



Leading learning and skills

Integrated Employment and Skills

Core Service Component Briefing Pack

Phase One Pathfinder Trials 2008/09

INTRODUCTION TO THE PACK

This pack provides information about the new Integrated Employment and Skills (IES) service.

The pack consists of summaries of the core service components of IES which can be used as reference material as regions approach the roll out of phase one of the IES trials during 2008/09.

The contents are:

1. the background and vision for Integrated Employment and Skills;
2. an overview of each of the seven core service components of IES that will be delivered in each of the trial areas:
 - Enhanced Skills Screening
 - Enhanced Referral Process
 - Careers information and advice
 - Skills Health Checks
 - Skills Accounts
 - Support to access relevant job opportunities
 - Relevant and responsive provision including the Employability Skills Programme and skills for jobs
3. an overview of the new adult advancement and careers service scheduled to start in 2010

Regions may wish to add specific trial information to this pack to tailor the information to staff and stakeholders to reflect the local “offer”.

Integrated Employment and Skills (IES)

BACKGROUND

Since the publication of 'Prosperity for all in the Global Economy: World Class Skills' in December 2006, the importance of joining up employment and skills support has been the subject of a number of command papers published jointly by DIUS and DWP, with the active involvement and support of the LSC, culminating in 'Work Skills' in June 2008.

Work Skills set out a number of policy intentions that the LSC would be at least partly responsible for implementing, including trailing a new target:

'...in 2010-11 over 100,000 people will be helped to gain sustainable employment and to achieve a recognised qualification. We hope this shared ambition will be an incentive for all partners to deliver a system that truly helps individuals into sustainable employment and progression and supports businesses to succeed in the future.'

Integrating Employment and Skills is not a programme and should not be viewed as one. It is the work that is being undertaken to ensure a better level of service can be offered to individuals and employers at all points in the continuum that helps people move from low skills and worklessness through to high skilled sustainable employment. Ultimately the improved integration of employment and skills services will help towards increasing employment rates, and also increasing the productivity of those individuals in the work place.

The progress that the delivery agents have made in effectively bringing about the integration of the employment and skills services will be reviewed by the United Kingdom Commission for Employment and Skills (UKCES) in 2010. The review will be accompanied by recommendations to Government as to whether sufficient progress towards effective integration of services has been achieved, and if not what further action the Government may wish to consider.

The Government has committed to ensuring that an integrated employment and skills service will be in place nationally by 2010, with the trialling of aspects of this starting on 29th September 2008 in the West Midlands. The delivery of this new service will require improved partnership working between Jobcentre Plus (JCP), careers advice services and training providers along with improved customer services from each partner. To date Jobcentre Plus has focused on helping their customers, who are in receipt of Jobseekers Allowance, into work as quickly as possible. Whilst moving people into work is at the heart of the IES agenda, the focus will move towards moving people into sustainable employment and providing them with the support they need to progress. IES will empower JCP advisers to look more broadly at the employment and skills needs of individuals and to identify the most appropriate route to return to employment. The launch of a new adult advancement and careers service, available to all from 2010 will also provide a key building block that will help deliver the Government's ambition. In 2010-11 the

ambition is to help 100,000 people to gain sustainable employment and a recognised qualification through the new service. This in turn supports the Government goals to achieve an employment rate of 80% of the working age population.

Benefiting individuals: The IES service will make it easier for people to learn, earn and fulfil their potential through a better signposting of and referral to services to find the help to get into and on in work, break down barriers to improving skills; and break the 'benefit to low income job to benefit 'cycle for the most disadvantaged in society. The services of partners will become joined up. This will ensure that the service which an individual experiences is enhanced to provide the right support when unemployment begins until sustainable employment with ongoing progression is secured. The benefit to the individual must be to remove the burden of navigating the employment and skills system from individuals, by developing a system that actively supports a customer's journey through the system.

Benefiting employers: The IES service will support employers' business needs through a single employer offer which will ensure a "no wrong door" service. The service will help to ensure that recruitment is linked to ongoing skills development, and that individuals with enhanced skills will provide a richer pool for employers to recruit from. Improved and simplified employer engagement and better identification of business needs will make a positive impact on business performance.

IES Trials

On 29th September 2008 the trials commenced to test aspects of an integrated employment and skills service in the West Midlands. A further seven JCP districts in the North West, East of England, Greater London and the South East will roll out IES trials during 2008-09.

