

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: IR 690

25 September 2013

Dear Mr Rotheram,

Thank you for your Freedom of Information request received on 03/09/13. Following our response you asked for:-

*"For Jobseeker's Allowance claims, all claimants who meet the criteria for claiming online will be required to do so."*

*Could you please give me or direct me too the claimants "criteria for claiming online".*

Anyone can request copies of information which a public authority already holds in a recorded form, but the Freedom of Information Act does not require the Department to provide opinions or explanations, generate answers to questions, or create or obtain information it does not hold.

While your request would involve the creation of new information, I can provide a summary of the criteria considered when determining if a claimant can claim online:

- JSA claimants are assessed as meeting the criteria to make their claims via the Online service if they are deemed as both "eligible" and "capable" to do so;
- If claimant makes telephone contact the Contact Centre Agent will use the scripted diagnostic questions to make that assessment based on the responses provided by the claimant;
- Depending on their individual circumstances, claimants may be assessed as being "vulnerable" or "ineligible" to make their JSA application via the Online service and so a telephony claim will be taken, as appropriate;
- Claimants might be deemed as "vulnerable" in a range of circumstances which include the following:

> have literacy / numeracy difficulties

- > have no computer skills
  - > are visually impaired
  - > are homeless and without access to telephone for further contact
  - > are suffering from medical condition(s)
  - > are emotionally distressed
  - > are suffering from domestic violence
  - > non availability of their allocated support worker
  - > have a language barrier [and no support available]
  - > other possible reason(s)
- Claimants might be deemed as "ineligible" in a range of circumstances which include the following:
    - > their new claim is transferring between ESA to JSA
    - > they do not have a national insurance number
    - > wish to make a claim for a date in advance
    - > are a prison leaver
    - > wish to claim Income Support only
    - > are under 18 years of age or over state pension age
    - > reside in a Universal Credit area
    - > have been referred to telephone service by JCP / Helpdesk staff due to problem encountered with existing online application
    - > legal restriction placed on individuals by a Court of Law
    - > other possible reason(s)
  - The Contact Centre Agent will assess the individual circumstances and will either refer the claimant to the OL service or take a telephony claim as appropriate.

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

Yours sincerely,

DWP Central FoI Team

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**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](mailto: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](http://www.ico.gov.uk)