



Department
for Work &
Pensions

Response to the proposal for the future of Petersfield Jobcentre

Response to Consultation

July 2017

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Background

The Department for Work and Pensions (DWP) announced new proposals on Thursday 26 January 2017 to relocate some of its Jobcentre Plus offices.

Jobcentre Plus operations have changed in recent years as people make more use of online and telephone services, generally only attending offices for appointments or for help with jobsearch.

To reflect this, achieve more efficient use of DWP premises and save public money, a proposal was made to move Petersfield to Havant Jobcentre.

Guidelines around the movement of jobcentres, referred to as 'ministerial criteria', have been used for many years across the whole of the UK network. They originated from a desire to standardise the circumstances when considering the movement of one jobcentre to another.

DWP believes that it is reasonable to expect claimants to travel 3 miles or 20 minutes by public transport from their existing jobcentre. Where it is proposed to move or close an office, and the move to a new jobcentre is further than these criteria, DWP has the option to consult publicly about this proposal. The proposal to move to Havant jobcentre falls outside these criteria as:

- distance, 14 miles
- public transport, approx. 20 minutes (by train)
- car, 18 minutes

The public consultation paper, ***Proposal for the future of Petersfield Jobcentre***, was published on 30 January 2017. It invited comments from everyone with an interest in the future of this jobcentre. This included the closure of the building with the services provided being transferred to Havant Jobcentre.

DWP's estate strategy

On 31 March 2018, DWP's PFI PRIME (Private Finance Initiative for the Management of the Estate) contract with Telereal Trillium expires. This 20-year contract covers the majority of DWP's current property portfolio of 966 sites. This gives DWP an opportunity to review which offices are needed in the future, taking account of the increased use of online services, the reforms being implemented over the coming years and the anticipated demand on services.

The roll out of Universal Credit and reforms of Jobcentre Plus, have increased the number of interactions claimants now have with DWP online. For example, eight out of ten claims for Jobseeker's Allowance are now using digital channels and 99.6% of applicants for Universal Credit submit their claim online. At the same time, DWP has seen record levels of employment across the UK with the claimant count dropping to around 800,000.

As a result, 20% of the space DWP currently occupies is no longer being used: even allowing a contingency for any medium-term increase in demand. This offers a major opportunity for both modernisation and rationalisation: over the next 10 years, DWP expects to save £180m per annum on average as a result. Petersfield Jobcentre is open on a part-time basis¹, with 11 staff and utilises 28% of the space available. Historically, claimants have elected to use Petersfield when other jobcentres in the area are nearer to their homes. [Annex A](#) provides more detail about this along with detailed ward/travel information.

When considering how to achieve this, DWP's priority has been to offer the best possible service to claimants while delivering a good deal for the taxpayer.

Consultation

The consultation period closed on 28 February 2017 and this report summarises the responses, including how the consultation process influenced the final decision on the future of Petersfield Jobcentre.

Summary of responses

Twenty-nine responses to the consultation proposals were received and DWP is grateful for all of these contributions.

The respondents have been categorised as follows:

- 13 were from claimants
- 11 were from members of the public
- 5 were from organisations

Response themes

The following summarises the responses by grouping issues into a series of themes.

Travel time

Eight-six per cent of the responses expressed concerns about the increase in travel time to visit the new jobcentre.

Typical comments:

"...the present location is very convenient and means that I can do my visit and get back home within an hour, enabling me to continue with my job hunt. It seems that, should the office move, the time taken will probably double."

"...it is a long way to expect people to go especially those living in villages for example East Meon and Froxfield."

¹ Tuesday, Thursday and Friday from 9am to 12pm and 1pm to 5pm

“The closer of Petersfield Jobcentre would mean all sorts of trouble for me as it takes 1 1/2 hours to walk to Petersfield now if you close it then I would have to wait for a train...”

“As a school run mum and someone who is trying to find work it is going to cause additional stress, cost and difficulty for me to travel at least double the distance to attend my weekly meetings with my work coach.”

“Not all Jobcentre customers live in the centre of Petersfield so this 20 minutes is in addition to how long it would take them to get to Petersfield station....A 20 minute journey on paper is not the reality.”