The trials will differ slightly from region to region however there are seven core components across all the trials. These core components are testing approaches to aspects of the final IES Service, with the final products and services continuing to evolve as we learn from the trialling experience.

- **Enhanced skills screening tools** for Jobcentre Plus advisers to identify the existing skills levels of customers, and also to identify their needs relevant to local labour market opportunities.
- **Enhanced referral processes** between the different service advisers;
- **Skills Health Check** diagnostic tool, a prototype to be trialled by the nextstep service with JCP customers where appropriate, to help build targeted Skills Action Plans;
- **Skills Accounts** offering online personalised accounts so learners can access all their learning information in one secure web portal;
- **Careers information and advice** including **nextstep** and the National Careers Advice Telephone and Web Service (formerly learndirect careers advice);

- **Support to access relevant job opportunities** focussing on sustained employment. This will not only be supported by Jobcentre Plus but also by the nextstep service and also increasingly by providers.
- **Relevant and responsive provision** to reflect customers' needs and local labour market conditions. Central to current service delivery are LSC-funded Skills for Jobs and the Employability Skills Programme. The integrated employment and skills agenda also will place a strong emphasis on mainstream LSC funded skills provision helping to move people into employment as well as to achieve recognised qualifications. It is imperative that training does not stop once an individual moves in to work, and appropriate opportunities are offered to enable the individual to continue their development by accessing support through the Train to Gain Service including where appropriate Apprenticeships for adults.

Further information for each core service component can be found in this pack.

Regional Implementation Boards have been established within each of the trial regions, with LSC, JCP, Local Authorities and RDAs represented as appropriate to each trial area. These are supported by an implementation planning process in each region.

LSC Statement of Priorities

The LSC Statement of Priorities published in the autumn 2008 will set out some of the approaches to be trialled as part of the new approaches to integrating employment and skills services, and will also heavily stress the importance of providers reflecting local labour market needs in developing their provision offer for adults.

The New Ambition (Target)

Work is being undertaken to quantify activity that is currently planned to support the new ambition that *'in 2010-11 over 100,000 people will be helped to gain sustainable employment and to achieve a recognised qualification.'* This includes identifying contributions from different funding streams and programmes, allowing modelling and forecasting to be done to ensure that the LSC has sufficient suitable provision in place to support the achievement of this new target.

Integrated Employment and Skills (IES) Pathfinder Trials: Core service components

ENHANCED SKILLS SCREENING

Jobcentre Plus (JCP) will enhance current skills screening practice by introducing an **Initial Skills Screen** for all new jobseekers at their first JCP interview/ claim for benefit. This will identify whether customers have skill needs as follows:

- Basic skills - literacy, language (ESOL) and numeracy through a **Light Touch** screening process;
- Generic skills – employability skills such as punctuality, reliability, consistency or team work;
- Specific job-related (vocational) skills.

A Jobcentre Plus adviser will discuss and record the customer's previous work and skills experience, highest qualification level and leisure activities/hobbies to help to identify job goals along with any further skills training and wider support needed.

Customers with basic skills needs

If it is clear to an adviser that a customer has literacy, numeracy or language needs, the customer will be referred directly to an LSC-contracted Employability Skills Programme (where the customer has employability needs) or a mainstream (Adult Learner Responsive) Skills for Life learning provider who will carry out an in-depth Skills for Life assessment and assess a customer's suitability for the Provision. Customers with very poor English language skills can be referred to other-funded ESOL Skills for Life provision that has been contracted either by the LSC or JCP for learners who could potentially become ESP participants when their language skills have improved *and* if they have generic employability skills needs.

In-depth Skills Screening

For Jobseekers who have been unemployed for 26 weeks, an in-depth skills screening interview will be carried out to look at the customer's needs in greater detail. This will include the use of the Fast Track basic skills screening tool which could pick up the basic skills needs of customers that have not been identified at the initial screening stage.

Benefits of enhanced Skills Screening

The benefits of Skills Screening include:

- early consistent identification of potential skills needs and early support for customers;
- improved knowledge of customers that can be shared with partners which will remove the need for customers to undergo the same screening process with other advisers or providers again

Integrated Employment and Skills (IES) Pathfinder Trials: Core service components REFERRAL PROCESSES

Customers are likely to require the support of several organisations. This will result in referrals being made between partners. It is important that customers can be referred to these other services in a straightforward and seamless way to avoid core information being collected from the customer more than once and to ensure the right support is received quickly.

