

Jobcentre Plus

This was passed at London Young Labour AGM January 2016.

LYL Believes:

1. Jobcentre Plus has been criticised for the ineffective and unproductive service in which they provide
2. Communication by Jobcentre Plus has been regarded by many people as poor. For example, there have been many occasions in which people would have their Jobseeker's Allowance stopped or delayed but they would not have been told about this. If people have their Jobseeker's Allowance stopped or delayed, in many occasions, the claimant does not know the reason for this due to such poor communication within Jobcentres.
3. Many people have complained about staff in Jobcentres being very lazy in interacting with them when it comes to their job search.
4. It has been witnessed in many cases, by young people, especially by those from deprived areas, that Jobcentre Plus have come across as being very keen on looking to put young people into retail jobs but are often hostile towards giving them the chance to look for more higher skilled jobs or jobs within a higher skilled work environment, even if they have experience or qualifications in a relevant field.

LYL Further Believes:

1. The attitude posed by Jobcentre Plus is bad for social mobility and opportunity, especially towards those people who would like to progress into a higher skilled field of work in the future.
2. Often Jobcentre Plus staff's attitudes towards people come across as rude and disrespectful where many people feel humiliated and degraded because of this. For example being told things like 'Welcome to the real world' in a sarcastic way which can feel degrading to a young person.
3. Jobcentre Plus are often keen to put people straight into retail jobs with little regard to their qualifications or career aspiration.
4. Jobcentre Plus should be helping to provide young people with higher skilled jobs, which could help those young people with the field of work they would like to do in the future.
5. Also, outside of Jobcentre Plus there should be jobs out there created which could provide young people with such work.
6. Jobcentre Plus staff should be informed about their attitudes and they should be trained on dealing with young people appropriately and not being so rude to them. Also, rather than degrading young people on real world issues and looking for work, they should be motivating and inspiring them.
7. Jobcentre Plus should have a better communication system within so that staff are able to tell people the correct reason as to why a person's Jobseeker's Allowance has been stopped or delayed quickly, without a person having to wait so long or being told the wrong reasons.

LYL Resolves:

1. LYL is to support a campaign on this (if launched by an LYL member).
2. For that campaign to include lobbying Jobcentres Plus to do the following:
 - a. start to help people look for higher skilled work or jobs within a higher skilled work environment
 - b. Make sure Jobcentre Plus staff improve their attitudes towards people and that they receive effective sensitivity training to this end.

- c. Jobcentre Plus improve their communication systems so that people are better informed about registering to claim for Jobseekers Allowance and why their benefits have been delayed, stopped or not received.
3. LYL is to publicize and raise awareness of the issues raised in the motion pertaining to Jobcentre Plus.
4. LYL inform the Parliamentary Labour Party (PLP) about this issue and attempt to ensure that the PLP look into this issue.
5. LYL is to attempt to make 'reforming Jobcentre Plus' be a Labour Party policy.