Response

DWP believes that it is reasonable to expect claimants to travel to an office within 3 miles, or 20 minutes by public transport from their existing jobcentre. Petersfield Jobcentre falls outside these criteria so DWP chose to consult publicly.

Through consultation, the catchment area of each jobcentre has been investigated and extensive research has been completed on the availability of local travel options. Specific travel times and bus and train routes have been compiled using the following sources of information (see [Annex A](#)):

- trains: South West and Southern operate from Petersfield
- bus: Stage Coach and community buses that run once a week

Given these travel options, DWP’s work coaches will personalise the support provided for each claimant based on individual need and circumstance. Where claimants have limitations due to a health condition or disability or because of caring responsibilities, then this is taken into account when arranging any attendance. DWP has various ways of interacting with vulnerable claimants, including

- face-to-face
- by email
- by telephone
- by post
- by SMS

However, DWP recognises that some claimants will be taking an unfamiliar journey: work coaches will support claimants over the transition period until they become familiar with new travel arrangements. Claimants can also request to attend a jobcentre that is closer to their home. Work coaches will help signpost claimants in such circumstances.

Travel cost

Seventy-six per cent of respondents expressed concern about the potential increase in travel costs and the effect this would have on disposable income for food and other necessities.

It has been argued that claimants will face a more expensive journey to get to their jobcentre and many will no longer have the option to walk thus incurring additional expense.

The reimbursement of travel costs has been acknowledged, but is only available in some circumstances and there will be times when the claimant does not have the cash to pay for fares up front. This can be the case for any claimant required to attend a jobcentre throughout the UK.

Typical comments:

“For all users of the Petersfield office it is going to mean an increase in the costs and time incurred in making their required visits...”

“...why should i have to pay the train fare each week or fortnightly... With all my other outgoing bills for myself and my daughter money is tight enough but having to pay for train fare on top would take money away from me, possibly with me having less to spend on food or heating for me and my daughter...”

“...how will I afford to pay £32 a month if i have to go to the job centre in Havant ? and it will be such an inconvenience to travel there. IF you will pay for travel will i get the money upfront?”

Response

DWP acknowledge that the proposals included in the consultation may increase travel costs for some claimants when they are required to attend a jobcentre. This will be particularly so for those who live within easy reach of their current jobcentre.

DWP are able to reimburse travel costs for claimants and customers, taking into account their particular circumstances, who are asked to attend the jobcentre outside of their minimum requirement of attendance. This is not new and is the case for any claimant required to attend a jobcentre throughout the UK.

Support to meet travel costs is available to eligible claimants via the Jobcentre Plus Travel Discount Card. Claimants can also request to attend a jobcentre closer to their home, should there be one. Work coaches will help signpost claimants in such circumstances.

Regardless of the benefit involved, the mode of transport and any health condition or disability the claimant might have, are taken into account when a refund of fares is considered.

Access to services

Thirty-one per cent of respondents expressed concern about the adverse effect, on the local community, of removing access to services and support for vulnerable benefit claimants and those seeking work.

Concerns were raised about the ability of the new office to absorb the increased caseload and about reductions in local access to technology. Comments were also made about claimants losing the support of their current work coach and whether work coaches would be able to continue to devote the time to support claimants.

A number of respondents commented that moving to a jobcentre outside the local area may affect the existing relationships between the current jobcentre and local support groups and businesses. Local support groups commented that claimants may approach them for help instead of making the longer, more expensive journey to the new jobcentre.

Typical comments:

“...even a 20 minute train journey which might for most of us seem quite simple can be an ordeal for some people who are already vulnerable and need the security of familiarity and support.”

“The office performs a valuable service to the community, which would be less well met by an office in Havant.”

“Not all Liss claimants have computers or good computer skills necessary for their job search. They rely on the provision of facilities in the job centre and any necessary help if they are to be successful in their job search. If the Petersfield Job Centre closes there is no alternative government agency...”

Response

DWP is not reducing its services and is committed to retaining an accessible jobcentre network. This proposal ensures that DWP can respond better to customer demand, support the move towards Universal Credit and increase flexibility to deliver services across the full working day.

