



AREA WEST COMMITTEE

SEPTEMBER 2008

ITEMS FOR INFORMATION

Should members have questions regarding any of the items please contact the officer shown underneath the relevant report. If, after discussing the item with the officer and it is felt appropriate, a member may request an item to be considered at a future Committee meeting.

The Installation of Jobcentre Plus Jobpoint Kiosk and Telephone at Holyrood Lace Mill Reception – Update Report

Background

The Chard Jobcentre Plus office closed at the end of March 2008 following an internal review. The nearest offices open to customers are now Yeovil and Taunton. Andrew Gillespie met with Jobcentre Plus managers with a view to hosting a Jobcentre Plus Jobpoint in the reception area at the Holyrood Lace Mill. This would allow free access to Jobcentre Plus advice and information including job vacancies in Chard and at no cost to the customer. It also fits well with the Community Office concept of access for the community to a large range of public services at a local venue.

The Jobpoint explained

A Jobcentre Plus Jobpoint consists of a dedicated telephone line and an information kiosk (interactive computer terminal).

The kiosk connects customers directly to the Jobcentre Plus website. This contains a range of advice and information including job vacancies.

The dedicated telephone connects customers to the Jobcentre Plus advisors and offers many choices of service including:

- Access to a job advisor about vacancies on the website
- Making or renewing a Jobcentre Plus benefit claim
- Applying for a National Insurance number
- Tax and Pension Credit
- Connection to the Taunton and Yeovil Jobcentre Plus offices

Jobcentre Plus staff will make occasional use of the adjacent interview room for pre-arranged meetings with their customers. The interview room will have an internet connection to allow Jobcentre Plus staff to access their systems during interviews.

Progress

The necessary legal agreements between Jobcentre Plus and South Somerset District Council have now been completed. The reception needed some slight alteration to create a discrete and private Jobcentre Plus area. These alterations are due to be finished and the dedicated phone installed and working by 8th September. The kiosk is on order but with a long lead time, so the target installation date is October.

For information please contact:
Paul.Brazier@southsomerset.gov.uk
Tel: 01460 260404
28 August 2008

AREA WEST – DRAFT FORWARD PLAN 2008/9

Proposed Item	Frequency	S	O	N	D	J	F	M	A	M	J	J	A
Area West Budget Monitoring Report	Quarterly			*			*						*
Area West Budget Outturn Report	Annual										*		
Reports from Members on Outside Organisations	Monthly	*	*	*	*	*	*	*	*	*	*	*	*
Community Safety Update	6 monthly		*							*			
Crewkerne and Villages Community Plan	As needed		*			*							
Chard and Villages Community Plan	As needed												
Ilminster and Villages Community Plan	As needed			*			*						*
Area Development Plan	6 monthly			*						*			
Blackdown Hills Rural Partnership	Annual										*		
Progress Report on Performance of Streetscene	6 monthly	*							*				
Grants	Annual								*				
Countryside Services	Annual	*											
Area West Working Groups - Appointment of Members	Annual									*			
Appointment of Representatives on Outside Bodies	Annual									*			
Economic Development Update	Annual	*											
Flood Alleviation	Annual				*								
Regulation Committee Report	Monthly	*	*	*	*	*	*	*	*	*	*	*	*
Welfare Benefits	Annual										*		
Social Housing Development Programme Update	Annual		*										
SHINE (Somerset Health Initiatives Enterprise) – Update	As needed	*											
Boden Centre	As needed												
Sport, Arts and Leisure Update	As needed		*										
Community Policing	As needed					*							
Community Justice Panel	Annual											*	
The Wessex Cycle Route	As needed												
Transport Update	Annual		*										
Review of Christmas Free Parking in Area West													*
Operation of Markets in Chard, Ilminster & Crewkerne			*										
Environmental Health and Community Protection Update			*										
Annual Planning Tour	Annual		*										
Opportunity Ilminster			*										
Opportunity Crewkerne						*							
Opportunity Chard								*					