

Employment support

'Trigger point conversation' – for staff and volunteers

Why is employment support important?

Paid employment is one of the quickest routes out of poverty, but it also has many other benefits. Work can have a positive impact on people's wellbeing and health by helping to boost confidence, increase social interactions and provide opportunities to develop new skills. In addition, the Government are making big changes to the benefits system to make sure that "work pays". This means that for many unemployed people finding paid work is now essential.

Let's talk about employment

For some people the transition into employment can be a worrying prospect. If we make it our business to talk to our residents about money and employment, we can better understand the barriers they face, and in turn can support them to overcome those issues. You can start conversations about employment by asking questions such as:

- What are the reasons for you not being in employment?
- Are there any barriers that are stopping you from working at the moment?
- What support do you feel you need to find employment?
- Is there a money related reason why you wouldn't accept a job?

This information sheet describes some of the help available for residents looking to increase their employment opportunities or find work.

Reminder about the Claimant Commitment and individual responsibilities

The Claimant Commitment is an agreement drawn up between Jobcentre Plus and a resident claiming Jobseeker's Allowance or Universal Credit. It sets out the agreed steps that a resident will need to take to prepare for work in return for receiving benefits. It is important to remind residents:

- To be as honest as possible with Jobcentre Plus work coaches about what they can and can't do when agreeing their Claimant Commitment because failure to carry out the actions identified could lead to a benefit sanction
- To be on time for their appointments. If they are unable to make it, or think they will be late, then they should contact their jobcentre as soon as possible. Doing this could also help to avoid a benefit sanction

Newcastle City Council and Jobcentre Plus are working together to try and reduce the number of adverse benefit sanctions awarded in Newcastle. As part of this approach we hold quarterly workshops for staff and volunteers to highlight ways that they can support residents to avoid benefit sanctions. For details of future workshops, visit www.newcastle.gov.uk/financialinclusionforprofessionals

'Better off' calculations and in-work benefit entitlement

'Better off' calculations are used to compare the income a household receives from benefits with the income they could earn from being in employment. To use a benefits calculator, visit www.gov.uk/benefits-calculators

Residents with a low income job or working part-time may be entitled to additional financial support through in-work benefits. To find out more, visit www.newcastle.gov.uk/benefits-and-council-tax/welfare-rights-and-money-advice/benefits-information

Help to improve skills

Learning new skills can be a good way to increase employment opportunities.

- [Newcastle City Learning](#) have a dedicated employment team that can help people to find employment. The support available includes English, maths, IT and vocational courses. For more information, phone 0800 073 0911
- Go Digital Newcastle's online map – www.getonlinenewcastle.co.uk – includes details of the different organisations and venues offering IT training in Newcastle
- The [Skills Hub](#) offers a one-stop-shop for support with training, career and job advice. For more information, phone 0191 2774125

Help to find work for residents aged 16 years old and older

- [Newcastle Futures](#) offer a confidential service to help unemployed people living in Newcastle to access employment and training opportunities. For more information, phone 0191 230 2970
- [Jobs Employment Training \(JET\)](#) are a registered charity who predominantly help people from black and minority ethnic (BME) communities, asylum seekers, refugees and new migrant communities to improve skills and find employment. For more information, phone 0191 273 5761

Help to find work for residents specifically aged between 16 and 24 years old

- [Generation North East](#) offers a range of employment opportunities for young people. For more information, phone 0191 230 0491
- Apprenticeship vacancies are advertised online at www.gov.uk/apply-apprenticeship
- The [Your Homes Newcastle \(YHN\) apprenticeship programme](#) supports young people aged between 16 and 24 years old who live in YHN managed homes. For more information, phone 0191 278 3667

Help to find work for disabled people

The following help is available for disabled people:

- Newcastle City Council's Supported Employment Service can help disabled people to prepare for and find employment. This can include help to identify training needs, learn new tasks, secure work experience or gain a qualification. For more information, email Mhairi Fullerton – supportedemployment@newcastle.gov.uk

Help to find work for people in receipt of benefits

The following help is available for people in receipt of benefits:

- Jobcentre Plus supports people to move into paid employment. Work coaches help people to identify the most appropriate approach to employment for them. This could include work experience, job trialling schemes, help to access training and support to use Universal Jobmatch – www.gov.uk/jobsearch
- YHN's '[Your Homes Your Job](#)' programme creates six month full-time paid job placements with YHN for unemployed YHN tenants. For more information, phone 0191 278 3667

Further information

Information about more organisations that provide employment support is available online at www.newcastlesupportdirectory.org.uk

Please use this information sheet to talk about employment support and help our aim to support more residents to train, gain and remain in employment. For more information, visit www.newcastle.gov.uk/managingyourmoney . For queries about the support available to promote financial inclusion and prevent homelessness, contact the Active Inclusion Newcastle Unit at activeinclusion@newcastle.gov.uk

This information was accurate at the time of publishing (September 2020)