There is confidence that the additional workload can be accommodated into the new jobcentre in Havant with the capacity to expand as necessary. Working practices and service delivery methods will continue to be reviewed and adopted to maximise the use of the estate. Continuity of work coach support and access to PCs would continue to be accessible via Havant Jobcentre.

The aim is to provide an enhanced customer service in Havant: Wi-Fi enabled devices will be rehoused from Petersfield and claimants will be encouraged to bring their own electronic devices into the jobcentre to make good use of DWP's free Wi-Fi to help them manage their online claim and support their jobsearch activities.

The need for space for support organisations has been considered as part of space planning. The proposals mean that partners will be able to reduce the number of sites they attend and will have access to a larger customer base. The excellent working relationships that are already in place with voluntary and partner organisations will be maintained, with plans to build on these over the coming year.

DWP fully recognises the value of the developed relationship between claimants, work coaches and with partners. Work coaches will be redeployed with the work and relationships maintained.

Sanctions

Fourteen per cent of respondents expressed concern that the number of sanctions issued would increase if the proposed jobcentre closure went ahead.

It was been stated that longer more complex journeys by public transport could lead to increased lateness or failure to attend appointments. This might then affect the time available to claimants to search for jobs. Concerns have been expressed about the effect of travelling by public transport to Havant Jobcentre.

Typical comments:

“Liss is a small village and the train only comes once an hour which would mean I would have difficulty in making weekly meetings on time and could lose my benefit.”

“A lot of clients we see find it difficult to organise their lives....having to organise travel to another town will increase the chances of them getting...into further financial trouble through sanctions...”

Response

The National Audit Office has estimated that a million jobseekers missed appointments between July 2015 and December 2015 compared with only 34,000 sanction referrals. This reduction is specifically due to the on-going work to ensure claimants know and understand expectations with their work coaches.

Concern about public transport will continue to be considered on an individual basis. DWP does not expect this proposal to result in additional sanctions, as a direct result of the impact of travel journeys beyond claimant's control.

It should also be noted that claimants, including those with vulnerabilities, are only asked to meet reasonable requirements. These take into account their individual circumstances, capability (including health conditions), disability and caring responsibilities.

Outreach

Seventeen per cent of respondents expressed the view that a 'footprint' or outreach facility should exist in the local community. People acknowledged that this type of service would not replace a jobcentre but could provide advice, support or guidance for claimants about their benefits or jobsearch in the event of any closures.

Comment:

"It would be a good idea to base a member of Jobcentre Plus staff in Petersfield Library... Could this member of staff or a computer terminal under their control provide the facility for claimants to complete the regular sign on requirements without a need to travel regularly to Havant?"

"An outreach service on two to three days a week in an alternative location at which claimants could sign on would prevent the need to travel to Havant. This might suitably be based in East Hampshire District Council premises."

Response

DWP are committed to retaining a jobcentre network and continuing to serve people in all areas of the UK to make sure they can continue to access the tailored services they need. When a full-time jobcentre closes following a public consultation, we will put an 'outreach' service in place within the local community.

Outreach is a vital front-facing service to claimants. Host organisations offer access to their facilities as part of the ongoing partnership activities with DWP. This allows work coaches and partner organisations to work together to support the joint needs of claimants. DWP are currently working with partner organisations within the local area to develop an outreach service following the closure of Petersfield Jobcentre. What this service will offer will be publicised ahead of the closures.

Equality analysis

DWP has been mindful of its duties under the Equality Act 2010 and has carried out local jobcentre level consultation to inform understanding of the effect of the proposal. Careful consideration has been given to the wider effect on the local communities. DWP will maintain services to claimants, whether in their existing jobcentre where a decision is made to retain that office or, where their existing jobcentre will close, at an alternative site.

DWP recognises that these proposals represent a major change that may have a greater impact on some groups with protected characteristics than others, as evidenced by the consultation responses, and consideration has been given to how any such impacts can be mitigated.

DWP has had due regard to the impact of this proposal throughout its development, as evidenced by the high-level equality analysis that was undertaken before the proposal was finalised and by the consultation and full Equality Analysis that has just been undertaken.