Jobcentre Plus advisers will tailor referrals to the individual customer's needs – and at different stages of the customer journey. Customers claiming Jobseekers Allowance will be signposted on day one of claiming to the enhanced **nextstep** service or **careers advice helpline** or **skills provision**. Referrals to the **nextstep** service or **skills provision** can be made on a voluntary basis at any stage. A more structured approach to referrals will be taken between weeks 13 and 26 of a claim.

A new referral stencil (IES1) has been agreed by JCP and LSC nationally. This will be used by JCP advisers, in addition to existing referral processes, when a customer has provided informed consent for their information to be shared with the **nextstep** service and **skills providers**. A copy of the IES1 is available on the LSC IES intranet site:

<https://newintranet.lsc.gov.uk/corporate/skills/groupstructure/skillsforemployment/integratedemploymentskills/Pages/index.aspx>

Advisers, at all stages of the process, will make it clear to customers that gaining economically valuable skills is a vital part of their future career planning and that referral to agencies or providers which can help will be a key part of the process.

Benefits of effective referrals:

- the customer is aware from the start of the value of referrals to agencies/providers and that this is an integral part of the process;
- customers only have to give their details once;
- public sector delivery partners only have to spend the time collecting the information once;
- individuals are supported round the system in order to address barriers more quickly;
- information shared using a common format will ensure that customer's Skills Action Plans are more meaningful, relevant and consistent.

Integrated Employment and Skills (IES) Pathfinder Trials: Core service components

RELEVANT AND RESPONSIVE PROVISION

Customers want to feel the support they are being given is relevant and responds to their specific circumstances, needs and aspirations.

The barriers to learning or training might include:

- lack of confidence because of gaps in the basic skills of reading, maths and language;
- fear of returning to work after a long period of time away from the labour market, due to, for example, caring responsibilities;
- fear of not being able to find work after redundancy;
- worries about costs of training;
- transport (not being able to travel far to provision);
- concerns about finding childcare and its costs;
- concerns about finding work because of a disability;
- concerns about finding work because their English is not a first language; and
- the benefits trap and more.....

Relevant and responsive to individuals

The new integrated provision is designed to be relevant and responsive to the specific needs of the individual. This means that provision must be flexible in its delivery to take account of an individual's circumstance. This includes flexible start and finish times and suitable locations for the delivery of training.

Whether a customer arrives at a provider via Jobcentre Plus, **nextstep**, or another route, through the integrated service the individual will receive an offer that includes some or all of the following support to address their specific needs:

- delivering adult basic skills qualifications in groups of appropriate size, embedding basic employability skills within the programme;
- offering job searches as part of provision, considering local labour market information to finding out what employers want.
- offering bespoke solutions where appropriate to address the needs of individuals wherever possible, using local and regional labour market information to ensure that provision is likely to lead to real employment opportunities;
- supporting CV writing and preparation for interviews;
- supporting the job application process;
- carrying out Skills Health Checks where appropriate (see separate sheet)
- continuing to support the customer once training is completed

It is anticipated that appropriate provision for the majority of Jobcentre Plus customers in the trial areas will include LSC funded skills for jobs pre employment provision, including the Employability Skills Programme.

Employability Skills Programme (ESP)

Many people find that it is extremely difficult to find and keep a good job. There are many reasons for this, ranging from a lack of confidence, through to not having basic English or maths skills.

The Employability Skills Programme offers Jobcentre Plus customers a full-time or part-time learning programme that takes account of an individual's background, needs and goals.

The aims of the ESP are to help participants to:

- enhance their general employability skills;
- improve their literacy, language and numeracy skills; and
- find, achieve and sustain employment.

ESP offers participants:

- personalised literacy, language and numeracy programmes that relate to an employability curriculum;
- support in looking for a job;
- opportunities to take part in work trials or work experience for up to three weeks;
- nationally-approved basic skills qualifications from Entry Level 1 to Level 2,
- employability qualifications at Entry Levels 2 and 3 and Level 1;
- progress reviews every three weeks.

Once someone finds employment, there is continued support through Train to Gain or an apprenticeship.

Note: The Government has signaled its intention to review the Employability Skills Programme over the coming months. Any changes to the Employability Skills Programme will be communicated through the IES Team at the LSC National Office.

