



Our purpose, objectives and Values

This Annual Report and Accounts reports Jobcentre Plus' achievements against our 2004-05 Business Plan.

Our purpose

Jobcentre Plus aims to provide 'work for those who can, and support for those who cannot', by:

- helping disadvantaged people into work, as a route out of poverty
- providing financial support as a safety net for people of working age while they are out of work
- addressing inequalities of opportunity
- protecting the integrity of the benefit system, and
- working with employers and partners to address failure in the labour market.

The following 2 pages show the ways in which our objectives and values fit with DWP objectives, values and the DWP Public Service Agreement targets to which our performance targets contribute.

Jobcentre Plus is an executive agency of the Department for Work and Pensions (DWP). We play a major role in supporting the Department's aim to 'promote opportunity and independence for all'.

DWP Strategic objectives

- **Children:** ensure the best start for all children and end child poverty by 2020.
- **Working Age:** promote work as the best form of welfare for people of working age, while protecting the position of those in greatest need.
- **Pensioners:** Combat poverty and promote security and independence in retirement for today's and tomorrow's pensioners.
- **People with disabilities:** improve the rights and opportunities for disabled people in a fair and inclusive society.
- **Modernisation:** ensure customers receive a high-quality customer service, including high levels of accuracy.

Jobcentre Plus objectives

- Increase the effective supply of labour by promoting work as the best form of welfare and helping unemployed and economically inactive people move into employment.
- Work towards parity of outcome for ethnic minority customers.
- Pay customers the correct benefit at the right time and protect the benefit system from fraud, error and abuse.
- Provide high-quality and demand-led services to employers, which help fill job vacancies quickly and effectively with well-prepared and motivated employees.
- Help people facing the greatest barriers to employment to compete effectively in the labour market and move into and remain in work.
- Improve continuously the quality, accessibility and delivery of services to all customers.

- Ensure that people receiving working age benefits fulfil their responsibilities while providing appropriate help and support for those without work.
- Increase Jobcentre Plus' overall productivity, efficiency, and effectiveness.

Jobcentre Plus Values

The Values of Jobcentre Plus – achieving the best, respecting people, making a difference and looking outward – are the Values of the Department for Work and Pensions as a whole. But descriptions under each are unique to Jobcentre Plus and detail how we take the Values forward within our business. Our Values underpin everything we do.

- **Achieving the best:** using our resources efficiently, continuously improving our performance, delivering high and consistent standards and setting a benchmark for the quality of public service.
- **Respecting people:** by treating our customers, colleagues and partners with respect (and expecting the same in return), delivering real equality to our customers and ourselves, and responding positively to feedback from customers, colleagues and partners.
- **Making a difference:** by supporting, challenging and inspiring ourselves so that we can make a difference to customers' lives, and by going the extra mile to help our colleagues and all of our customers, including employers.
- **Looking outwards:** by working together with employers, partners, local communities and others to achieve their goals and ours, and by consistently identifying best practice opportunities to enhance our customer service.

DWP Public Service Agreement targets

- Reduce the number of children in low-income households by at least a quarter by 2004, as a contribution towards the broader target of halving child poverty by 2010 and eradicating it by 2020. This is a joint target with HM Treasury.
- Double the proportion of parents with care on Income Support and income-based Jobseeker's Allowance (IS/JSA/IB) who receive maintenance for their children to 60 per cent by March 2006.
- Demonstrate progress by spring 2006 on increasing the employment rate and reducing the unemployment rate over the economic cycle. This is a joint target with HM Treasury.
- Over the three years to Spring 2006, increase the employment rates of disadvantaged areas and groups, taking account of the economic cycle – lone parents, ethnic minorities, people aged 50 and over, those with the lowest qualifications, and people in the 30 local authority districts with the poorest initial labour market position, and significantly reduce the difference between their employment rates and the overall rate. To the extent that it relates to people in ethnic minorities, this target is shared with the Department for Trade and Industry.
- Reduce the proportion of children in households with no one in work over the three years from spring 2003 to spring 2006 by 6 1/2%.
- In the three years to 2006, increase the employment rate of people with disabilities, taking account of the economic cycle, and significantly reduce the difference between the employment rate and the overall rate. Work to improve the rights of disabled people and to remove barriers to their participation in society.
- By 2006, be paying Pension Credit to at least 3 million pensioner households.
- Make significant progress towards modernising welfare delivery so that by 2005, 85% of customers have their benefit paid into their bank accounts.
- Improve delivery of the Department for Work and Pensions' services by setting published annual targets for each major business addressing accuracy, unit costs, and customer service, becoming progressively more demanding over the three year period.
- Reduce losses from fraud and error for people of working age – in Income Support and Jobseeker's Allowance, with a 33% reduction by March 2004 and 50% by March 2006 – and in Housing Benefit, – with a 25% reduction by 2006.