Conclusions and next steps

Within the 'Travel to Work' area there are a number of alternative Jobcentres accessible to claimants namely Bordon, Alton and for a small number of claimants, Aldershot. Some claimants who drive currently choose to attend Petersfield, however their postcode relates to Chichester and Guildford where we have Jobcentres.

DWP has considered the points raised by all of the people and organisations that have responded to the consultation. The points raised by respondents do highlight difficulties raised in making these changes and DWP has to balance the need to provide services along with the budget it has to deliver these.

After careful consideration of the responses, it is DWP's view that these do not provide a basis to amend or change the proposal to close Petersfield, move the services primarily to Havant Jobcentre. Work Coaches will help claimants find a jobcentre nearer to their home address as appropriate.

The recommendation of this report is to proceed with the proposal to close Petersfield Jobcentre and transfer services to Havant Jobcentre.

Annex A: travel information

Waterlooville Customers/Ward Data²

Location	Jobseekers Allowance and Universal Credit Dec 2016	Employment and Support Allowance May 2016	Income Support May 2016	Notes
Fernhurst Ward	15	80	15	
Petersfield Wards (Includes Sheet and some Liss postcodes)	60	305	80	
Rogate Ward (Liphook and Rogate)	10	30	5	
East Meon Ward (Buriton, Clanfield, Langrish and East Meon)	10	45	10	
Harting Wards (South Harting & Nyewood)	5	30	5	
Froxfield & Steep Ward (Steep)	5	30	5	
Upper Meon Valley Ward (West Meon)	5	15	5	
Liss Ward	10	165	20	
Waterloo Ward (Waterlooville and Horndean)	5	10	5	Estimated data based on caseloads - Very few Waterloo customers are registered at Petersfield Jobcentre, the majority of customers use Havant Jobcentre
Petworth Ward (Fittleworth)	20	85	15	Fittleworth is in Petworth Ward in East Sussex, not all customers will be using the services of

² Source: NOMIS Ward Data

Note: NOMIS data is always rounded to the nearest five customers

Location	Jobseekers Allowance and Universal Credit Dec 2016	Employment and Support Allowance May 2016	Income Support May 2016	Notes
				Petersfield Jobcentre as they can also access Horsham and Chichester

Journey information

Post code	Location	Nearest jobcentre by car	Journey	Most Convenient jobcentre by public transport	Journey
GU27 3	Fernhurst	Bordon	9 miles – 21 mins	Guildford	1 hour 3 mins – bus
GU31 4 GU32 3	Petersfield	Bordon Havant	10.1 miles – 17 mins 13.9 miles – 18 mins	Havant	34 mins – train
GU30 7	Liphook	Bordon	4.8 miles – 10 mins	Bordon	22 mins – bus
GU31 5	Rogate	Bordon	12.8 miles – 20 mins	Havant	57 mins – bus and train
GU31 5	Buriton	Havant	12.2 miles – 19 mins	Havant	1 hour 12 mins – 2 buses
GU31 5	South Harting	Havant	10.4 miles – 24 mins	Havant	1 hour 34 mins – 2 buses
GU31 5	Nyewood	Havant	12 miles – 27 mins	Havant	1 hour 25 mins – bus and train
GU32 1	Steep	Bordon	10 miles – 17 mins	Havant	52 mins – bus and train
GU32 1	East / West Meon	Havant	14.5 miles – 24 mins	Havant	1 hour 8 mins – bus and train
GU32 1	Langrish	Bordon Havant	12.6 miles – 24 mins 14 miles – 24 mins	Havant	57 mins - bus and train
GU32 2	Sheet	Bordon	9.7 miles – 16 mins	Havant	51 mins bus and train
GU33 6 GU33 7	Liss	Bordon	6.5 miles – 14 mins	Havant	33 mins - train
P08 0	Clanfield	Havant	6.4 miles – 13 mins	Havant	1 hour 10 mins - bus
PO8 9	Horndean	Havant	5.1 miles – 11 mins	Havant	52 mins – bus
PO7 8	Waterlooville	Havant	4.1 miles – 11 mins	Havant	43 mins - bus
RH20	Fittleworth	Horsham	15.4 miles – 29 mins	Chichester	1 hour 7 mins – 2 buses