Example Case Study

ESP has helped Mohammad, aged 50, who had been unemployed and on Jobseekers Allowance for six months. He was referred to an Employability Skills Programme (ESP) provider to improve his English Language and employability skills. Mohammed needed to improve his written English in particular in order to pass the written Taxi Driving Licence Test required by the local authority. After 13 weeks of full-time ESP provision, Mohammad had achieved Entry level 2 qualifications in both Literacy and Numeracy, and a Unit (applying for a job) of an ASDAN Entry Level 3 Employability qualification. He consequently achieved his

local authority licence to drive taxis and started work with a local taxi firm in March 2008 and is still in full time employment with the same company.

Skills for Jobs

Skills for Jobs is an umbrella term for a suite of pre-employment activities to support the economically inactive, including Jobcentre Plus customers, into work. The activity suite comprises the following:

- The national Employability Skills Programme with £40.4 million funding in 2008-09 to support 24,000 referred Jobcentre Plus customers aged 18 and over. (see attached);
- Regionally commissioned discretely funded Skills for Jobs projects for the economically inactive aged 19 and over, worth some £16 million funded from LSC's 2006-07 under-spend. Ministers recently approved the carry forward of £15.1 million under-spend to the end of March 2009, to support engagements up to the end of October 2008.
- Regionally commissioned ESF co-financed activities worth approximately £195 million between 2008 and 2010. Most ESF Skills for Jobs contracts are expected to start between autumn 2008 and January 2009.

Typical Skills for Jobs provision offer

This focuses on regionally commissioned, discretely funded activities and comprises of three broad areas as follows:

- Employment and skills assessment and the development of a Skills and Jobs Action Plan;
- Pre-employment training for up to 2 weeks, including bespoke provision aligned to specific vacancies arranged under a Local Employment Partnership (LEP – see below); and
- Progression to in-work training supported under Train to Gain or Apprenticeships as appropriate.

Local Employment Partnerships (LEPs)

Local Employment Partnerships are a deal between Jobcentre Plus (JCP) and employers with the aim of supporting 250,000 JCP priority customers into employment by the end of 2010. Employers agree to open up vacancies to those in receipt of incapacity benefits, lone parents in receipt of income support and long term unemployed individuals. In turn JCP undertakes to ensure applicants are properly prepared for employment through a range of support including work placements, tailored pre-employment training and help with the job search skills. LSC funded skills for jobs provision is the primary route for tailored pre-employment training for LEPs. This includes sector and occupational specific pre-employment training through Sector Employability Toolkits.

Sector Employability Toolkits

Partners are able to offer an integrated recruitment and training service to employers, within specific sectors, through Sector Employability Toolkits. The toolkits, used by Jobcentre Plus advisers, training providers, skills brokers, Sector Skills Councils and employers, provide products to support employers to fill vacancies and provide a framework for pre employment training to equip individuals with the skills needed to enter sustainable employment. The toolkits provide a framework for the pre-employment training which is delivered through Local Employment Partnerships. More information on the toolkits is available via the IES section of the LSC intranet site:

<https://newintranet.lsc.gov.uk/corporate/skills/groupstructure/skillsforemployment/integratedemploymentskills/Pages/LocalEmploymentPartnerships.aspx>

Examples Case Studies of Skills for Jobs regional activities

- In the West of England the new £500million Cabot Circus retail and leisure development has attracted lots of new employers, and in partnership with Jobcentre Plus, the LSC is using the lure of Skills for Jobs funded training to secure their job vacancies, linked to a Local Employment Partnership wherever possible;
- In the West Midlands, Skills for Jobs funding has supported numerous bespoke training opportunities linked to vacancies. These have include training over 300 people for vacancies within a new supermarket in Aston, Birmingham as well as smaller training programmes linking unemployed individuals with Birmingham North East Primary Care Trust, other Primary Care Trusts in the region and major supermarkets in Lichfield and Kidderminster
- In the East of England Skills for Jobs providers are working with major retailers such as Marks and Spencer and Next to prepare jobseekers for roles in their stores. They are also working with the health service to prepare lone parents for work in hospitals, and helping many people achieve their licence to work as a guard in the security sector.
- In the North West, providers have been involved in delivering sector specific projects in the care, retail, logistics and retail sectors, including pre-employment training for a national retailer recruiting sales and catering staff in a large town in Lancashire, covering customer service skills and introductory food hygiene.

