

DWP Central Freedom of Information Team

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

Our Ref: VTR 4029

3 September 2013

Dear Sir or Madam,

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

How does a person who wishes to claim JSA do so if they do not wish to use the Government Gateway?

Could you please provide me with any information that explains clearly the steps a claimant would take in such circumstances. Thank you.

For Jobseeker's Allowance claims, all claimants who meet the criteria for claiming online will be required to do so. Where a claimant does not have access to their own computer, they will be asked to make use of alternative internet providers, for example friends and family or local libraries. Alternatively, an appointment will be booked for them to use an Internet Access Device in a Jobcentre.

Only claimants who either do not meet the criteria for claiming online or whose personal circumstances mean that they are unable to complete an online application will have their claim taken via CMS telephony.

If a claimant refuses to make their application online, and they are not eligible for a telephony gather, then they can request a clerical form JSA1 (or a form JSA4RR, if they are reclaiming JSA) to complete.

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, 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