Travel times from wards to jobcentres

Petersfield

Petersfield to Havant Jobcentre

By Public Transport

- Walk from Petersfield town centre to train station – 11 mins
- Train to Havant – 14 mins
- Walk to jobcentre – 9 mins

Overall journey time including waiting times 34 minutes

By Car

13.9 miles – 18 minutes

Petersfield to Bordon Jobcentre

By Public Transport

- Walk from Petersfield town centre to train station – 11 mins
- Train to Haslemere Train Station – 12 mins
- Walk to Haslemere Bus Station – 4 mins
- Bus (18) to Bordon – 33 mins
- Walk to jobcentre – 13 mins

Overall journey time including waiting times 1 hour 21 minutes

By Car

10.1 miles – 17 minutes

Liphook

Liphook GU30 7 to Havant Jobcentre

By Public Transport

- Walk to Liphook Railway Station – 14 mins
- Train to Havant – 26 mins
- Walk to JCP – 9 mins

Overall journey time including waiting times 49 minutes

By Car

22.7 miles – 26 minutes

Liphook GU30 7 to Bordon Jobcentre

By Public Transport

- Bus (13) to Bordon – 16 minutes
- Walk to jobcentre – 5 minutes

Overall journey time including waiting times 22 minutes

By Car

4.8 miles – 10 minutes

Fernhurst

Fernhurst GU27 3 to Havant Jobcentre

By Public Transport

- Bus (70) to Haslemere – 15 mins journey
- Walk to Haslemere Railway Station – 4 mins
- Train to Havant – 25 mins
- Walk to jobcentre – 11 mins

Overall journey time including waiting times 1 hour 17 minutes

By Car

25.3 miles – 37 minutes

Fernhurst GU27 3 to Bordon Jobcentre

By Public Transport

- Bus (70) to Haslemere – 15 mins
- Walk to Haslemere Railway Station – 4 mins
- Train to Liphook – 5 mins
- Walk to Liphook Bus Station – 5 mins
- Bus to Bordon – 18 mins
- Walk to jobcentre – 1 minute

Overall journey time including waiting times 1 hour 26 minutes

By Car

9 miles – 21 minutes

Fernhurst GU27 3 to Chichester Jobcentre

By Public Transport

- Bus (70) to Midhurst Bus Station – 10 mins
- Bus (60) from Midhurst to Chichester – 39 mins
- Walk to jobcentre – 3 minute

Overall journey time including waiting times 1 hour 4 minutes

By Car

17.5 miles – 35 minutes

Fernhurst GU27 3 to Guildford Jobcentre

By Public Transport

- Bus (70) to Guildford – 1 hour
- Walk to jobcentre – 3 minute

Overall journey time including waiting times 1 hour 3 minutes

By Car

20.1 miles – 30 minutes

Rogate

Rogate GU31 to Havant Jobcentre

By Public Transport

- Bus (93) from Rogate to Petersfield – 9 mins
- Walk from Petersfield train station – 5 mins
- Train to Havant – 15 mins
- Walk to jobcentre – 9 mins

Overall journey time including waiting times 57 minutes

By Car

18.7 miles – 23 minutes

Buriton

Buriton GU31 5 to Havant Jobcentre

By Public Transport

- Walk from Buriton centre to bus station – 16 mins
- Bus (737) from Buriton to Purbrook – 20 mins
- Bus (737) from Purbrook to Havant Leisure Centre – 21 mins
- Walk to jobcentre – 7 mins

Overall journey time including waiting times 1 hour 12 minutes

By Car

12.2 miles – 16 minutes

South Harting

South Hartington GU31 5 to Havant Jobcentre

By Public Transport

- Bus (54) from South Hartington to New Brighton – 25 mins
- Bus (27) from New Brighton to Havant Bus Station – 15 mins
- Walk to JCP – 6 mins

Overall journey time including waiting times 1 hour 34 minutes

By Car

10.4 miles – 24 minutes

Nyewood

Nyewood GU31 5 to Havant Jobcentre

By Public Transport

- Bus (54) from Nyewood to Petersfield Bus Station – 25 mins
- Walk from Petersfield Train Station – 5mins
- Train to Havant – 15 mins
- Walk to jobcentre – 9 mins

