



Department
for Work &
Pensions

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xxx.xx

Our Ref: FOI 439

DATE: 15th February 2013

Dear Mr Bradshaw,

Thank you for your Freedom of Information request received on 29th January 2013. You asked:

Please let me know the average cost of successfully completed transactions through the Jobseeker's Allowance (JSA) (signing on) service.

Cost per transaction should be calculated as the total cost of providing the service divided by the total number of completed transactions in the last 12 months.

Treasury guidelines on the main features to be taken into account in measuring the annual cost of a service (<http://www.hm-treasury.gov.uk/d/mpm_annex6.2.pdf>) should be followed.

I am unable to provide this information as the Management Information systems used by the Department for Work and Pensions (DWP) do not give the required level of detail to specifically identify the costs of this activity.

Costs are sourced from an Activity Based Management (ABM) model. One of the activities on the model is Assistant Adviser. This activity includes the Fortnightly Jobseeker Review (FJR) work (signing on) however this activity also includes other work as well which is why specific costs for FJR work cannot be identified.

For your information, costs for the Assistant Adviser activity for the financial year 2011/12 amounted to £330m.

With regards to the number of transactions, again I am unable to give you this information as the Management Information systems used by the DWP do not record the number of times a claimant has undertaken a FJR.

Although the Department for Work and Pensions (DWP) does hold information falling within the description specified in your request it would require a special scan of the JSA Computer System and a clerical scrutiny of the customer case papers to obtain the data. We estimate that the cost of complying with your request would exceed the appropriate limit of £600. The appropriate limit has been specified in regulations and for central Government it is set at £600. This represents the estimated cost of one person spending 3½ working days in determining whether the Department holds the information, and locating, retrieving and extracting the

information. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request.

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@dwp.gsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, 6-12 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