

DWP - Rollout of Jobcentre Plus network

The largest and most complex transformation programme undertaken by Jobcentre Plus.

Description

The Jobcentre Plus rollout programme involves the transformation of over 850 High Street Jobcentres into new-look Jobcentre Plus offices, and the closure of around 400 surplus office locations. These new-look offices allow Jobcentre Plus to provide customers with access to their services through a range of channels including touch-screen Jobpoints and customer telephones.

Scale and Complexity

The vast majority of Jobcentre Plus's 70,000 people were either directly affected by this programme or involved in it. One of the programme's priorities was that there should be no break in business continuity, with Jobcentre Plus's five million customers continuing to receive the £20 billion paid in benefits each year. This has been achieved despite the need to move an estimated 1,600 teams between buildings to allow contractors to refurbish offices.

Solution

BT supported the Information and Communication Technology (ICT) elements of this massive transformation programme through the provision of additional cabling and network technology, telephony and desktop computers. As well as providing this technical implementation work, BT fulfilled an overarching management role that covered various elements of the rollout programme such as working with other suppliers, planning, risk management, procurement and escalation. This has involved working in partnership with DWP, EDS and numerous estates contractors. In particular BT formed a very collaborative style of working with the central project and EDS, which facilitated the achievement of stretching objectives. In addition, BT were asked to take a seat on the Programme Steering Committee, which has brought many benefits through closer partnership working with the programme strategy leads.

Facts & Figures

During the last two years of the rollout programme, BT has undertaken over 2,300 ICT activities, ranging from providing an additional handful of telephone extensions to the complete fit-out of brand new, purpose-built offices. It is a four-year programme with a budget of £2.2 billion, and it is anticipated that the project will be delivered on time, under budget and to client expectations. Rollout is now 95 percent complete.

Recognition

The Jobcentre Plus rollout programme has been nominated in the 'Collaborative Working' category of the Public Service awards, and has received praise from Sir Michael Latham of CITB-ConstructionSkills and the Office of Government Commerce. In addition, in June 2006 the programme won the Team Award in the 'Making a Difference' category of the Jobcentre Plus Recognising Success awards.