Overall journey time including waiting times 59 minutes to 1 hour 25 minutes

By Car

12 miles – 27 minutes

Steep

Steep GU32 1 to Bordon Jobcentre

By Public Transport

- Walk to Bedales School – 4 mins
- Bus (71 Wheel Drive Bus) to Petersfield – 10 mins
- Walk to Petersfield Train Station – 5 mins
- Train to Liphook – 12 mins
- Walk to Liphook Bus Station – 5 mins
- Bus (13) to Bordon – 18 mins
- Walk to jobcentre – 5 mins

Extremely limited service: overall journey time including waiting times 2 hour 7 minutes

By Car

10 miles – 17 minutes

Steep GU32 1 to Havant Jobcentre

By Public Transport

- Walk to Bedales School – 4 mins
- Bus (71 Wheel Drive Bus) to Petersfield – 10 mins
- Walk to Petersfield Train Station – 5 mins
- Train to Havant – 14 mins
- Walk to jobcentre – 9 mins

Overall journey time including waiting times 52 minutes

By Car

13.9 miles – 18 minutes

East Meon/West Meon

East/West Meon GU32 1 To Havant Jobcentre

By Public Transport

- Bus (67) to Petersfield – 13 mins
- Walk to Petersfield Train Station – 5 mins
- Train to Havant – 14 mins
- Walk to jobcentre – 9 mins

Overall journey time including waiting times 1 hour and 8 minutes

By Car

14.5 miles –24 minutes

East/West Meon GU32 1 to Bordon Jobcentre

By Public Transport

- Bus (67 Wheel Drive Bus) to Petersfield – 10 mins
- Walk to Petersfield Train Station – 5 mins
- Train to Haselmere – 12 mins
- Walk to Bus Stop –4 mins
- Bus (18) to Bordon – 33 mins
- Walk to jobcentre – 5 mins

Overall journey time including waiting times 2 hours and 8 minutes

By Car

14.9 miles –25 minutes

East/West Meon GU32 1 to Alton Jobcentre

By Public Transport

- Bus (67) to New Alresford – 21 mins
- Bus to Alton – 24 mins
- Walk to jobcentre – 2 mins

Overall journey time including waiting times 1 hour and 12 minutes

By Car

13 miles – 24 minutes

East/West Meon GU32 1 to Winchester Jobcentre

By Public Transport

- Direct bus (67) route to Winchester Jobcentre – 45 mins

Overall journey time including waiting times 45 minutes

By Car

17.2 miles – 30 minutes

Langrish

Langrish GU32 1 to Havant Jobcentre

By Public Transport

- Bus (67) to Petersfield – 9 mins
- Walk to Petersfield Train Station – 5 mins
- Train to Havant – 14 mins
- Walk to jobcentre – 9 mins

Overall journey time including waiting times 57 minutes

By Car

14 miles –24 minutes

Langrish GU32 1 to Bordon Jobcentre

By Public Transport

- Bus (67) to Petersfield – 9 mins
- Walk to Petersfield Train Station – 5 mins
- Train to Haselmere – 12 mins
- Walk to Bus Stop – 4 mins
- Bus (18) to Bordon – 33 mins
- Walk to jobcentre – 5 mins

Overall journey time including waiting times 1 hours and 57 minutes

By Car

12.6 miles –24 minutes

Langrish GU32 1 to Alton Jobcentre

By Public Transport

- Bus (67) to New Alresford – 35 mins
- Bus to Alton – 24 mins
- Walk to jobcentre – 2 mins

Overall journey time including waiting times 1 hour and 26 minutes

By Car

13.7 miles – 27 minutes

Langrish GU32 1 to Winchester Jobcentre

By Public Transport

- Direct bus (67) route to Winchester Jobcentre – 59 mins

Overall journey time including waiting times 59 minutes

By Car

18.5 miles – 36 minutes

Sheet

Sheet GU32 2 to Havant Jobcentre

By Public Transport

- Walk to Bus stop – 6 mins
- Bus (737) to Petersfield – 5 mins
- Walk from Petersfield Train Station – 5 mins
- Train to Havant – 15 mins
- Walk to jobcentre – 9 mins

