacancies, skills gained via voluntary work can be valuable in demonstrating a candidate's capability.

Customers should be aware that they will still be obliged to meet the labour market conditions required by jobseekers allowance. Customers wishing to undertake Volunteering opportunities may wish to speak to an adviser for more information. Alternatively they can visit [www.direct.gov.uk](http://www.direct.gov.uk)

If you have any further questions regarding this letter or how you can get involved, please speak to your Borough Partnership Manager for more information

Regards

To: From:  
Tel:  
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Dear Customer

### **Getting Involved with the London 2012 Olympic and Paralympics Games 2012?**

**The London 2012 Olympic Games and Paralympics Games are a once in a life time opportunity to take part in the events taking place in London and across the UK next summer. It is an excellent chance to gain work experience and skills, and you don't have to wait until 2012 to get involved.**

With more than 100,000 paid and voluntary opportunities to work on the Games, there are all sorts of job opportunities available. From catering to IT, cleaning to ticketing, there are a wide range of paid roles, some starting now and some starting next year.

Recruitment is underway now. If you are claiming a benefit and want to get involved you can speak to a Jobcentre Plus adviser about

- how to apply for jobs and how this will affect your benefit
- the training and support that is available and benefits you may be entitled to whilst you are working or volunteering
- planning ahead of time to get information about what you can do when your contract comes to an end and what to do if you need to make a new or repeat claim for benefit.

We want to ensure that everyone has the opportunity to take part in the greatest show on earth in 2012. We are working with the London councils and HMRC to ensure that you make a smooth transition on and off benefit when you need to.

**JSAOnline.** If you need to make a new claim for benefit or If you are reclaiming Jobseeker's Allowance within 26 weeks of getting it before and there has been no change in your circumstances, you can complete a Jobseekers Allowance Claim online or simpler and shorter 'rapid reclaim' form online at [www.direct.gov.uk/jsaonline](http://www.direct.gov.uk/jsaonline)<sup>web</sup> it's a quick and easy way to make a claim which you can do from home

- it's available 24 hours a day, seven days a week and is safe and easy to use
- Once you have completed your application you'll get an email confirming its been received

If you want to find out more about how you can 'Get Involved'

- Visit the London 2012 website [www.London2012.com](http://www.London2012.com)
- Register for jobs at <http://summerjobs.jobforthegames.co.uk/>
- Or speak to your jobcentre plus adviser today.

To: From:  
  
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Dear Customer

**Is your contract coming to an end with the London 2012 Olympic and Paralympics games 2012?**

If you are approaching the end of your contract working with the Olympics you may need to make a new or repeat claim for benefit.

There's lots of support available to help you including:

**Jobcentre Plus job-search at direct.gov.** The website has one of Britain's largest databases of job vacancies, which is updated constantly. Thousands of new jobs are available every week and you can also look for voluntary work which can help you develop and learn new skills while you are looking for a job. Search online at [www.direct.gov](http://www.direct.gov)

**Online Benefit Adviser Calculator.** This is an interactive tool to help you find out what benefits and tax credits you may be entitled to or whether you may qualify to receive other financial support. Visit [www.direct.gov.uk/benefitsadviser](http://www.direct.gov.uk/benefitsadviser)

If you need to make a new claim for benefit or if you are reclaiming Jobseeker's Allowance within 26 weeks of getting it before and there has been no change in your circumstances, you can complete a **Jobseekers Allowance Claim online** or simpler and shorter 'rapid reclaim' form at [www.direct.gov.uk/jsaonline](http://www.direct.gov.uk/jsaonline)<sup>web</sup>

- it's a quick and easy way to make a claim which you can do from home
- it's available 24 hours a day, seven days a week and is safe and easy to use
- Once you have completed your application you'll get an email confirming its been received

**Alternatively, to make a new or repeat claim for benefit** you can Call 0800 0 55 66 88 or Text phone: 0800 0 23 48 88

Jobcentre Plus advisers are also available to help you make the most of the skills and experience you have gained in your work experience and apply for other opportunities to support you to find work.

Find out more at [www.Direct.gov.uk/jobseekers](http://www.Direct.gov.uk/jobseekers) for more information or speak to a jobcentre plus member of staff.