

DWP Central Freedom of Information Team

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

Our Ref: VTR4807

DATE: 17 December 2015

Dear Mr Dutton,

Thank you for your Freedom of Information request of 14 November. Please accept my apologies for the delay in replying. You asked:

It does not however answer the real question. You address the matter of existing entitlement to CJSA, about which I am fully aware - I want to know how a person can even know they may have a valid claim, and how they make that claim.

There is no reference to CJSA in the UC online form, there is no apparent mechanism for claiming CJSA under the UC regime and claimants are given no clear information. Any attempt to claim JSA online is rejected.

The links that you provided do not provide especially relevant or helpful information regarding this aspect of the question. There is no way in which a claimant would know that s/he could claim CJSA in a UC area from the content therein.

There is a little information at [http://about.universalcredit.service.gov.uk/kms/Pages/Jobseekers_Allowance_contribution_-_based_new_style_\(JSA\)\(CNS\).htm](http://about.universalcredit.service.gov.uk/kms/Pages/Jobseekers_Allowance_contribution_-_based_new_style_(JSA)(CNS).htm) and again at http://about.universalcredit.service.gov.uk/kms/Pages/Universal_Credit_Policy_overview.htm

but it is barely enough. It says that you can get CJSA under UC, not how you get it.

Claimants should have plain information, they should not have to piece it together from bits of a web site.

I also asked for a copy of the guidance provided to Work Coaches which explains how they may identify CJSA claims and ensure that a correct and timeous claim is made - there is no response to this.

The relevant information on claiming JSA or JSA (CNS) is available on [GOV.UK](http://gov.uk). The benefit criteria is explained on the website within the section on Job Seeker's Allowance. A claim needs to be made for Job Seeker's Allowance and when the claim is assessed, it is determined whether the individual qualifies for Income based JSA or Contribution based JSA. A benefit calculator is available on [GOV.UK](http://gov.uk) to help an individual determine that.

There is no detailed guidance on claiming CJSA within Knowledge Management guidance. This information is available on [GOV.UK](https://www.gov.uk) as well as information on who to contact for assistance.

However, Universal Credit Knowledge Management (UCKM) does refer to claiming CJSA alongside Universal Credit.

The UCKM content item 'Universal Credit Policy overview' states that Universal Credit: 'will not replace contributory Jobseeker's Allowance or contributory Employment and Support Allowance. A claimant may claim one of these benefits and receive this alongside Universal Credit if they wish'

The UCKM content item 'JSA (CNS) Taking a claim for JSA(CNS) states: 'For advice on making a claim either go online to www.gov.uk or phone the Benefit Advice Line on 0800 055 6688'

I have placed 3 additional pieces of UCKM into one document which advise on how Universal Credit relates to other benefits. Please see the separate pdf document.

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

Yours sincerely,

DWP Strategy Fol 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 Fol Team, Caxton House, Tothill Street, 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