Overall journey time including waiting times 51 minutes

By Car

15.5 miles – 19 minutes

Sheet GU32 2 to Bordon Jobcentre

By Public Transport

- Walk to Bus stop – 6 mins
- Bus (737) to Petersfield – 5 mins
- Walk from Petersfield Train Station – 5 mins
- Train to Haslemere – 12 mins
- Walk to Haslemere Bus Station – 4 mins
- Bus (18) to Bordon – 33 mins
- Walk to jobcentre – 13 mins

Overall journey time including waiting times 1 hour 41 minutes

By Car

9.7 miles – 16 minutes

Liss

Liss GU33 to Havant Jobcentre

By Public Transport

- Walk to Train Station – 4 mins
- Train to Havant – 20 mins
- Walk to JCP – 9 mins

Overall journey time including waiting times 33 minutes

By Car

6.5 miles – 14 minutes

Liss GU33 to Bordon Jobcentre

By Public Transport

- Walk to Train Station – 4 mins
- Train to Liphook – 7 mins
- Train from Liphook to Bordon – 18 mins
- Walk to jobcentre – 5 mins

Overall journey time including waiting times 1 hour 40 minutes

By Car

17.2 miles – 21 minutes

Clanfield

Clanfield PO8 0 to Havant Jobcentre

By Public Transport

- Walk to Bus Stop – 7 mins
- Bus (37) to Havant – 55 mins
- Walk to jobcentre – 8 mins

Overall journey time including waiting times 1 hour 10 minutes

By Car

6.4 miles – 13 minutes

Horndean

Horndean PO8 9 to Havant Jobcentre

By Public Transport

- Bus (37) to Havant – 44 mins
- Walk to JCP – 8 mins

Overall journey time including waiting times 52 minutes

By Car

5.1 miles – 11 minutes

Waterlooville

Waterlooville PO7 8 to Havant Jobcentre

By Public Transport

- Walk to Bus Stop – 3 mins
- Bus (39) to Havant – 33 mins
- Walk to jobcentre – 7 mins

Overall journey time including waiting times 43 minutes

By Car

4.1 miles – 11 minutes

Fittleworth

Fittleworth RH20 to Chichester Jobcentre

By Public Transport

- Walk to Bus Stop – 9 mins
- Bus (1) to Petworth – 9 mins
- Bus (99) from Petworth to Chichester – 27 mins
- Walk to jobcentre – 4 mins

Overall journey time including waiting times 1 hour and 7 minutes

By Car

16.4 miles – 28 minutes

Fittleworth RH20 to Horsham Jobcentre

By Public Transport

- Walk to Bus Stop – 9 mins
- Bus (1) to Pulborough – 6 mins
- Walk to Train Station – 4 mins
- Train from Pulborough to Horsham – 17 mins
- Walk to jobcentre – 16 mins

Overall journey time including waiting times 1 hour and 11 minutes

By Car

15.4 miles – 29 minutes

NOTES

- All journeys start from a central location
- Journeys mapped at 10.00am on a week day
- Public transport journeys taken from Travel Line
- Car journeys taken from AA Route Planner

Annex B: questionnaire

The consultation paper invited responses to the following questions:

Question 1: Do you agree with the proposals? What overall comments would you like to make on the proposals?

Question 2: Will the proposals to close Petersfield Jobcentre have a direct impact on you? If yes, please provide further details.

Question 3: If you currently use Jobcentre Plus services at these Jobcentre, what impacts are there on the time and cost taken to travel to your new Jobcentre?

Question 4: Are there any other particular impacts of the proposals that DWP should take into account when making a decision?

Question 5: Are there alternative services that could be provided that would be a benefit to some claimants? For example, this could be a member of Jobcentre Plus staff based in a community venue to provide help with looking for work. Please explain your answer, with specific examples and evidence of the potential demand for the service where possible.

Question 6: Please provide any additional comments that you have.

Annex C: list of respondents

In addition to members of the public and claimants who responded to the consultation, the following named individuals and organisations provided a response:

- Citizens Advice
- Petersfield Council
- Liss Parish Council