Integrated Employment and Skills (IES) Pathfinder Trials: Core service components

CAREERS INFORMATION AND ADVICE

Careers information and advice gives people the information they need to make informed choices about improving or gaining the right skills and finding sustainable employment. Services include:

- **nextstep** will trial many aspects of the new adult advancement and careers service, which will start in 2010. **nextstep** services are available across England. The new enhanced **nextstep** service offers both a universal service and a differentiated and personalised service and will be available in the IES trial areas.
- the National Careers Advice Telephone and Web Service (formerly learndirect careers advice) which gives careers and advancement advice over the phone or online.

What do the careers information and advice services offer?

Friendly, detailed and knowledgeable advice about every aspect of developing and improving skills at different stages in life, including how to find a job; how to return to work after a career break or redundancy; and how to change career direction through learning new skills.

Services include:

- Skills Health Checks;
- Developing a Skills Action Plan (the action plans used by **nextstep** advisers include reference to the job goals agreed with the JCP adviser, skills training needs and informed consent to information sharing. Copies are available from your regional lead);
- Advice on the different LSC Learner Support schemes (for example, help with funding Further Education learning programmes and/or childcare costs);
- Financial advice linked to a job or career change;
- Sector-specific labour market advice;
- Help with building a CV and preparing for interviews.

nextstep offers a face-to-face service for all adults aged 20 and above. In the IES trial areas only this is available for JCP customers aged 18 and above. More in-depth and personalised services are also offered to specific groups:

- low-skilled adults locked into low-skilled prospects jobs;
- adults experiencing worklessness – and those on benefits;
- older people;
- people from ethnic minority backgrounds;
- offenders and ex-offenders; and
- people with a self-declared learning difficulty.

Benefits of careers information and advice services

- flexible delivery online, over the phone or face-to-face. Where Jobcentre Plus premises permit, **nextstep** and Jobcentre Plus will be co-located in the IES trial areas;
- supportive personalised services to harder-to-reach groups ;
- professionally-qualified advisers with in-depth knowledge about skills, training, learning and job market;
- advisers with a good understanding of employers' requirements and up-to-date information about the labour market, including specific sectors.

Integrated Employment and Skills (IES) Pathfinder Trials: Core service components

SKILLS HEALTH CHECK

Skills Health Check is the term used to describe a one to one skills assessment. A Skills Health Check helps people identify where their skills gaps are and then take action to improve those skills to gain sustainable employment.

A Skills Health Check is an assessment of a customer's skills levels; and how relevant the skills are to the opportunities in the labour market.

Jobcentre Plus customers (initially those who claim Jobseeker's Allowance) will be signposted or referred to the **nextstep** service by a Jobcentre Plus adviser. This service available to them could include a Skills Health Check.

nextstep advisers carry out the Skills Health Check which may or may not include the use of an electronic diagnostic tool that assesses skills needs. In the 2008/09 IES Pathfinder Trials the **nextstep** service will trial an early prototype of the Skills Health Check online diagnostic tool to support his process.

There is more about **nextstep** on the careers information and advice factsheet.

Skills Action Plan

The Skills Health Check focuses on skills, abilities, personal attributes and career/work objectives. Following the Skills Health Check a personal Skills Action Plan will be drawn up. If the customer was referred by Jobcentre Plus, the action plan will be shared with Jobcentre Plus advisers and become a key part of that customer's back-to-work plan.

The Action Plan will:

- record achievements and strengths;
- identify skills gaps and areas needing improvement; and
- include a summary of the advice given about suitable training and learning.

Benefits of Skills Health Checks

Skills Health Checks help customers to find out where their skills gaps are in a professional yet friendly environment.

The resulting Skills Action Plan defines what needs to be done to address the skills gaps and helps the customer move forward by identifying what, if any, barriers stand in the way of acquiring new skills.

Integrated Employment and Skills (IES) Pathfinder Trials: Core service components

SKILLS ACCOUNTS

Skills Accounts will be universally available from 2010 and will foster individual commitment to higher skills ambitions. They will be available to all adults and will provide access to free training up to at least Level 2 for people not already qualified to that level. From December 2008 Skills Accounts will form part of the “offer” in the IES trials. Skills Accounts will be available in the IES trial areas through **nextstep** advisers and through providers of the Employability Skills Programme.

A Skills Account is an online personalised account, that learners access through a secure web portal. A Skills Account stays with a learner throughout their careers.

With a Skills Account, learners are able to:

- access advancement and careers advice services;
- access an online ‘voucher’ that shows the learner’s eligibility for public funding (including any full remission of fees). The learner then takes the voucher to an LSC-approved training provider;
- keep a secure record of all their learning and training. With the learner’s permission, the record can be shared with providers and other advisers;
- add details about any informal learning;
- store action plans;
- find helpful signposting to other useful services including, for example, CV building and job information; and
- be given a Unique Learner Number (ULN) that stays with them throughout their careers to save having to duplicate information.

How will a Skills Account be accessed in the trial areas?

Via an online portal that is facilitated by **nextstep** advisers. Providers of the Employability Skills Programme will offer Skills Accounts to learners in the IES trial areas (it is anticipated that this will be from December 2008).

The benefits of Skills Accounts:

- A Skills Account enables learners to access and track all the information about their learning, skills and careers from one secure site.
- A Skills Account will also help encourage people to interact, update and stay involved with their progress, while being able to be signposted on to other useful sites about updating skills, learning provision and support.
- The Unique Learner Number means customers will not need to provide the same information to different advisers and providers at different stages of their careers.

Integrated Employment and Skills (IES) Pathfinder Trials: Core service components

SUPPORT TO ACCESS RELEVANT JOB OPPORTUNITIES

Encouraging and supporting customers through the process of identifying potential job opportunities through to finding sustainable employment is an essential component of IES. This will increase customers' confidence, help them to realise their potential and increase the likelihood of them remaining in employment whilst continuing to develop their skills.

There needs to be a consistent and clear approach to this support that includes:

- Ensuring that all local vacancies are shared with the **nextstep** service, maximising the opportunity for individuals to find out about suitable opportunities that may match their skills.
- Signposting customers to the careers and advancement advice services such as **nextstep** and the National Careers Advice Telephone and Web Service.
- Referring to bespoke training to equip customers with the skills they need in order to become employable. This provision is available through the Skills for Jobs including the Employability Skills Programme and pre employment training for Local Employment Partnerships. Pre employment provision should be joined up at the earliest opportunity with training that will continue when the customer moves in to employment through Train to Gain and/or apprenticeships.
- Ensuring that customers are aware of their current and longer-term skills needs through a Skills Health Check and subsequent Skills Action Plan.
- Encouraging customers to develop their own Skills Account and use it as the basis for developing lifelong skills and a training and learning record.
- Ensuring customers are aware of any relevant financial help through the LSC's various Learner Support Schemes (including the Adult Learning Grant and childcare support).
- Providing ongoing support, where needed, once an individual is in employment. This is particularly important for those customers who are newly in work or who are at risk of falling out of work and back into benefits.

- Delivering a skills brokerage service that is integral to a single offer to employers. Brokers will need to work closely with JCP District Employer Engagement Teams to link local employers with the recruitment services of Jobcentre Plus and to promote Train to Gain to the employers with whom JCP currently work .

Integrated Employment and Skills (IES):

ADULT ADVANCEMENT AND CAREERS SERVICE

The planned new service for 2010 will differ from the current service in 4 major ways:

- It will be a universal service for people in work; higher skilled; those out of work and lower skilled providing universal access to information and advice with more intense support for those that need it most;
- A skills health check tool available to all allowing every adult to steer their skills and careers plan around a common diagnosis and action planning linked to Skills Accounts
- A step change in course and labour market information – more responsive and more comprehensive
- ‘no wrong door’ access to widen sources of advice on the full range of barriers to learning and progression in work such as housing, employment rates, childcare etc

From 2010 the Adult Advancement Careers Service will have the potential to help all individuals to get on in learning and work

- Joined up advice on career options; actual job opportunities (incl. self employment and business start up) and the training available to achieve,
- Wider advice covering other barriers to progression e.g. employment rights, childcare, housing, debt etc recognising the multiple issues people face
- An on-line service, also available through the Skills Accounts website, where individuals can access information and assess their skills needs
- A Skills Health Check to assess individual needs against job requirements and personal aspirations, accessible one to one support for those who need more in depth support.

They will:

- Connect individuals to help available including training, funding and other support
- Be fully involved about local jobs available and the best ways to get them
- Work with JCP to make the information available to those out of work

A key feature of the new service will be to:

- Widen access to skills advice to fit with people’s lives ensuring that their first point of entry for advice and support offers a connected service on a range of issues such as housing, health, child care.