

CLAIMANTS SURVEY

THIS SURVEY IS TO FIND OUT ABOUT CLAIMANTS' EXPERIENCES OF COMMUNICATION, CONSULTATION AND COMPLAINTS WITH JOBCENTRE PLUS AND THE BENEFITS SYSTEM.

WE WILL USE THE INFORMATION TO RAISE PUBLIC AWARENESS AND DIRECT IT TOWARDS JOBCENTRE PLUS, POLITICIANS AND THOSE BEST PLACED TO MAKE THINGS BETTER FOR UNEMPLOYED PEOPLE.

1) BASIC INFORMATION (please circle one)

Age: 18-25 25-45 45-55 over 55

Gender: Male/Female/Other (how you would describe yourself)

Race/ethnicity (how you would describe yourself) _____

Do you consider yourself to have a disability? (YES/NO) _____

Which of these benefits are you on? (please fill in one or more)

- JSA for ____ years ____ months
- ESA for ____ years ____ months
- Universal Credit (JSA component) for ____ years ____ months
- Universal Credit (ESA component) for ____ years ____ months
- Universal Credit (in-work benefit component) for ____ years ____ months

2) AT THE JOBCENTRE and ONLINE:

a) I am treated with respect and staff are generally polite and helpful

Strongly agree 1 – 2 – 3 – 4 – 5 Strongly disagree (circle one)

Anything else you want to say about this?

b) I get all the help I need to find work, courses etc that I think suit me

Strongly agree 1 – 2 – 3 – 4 – 5 Strongly disagree (circle one)

Anything else you want to say about this?

c) I sometimes feel pressurised to take jobs or go on courses that I feel are unsuitable

Strongly agree 1 – 2 – 3 – 4 – 5 Strongly disagree (circle one)

Anything else you want to say about this?

d) I get all the help I need to fill in my journal, do job applications etc using a computer

Strongly agree 1 – 2 – 3 – 4 – 5 Strongly disagree (circle one)

Anything else you want to say about this?

3) CONSULTATION AND COMPLAINTS

a) I feel I have a proper say in what goes into my Claimant Commitment

Strongly agree 1 – 2 – 3 – 4 – 5 Strongly disagree (circle one)

Anything else you want to say about this?

b) I feel I am properly consulted about my needs and concerns as a claimant

Strongly agree 1 – 2 – 3 – 4 – 5 Strongly disagree (circle one)

Anything else you want to say about this?

c) I would feel confident in complaining about a member of staff at the Jobcentre

Strongly agree 1 – 2 – 3 – 4 – 5 Strongly disagree (circle one)

Anything else you want to say about this?

d) I would feel confident in complaining about other issues with the DWP about my claim

Strongly agree 1 – 2 – 3 – 4 – 5 Strongly disagree (circle one)

Anything else you want to say about this?

ANYTHING ELSE ABOUT YOUR SITUATION OR ISSUES IN GENERAL THAT YOU WOULD LIKE TO ADD?

We are especially keen to hear about examples where you have complained about unfair treatment at the Jobcentre or other aspects of your benefits claim and what success you had in getting a satisfactory outcome. Please continue on a separate sheet if necessary.

THANKS FOR TAKING THE TIME TO ANSWER! PLEASE RETURN ONLINE TO:

nickplus007@gmail.com

OR POST TO:

**NICK PHILLIPS
LONDON UNEMPLOYED STRATEGIES
SERTUC, CONGRESS HOUSE, 23-28 GREAT RUSSELL ST, LONDON WC1B 3LS**

FOR MORE INFO PLEASE VISIT OUR WEBSITE:

www.londonunemployedstrategies.com

OR CONTACT NICK ON:

07530 [001653/nickplus007@gmail.com](mailto:nickplus007@gmail.com)

WE ARE KEEN TO CONTACT PEOPLE WHO WOULD LIKE TO TAKE PART IN DISCUSSION GROUPS ON ISSUES ARISING FROM THIS SURVEY.

IF YOU ARE INTERESTED PLEASE GIVE YOUR DETAILS BELOW. THESE WILL BE KEPT SEPARATE FROM THE INFORMATION YOU HAVE PROVIDED ABOVE WHICH SHALL REMAIN ANONYMOUS.

NAME CONTACT EMAIL/ PHONENUMBER/ADDRESS

