



Department
for Work &
Pensions

Claimant Commitment: Numbers of Claimant Commitments signed and staff trained during the national roll-out

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Introduction

1. The Jobseeker's Allowance (JSA) Claimant Commitment was launched in October 2013 as a new form of Jobseeker's Agreement. It outlines what jobseeking actions a claimant must carry out while receiving Jobseeker's Allowance (JSA) – replacing the previous Jobseeker's Agreement.
2. When a claimant makes a new claim for JSA or completes the Work Programme, they attend an interview with a work coach. At the interview they agree a personal plan outlining what the claimant will do as part of their Claimant Commitment to give themselves the best chance of finding work.
3. This plan can include regular specific tasks and training opportunities. The work coach explains the penalties claimants could face for failing to meet their responsibilities to get into work. They review the plan regularly.
4. The JSA Claimant Commitment strengthens the ability of Jobcentre Plus staff to support claimants back into work at the earliest opportunity and redefines the relationship between the welfare state and claimants. In return for state support, we expect claimants to do all they can to meet their responsibilities to find work.
5. Universal Credit claimants also sign a claimant commitment.

Methodology

1. This ad hoc statistic covers a summary of management information covering the roll-out of the JSA Claimant Commitment to all jobcentres across Britain.
2. The JSA Claimant Commitment was rolled out to the 714 Jobcentres across Britain from October 2013 to April 2014.
3. The data is collated from the Labour Market System (LMS). LMS provides a weekly figure on the number of JSA Claimant Commitments agreed, closed and disputed. The accuracy relies on staff inputting data on LMS.
4. The data has been compared to DWP administrative data which indicates that the volumes of people signing JSA Claimant Commitments are broadly accurate, within a given tolerance.
5. Training for front line staff included a 2 day course which took place ahead of introduction of the JSA Claimant Commitment in jobcentres.
6. Data on the numbers of staff trained is sourced from DWP Resource Management systems. The information matches the number of frontline staff expected to be trained before the roll-out, within a given tolerance.

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7. Full details of the roll-out are available here:
<https://www.gov.uk/government/policies/simplifying-the-welfare-system-and-making-sure-work-pays/supporting-pages/introducing-the-jobseekers-allowance-claimant-commitment>
8. The Jobcentres now using the JSA Claimant Commitment by region are broken down here:
 - Central - 141
 - London & Home Counties - 109
 - North East - 103
 - North West - 90
 - Scotland - 94
 - Southern - 115
 - Wales – 62

Results

1. Between 14 October 2013 and 11 April 2014, a total of 635,000 Claimant Commitments have been signed by Jobseekers.
2. A total 26,300 members of staff have been trained to deliver the JSA Claimant Commitment.
3. The number of staff who have been trained broken down by Jobcentre Plus group is as follows:
 - Central - 5,370
 - London & Home Counties - 5,360
 - North East - 4,340
 - North West - 3,200
 - Scotland - 2,730
 - Southern - 3,780
 - Wales - 1,500
 - Total - 26,300

Note figures may not sum due to rounding

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Other National Statistics publications and general information about the official statistics system of the UK, are available from www.statistics.gov.uk