

# Freedom of Information request 2014- 3667

Date received 30 July 2014

Date of response 27 August 2014

## Information request

Data is required for Wiltshire Council: The percentage of JSA online claims made when JSA online first rolled out, and the percentage made online now ( or the latest dates available

## DWP response

In response to your query the data below shows the proportion of all Jobseeker's Allowance (JSA) claims that have been made online in the Wiltshire Council area. The data is broken down by Jobcentre Site levels; Chippenham, Devizes, Salisbury and Trowbridge and is for the period of April 2012 to July 2014.

National data on JSA online take up is published here:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/322752/jsa-claims-online-historical-data.xls](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/322752/jsa-claims-online-historical-data.xls)

**Please note that the data supplied are derived from unpublished management information which was collected for internal Departmental use only, and have not been quality assured to National Statistics or Official Statistics publication standard. They should therefore be treated with caution.**

JSA Online take-up rates in the Wiltshire Council area, broken down by Jobcentre Plus sites: April 2012 – July 2014.

	Devizes JCP Site	Trowbridge JCP Site	Chippenham JCP Site	Salisbury JCP Site
Apr-12	30%	18%	32%	18%
May-12	21%	16%	31%	23%
Jun-12	22%	18%	44%	21%
Jul-12	48%	41%	48%	44%
Aug-12	52%	42%	45%	47%
Sep-12	56%	51%	56%	51%
Oct-12	61%	55%	56%	54%
Nov-12	60%	55%	64%	53%
Dec-12	55%	54%	55%	52%
Jan-13	66%	57%	57%	64%
Feb-13	66%	60%	57%	59%

Mar-13	69%	57%	63%	59%
Apr-13	75%	74%	74%	68%
May-13	73%	66%	72%	72%
Jun-13	84%	81%	81%	83%
Jul-13	86%	80%	86%	83%
Aug-13	83%	86%	88%	78%
Sep-13	85%	85%	83%	80%
Oct-13	88%	82%	87%	84%
Nov-13	84%	88%	86%	83%
Dec-13	80%	85%	84%	79%
Jan-14	87%	85%	88%	87%
Feb-14	88%	84%	82%	87%
Mar-14	86%	89%	86%	89%
Apr-14	86%	90%	88%	87%
May-14	89%	88%	92%	89%
Jun-14	98%	88%	93%	82%
Jul-14	94%	90%	89%	89%

Source: The data is Management Information extracted from the DWP's Management Information system in August 2014.