

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/15724

21 May 2019

Dear Simon Lawson,

Thank you for your Freedom of Information (Fol) request received on 20 April. You asked:

The link here shows a hard copy example of a JSA/CC form disclosed in a FOI request dated 25th January 2015:

<https://www.whatdotheyknow.com/request/250147/response/611633/attach/7/My%20Claimant%20Commitment.pdf>

I would be grateful if you could confirm whether or not this hard copy example of the form used for the JSA Claimant Commitment is the one currently in use.

If it has been updated/changed in any way please provide me with a link to an example/copy of the one currently in use.

I would be grateful too for a hard copy example of the full Universal Credit Claimant Commitment form currently in use and that I am informed is available on request to claimants.

DWP Response:

I am writing to confirm that the Department has now completed its search for the information you requested. I can confirm that we do hold the information you have requested in relation to 'the JSA Claimant Commitment'.

Enclosed:

Annex 1 – Current Job Seekers Allowance Claimant Commitment.

Annex 2 – Current New Style Job Seekers Allowance Claimant Commitment.

Additionally, I wish to advise you that Universal Credit is an online system that reflects individual circumstances. The Claimant Commitment is built into the service. It is based on the individual claimant circumstances and the conditionality group that the claimant is in when they complete their claim. Due to the Claimant Commitment being tailored to an individual's claim gather, an example is attached refer to Annex 3.

Additional information on the claimant commitment is also available using the following link:

<https://www.gov.uk/government/publications/universal-credit-and-your-claimant-commitment-quick-guide/universal-credit-and-your-claimant-commitment>.

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

Yours sincerely,

DWP Central 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
https://ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745