

Jobcentre Plus: delivering effective services through personal advisers, fifty-sixth report of session 2006-07, report, together with formal minutes, oral and written evidence, 2007, 31 pages, Great Britain: Parliament: House of Commons: Committee of Public Accounts, 0215036239, 9780215036230, The Stationery Office, 2007

This report follows on from a earlier NAO report (HCP 24, session 2006-07, ISBN 9780102943795). Personal Advisers assess needs of people looking for work and point them towards the right kind of assistance needed to find a job. In 2005-06, Jobcentre Plus had some 9,300 advisers at a salary cost of BJ238 million, conducting in total 10.8 million jobseeker interviews. They are also the gateway to various New Deal programmes, which has cost BJ5 billion since 1997. With the Government's aim of increasing the employment rate to 80%, personal advisers will have an important role. The Committee has set out a number of conclusions and recommendations, including: that the Department for Work and Pensions aim of assisting 1 million people on benefit into work, will require Jobcentre Plus to keep a good knowledge of employers' short and medium term skill needs as well as training opportunities; Jobcentre Plus should take care to protect advisers from unnecessary administrative work, interruptions of interviews to a minimum and allow more discretion and flexibility to advisers on individual cases; in 2005-06 customers failed to attend around 1.8 million scheduled interviews, whilst customers turned up late on average for around one in six interviews, Jobcentre Plus could do more to remind customers of their responsibilities, but also take account of local transport needs and use text messages and phone calls to remind customers of appointment times; improving the amount of time personal advisers spend with customers is a key element in helping Jobcentre Plus in achieving its efficiency targets and in helping it to be effective in achieving organisational objectives of helping people find work.

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The management of staff sickness absence in the Department for Transport and its agencies sixty-fourth report of session 2006-07, report, together with formal minutes, oral and written evidence, Great Britain: Parliament: House of Commons: Committee of Public Accounts, Nov 20, 2007, Political Science, 43 pages. The Department of Transport and its seven executive agencies average 10.4 days of sickness for each full-time employee (compared to a Civil Service average of 9.8 days.

HC 1115 - The Criminal Justice System Fifty-Ninth Report of Session 2013-14, Report, Together with Formal Minutes Related to the Report, Great Britain: Parliament: House of Commons: Committee of Public Accounts, May 20, 2014, Law, 21 pages. The Criminal Justice System is complex and to operate effectively relies on numerous interdependencies between the different bodies involved. There are weaknesses in the System.

Ministry of Defence, Major Projects Report 2003, Forty-Third Report of Session 2003-04, Report, Together with Formal Minutes, Oral and Written Evidence House of Commons Papers 2003-04, 383, Great Britain: Parliament: House of Commons: Committee of Public Accounts, 2004, , 65 pages. The Major Projects Report 2003 provides information on progress made by the Ministry of Defence in procuring major defence equipment against cost, time and technical.

Estimating and monitoring the costs of building roads in England fifty-eighth report of session 2006-07, report, together with formal minutes, oral and written evidence, Great Britain: Parliament: House of Commons: Committee of Public Accounts, Nov 8, 2007, Business &

Economics, 44 pages. The Department for Transport has approved expenditure of over BJ11 billion between 1998 and 2021 for the development of new and existing trunk roads and motorways by the.

Department of Energy and Climate Change Offshore Electricity Transmission - a New Model for Infrastructure, Twentieth Report of Session 2012-13, Report, Together with Formal Minutes, Oral and Written Evidence, Great Britain: Parliament: House of Commons: Committee of Public Accounts, Jan 14, 2013, Business & Economics, 37 pages. It is estimated that offshore wind farms have the potential to contribute 8-15% of electricity by 2020. This will require a large investment in offshore infrastructure.

Managing Early Departures in Central Government Eighth Report of Session 2012-13, Report, Together with Formal Minutes, Oral and Written Evidence, Great Britain: Parliament: House of Commons: Committee of Public Accounts, Aug 30, 2012, Business & Economics, 44 pages. The 2010 Spending Review required most departments to make cost savings, which would require staff reductions. Departments have reduced their number of employees to around 35.

Customer first programme delivery of student finance, eighth report of session 2010-11, report, together with formal minutes, oral and written evidence, Great Britain: Parliament: House of Commons: Committee of Public Accounts, Dec 7, 2010, Education, 48 pages. Under the Customer First Programme, delivery of grants and loans to higher education students in England is being transferred from local authorities to the Student Loans.

Helping newly registered business meet their tax obligations fifty-third report of session 2006-07, report, together with formal minutes, oral and written evidence, Great Britain: Parliament: House of Commons: Committee of Public Accounts, Oct 25, 2007, Political Science, 39 pages. The NAO report on this topic was published as HC 98, session 2006-07 (ISBN 9780102943825).

HM Revenue & Customs managing civil tax investigations, twenty-seventh report of session 2010-11, report, together with formal minutes, oral and written evidence, Great Britain: Parliament: House of Commons: Committee of Public Accounts, Mar 17, 2011, Business & Economics, 35 pages. The two directorates in HMRC responsible for civil investigation work brought in BJ8.5 billion of tax revenue in 2009-10, nearly 50 per cent more than the total three years.

House of Commons - Committee of Public Accounts: Student Loan Repayments - HC 886 , Great Britain: Parliament: House of Commons: Committee of Public Accounts, Feb 14, 2014, Education, 41 pages. There is at present around BJ46 billion of outstanding student loans on the Government's books, and this figure is set to rise dramatically to BJ200 billion by 2042 (in 2013).

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