

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwpgsi.gov.uk

Our Ref: 2451

DATE: 12 June 2013

Dear Mr Zola,

Thank you for your Freedom of Information request received on 28 May. You asked for:-

Please email me a copy of your 'claimant commitment' information, such as operational practice, policy or guidance, accessible to front line Jobcentre Plus Staff (Advisers etc), together with pre-completed specimen copies of any template 'commitment' accessible to said staff. As well the information that is given or accessible to anyone who may choose not to agree to a 'commitment'.

Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you. The Universal Credit regulations 2013 can be found at <http://www.legislation.gov.uk> which provides the policy for the Claimant Commitment in Universal Credit. Regulations 15 and 16 provide policy on the Claimant Commitment. Part 8 Chapter 1 (Claimant Responsibilities) set out regulations on Work Related Requirements.

Please find enclosed a summary of the Universal Credit Claimant Commitment Policy and approach and worked examples of the Claimant Commitment. These examples are illustrative only. Claimant Commitments will differ for each claimant depending on their individual circumstances and job goals and advisers will tailor requirements for each claimant. They are for the Universal Credit Pathfinder only and are not provided to front-line Jobcentre Plus staff as 'specimen copies' of a template 'commitment'. We are continuing to develop the design of the Claimant Commitment, building on learning from Pathfinder and other insight work.

With regards operational guidance you have asked for, we published the guidance that has been produced for decision makers in April 2013. This can be found at <http://www.dwp.gov.uk/publications/specialist-guides/advice-for-decision-making/>. Further guidance to support agents in setting work related requirements which form the basis of the Universal Credit Claimant Commitment is still under development in the Universal Credit Pathfinder only and is not accessible to all frontline Jobcentre Plus staff.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central FoI Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, London, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk