

Freedom of Information request 2014-97

Date received: 6th January 2014

Date of response: 3rd February 2014

Information request

1. How many managers were there at Solihull Jobcentre Plus between the period of April 2012 and April 2013?
2. How many advisors were there in the Solihull Jobcentre Plus between the period of April 2012 and April 2013?
3. How many advisors per manager were there at Solihull Jobcentre Plus between the period of April 2012 and April 2013?
4. How many claimants did Solihull Jobcentre Plus have over the period of April 2012 to April 2013?
5. Of the claimants listed above, how many claimants were on JSA and how many claimants were on Income-based JSA between the period of April 2012 and April 2013?
6. How many Solihull Jobcentre Plus claimants had been signing on for more than 6 months and less than 12 months between the period of April 2012 and April 2013?
7. How many Solihull Jobcentre Plus claimants have been signing on for more than 12 months between the period of April 2012 and April 2013?
8. Out of the claimants in points 6. & 7. above, how many of these claimants were required to attend the Solihull Jobcentre Plus on a weekly basis between the period of April 2012 and April 2013?
9. Of the Solihull Jobcentre Plus claimants who were on Income-based JSA and who had been on this benefit for less than one year, how many of these claimants were required to attend the Solihull Jobcentre Plus on a weekly basis?

DWP response

In response to your query as a whole, I can confirm that the Department does hold some information falling within the description specified in your request. However, we estimate that the cost of complying with your whole 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 FOIA the Department is not obliged to comply with your request and we will not be processing your full request further.

However we are able to provide you with the following information within the cost limit:

To help answer questions 1, 2 and 3:

1. There is one Band E Operations Manager with responsibility for both Solihull and Yardley Jobcentres. In Solihull there are three Band D Adviser Team Managers and one Band D Performance Manager.
2. There are 32 Advisers at Solihull Jobcentre.
3. The Adviser Team Manager for New Claims has 3 Advisers, as well as managing the Floor Managers and the enquiry team. The Adviser Team Manager for 25+/Lone Parent /Employment and Support Allowance has 12 Advisers and the Adviser Team Manager for 18 – 24 has 17 Advisers.

In answer to 4, 6 and 7, Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you.

The claimant count measures the number of people claiming Jobseeker's Allowance (JSA). This is sourced from administrative records of people being paid the benefit and is the preferred source for JSA claims.

Statistics on unemployment based on the claimant count are published on the NOMIS website at: <https://www.nomisweb.co.uk/Default.asp>, the Office for National Statistics official website of labour market statistics, which allows you to construct your own tables.

To produce a table of the number of people who claim JSA in Solihull office, from the claimant count, go to the NOMIS website via the link above. Select **Advanced Query** in the **Detailed Statistics** section, and then select the dataset "**claimant count - age and duration**" under "**Claimant Count**" and make your table selection as follows;

1. Select the relevant geography by clicking the geography tab and select **some** from the drop down menu next to **jobcentre plus offices (May 1999 onwards)**, then **Birmingham and Solihull** from the drop down list and then **Solihull** from the list of jobcentres in Birmingham and Solihull.

2. Then select the dates you require. Please note that the latest data available for the claimant count is November 2013.
3. In the **age duration** tab select **Individual age or duration bands** in the drop down menu. Select **Total** to give you the overall caseload and then select the individual duration breakdowns you require using the tick boxes.
4. Finally, click the review / save tab, check to see if the correct variables are included. Once you are happy with the table selection, click download data. This will output your table into an Excel file available for your analysis.

Please also note that the responsibility for statistics on the NOMIS website lies with the Office for National Statistics (ONS) and information on how to submit a freedom of information request to ONS can be found here:

<http://www.ons.gov.uk/ons/about-ons/what-we-do/FOI/how-to-make-a-foi-request/index.html>

In relation to question 5 this information is not readily available at Jobcentre level however the Department does publish some information by JSA type at Local Authority level. This is available on the Departmental 5% data Tabulation Tool which allows you to build your own tables and can be found here:

<http://tabulation-tool.dwp.gov.uk/5pc/tabtool.html>

To produce a table of the JSA caseload in Solihull Local Authority split by JSA type go the 5% Tabulation Tool via the link above and follow these instructions:

1. Under **Benefit/Scheme** select **Jobseekers Allowance Claimant Information (5% Sample)**.
2. Then under **Analysis** select **Caseload (thousands)**
3. **Row** select **Local Authority >**
4. **Column** select **Type of JSA**
5. **Subset** select **NONE**
6. **Date** select **May 2013**
7. **Get table.**