

Enterprise and Business Committee

Meeting Venue:

Committee Room 3 – Senedd

Meeting date:

25 February 2015

Meeting time:

09.15

Cynulliad
Cenedlaethol
Cymru

National
Assembly for
Wales



For further information please contact:

Marc Wyn Jones

Committee Clerk

0300 200 6565

SeneddEcon@Assembly.Wales

Agenda – Supplementary Documents

Papers to note

Please note the documents below are in addition to those published in the main Agenda and Reports pack for this Meeting

5 Papers to note (Pages 1 – 2)

Letter from the Minister for ES&T to the Chair regarding Enterprise Zones and City Regions (Pages 3 – 4)

Additional information from the Minister for Finance and Government Business to the Chair regarding EU follow-up scrutiny (Pages 5 – 8)

Additional Information from Jobcentre Plus and the Office of the Older People's Commissioner (Pages 9 – 62)

Additional information from the Minister for Economy, Science and Transport regarding integrated ticketing, compliance with PRM-TSI and rolling stock (Pages 63 – 65)

Heathrow Airport Presentation (Pages 66 – 74)

Agenda Item 5

Enterprise and Business Committee

List of papers to note

Paper number	Description
EBC(4)-05-15 (p.4)	Action point following 4 December meeting Letter from the Minister for ES&T to the Chair regarding Enterprise Zones and City Regions.
EBC(4)-05-15 (p.5)	Action point following 21 January meeting Letter from the Minister for Finance and Government Business to the Chair regarding the European Globalisation Fund, TTIP and opportunities under ESF and Horizon 2020 in the social care sector.
EBC(4)-05-15 (p.6)	Action point following 21 January meeting Letter provided by the Minister for Finance and Government Business to the Committee from Cecilia Malmström to Lord Livingston regarding TTIP and the NHS.
EBC(4)-05-15 (p.7-13)	Action points following 29 January meeting Statistics and further information provided by Jobcentre Plus.
EBC(4)-05-15 (p.14)	Action points following 29 January meeting Letter from the Office of the Older People's Commissioner including suggestions on how a scheme (similar to the current Jobs Growth Wales programme) for people over 50 could be structured and funded.
EBC(4)-05-15 (p.15-16)	Action points following 4 February meeting Letter from the Minister for ES&T to the Chair regarding Information on delivery of smart/integrated ticketing in Wales, information

	on the approach planned to ensure Welsh rail complies with PRM-TSI, and the Equality Act 2010 and information on proposals for rolling stock.
EBC(4)-05-15 (p.17)	Heathrow and Wales Document presented to the Chair which supports Heathrow as the UK hub airport.

Ein cyf/Our ref

William Graham AM
Chair
Enterprise and Business Committee

committeebusiness@Wales.gsi.gov.uk

13 February 2015

Dear William

During the Enterprise and Business Committee meeting in December, I said I would write to you with further information in relation to Enterprise Zones and City Regions.

In terms of St Athan, we have agreed a short term solution to telecommunications issues, via copper wire, with the Ministry of Defence (MOD). Ultrafast Broadband will also be available on site shortly. Following close cooperation with the new airfield management contractor, Serco Ltd, and the MOD, St Athan airfield is able to open seven days a week (09:00 – 17:00 hrs). This is a major improvement to the marketability of the Aerospace Business Park.

In the Enterprise Zones, we have approved 134 applications and committed over £7.5 million in business rate support so far. The half year update in regard key performance indicators has also been published and can be accessed on the Enterprise Zones website through the following link:

<http://wales.gov.uk/topics/businessandconomy/business-wales/enterprisezones/?lang=en>

Enterprise Zone Boards are also currently reviewing their strategic plans reflecting on progress and achievements to date on a Zone by Zone basis, as well as detailing future Board priorities. These are due to be published later this year and will be available on the Enterprise Zone website.

Enhanced Capital Allowances (ECAs) have been designed to be compliant with the General Block Exemption Regulation (GBER). In July 2014, new Regional Aid Guidelines came into effect, accompanied by a revised GBER. In Wales, ECAs are available at four sites within three Enterprise Zones, two sites in Deeside and one each at Ebbw Vale and Haven Waterway. Businesses are able to claim 100% first year allowance for the capital cost of investment in plant and equipment made before 31 March 2020. A business that opts for the ECAs cannot receive other forms of State aid in respect of the same single investment project.

The PPIW report, 'Governing for Success: Reviewing the Evidence on Enterprise Zones', was published earlier this week and is available on the PPIW website through the following link: <http://ppiw.org.uk/publications/>.

The Cardiff Capital Region Board recently published its strategic vision for the growth and development of the region. A copy of the report, 'Powering the Welsh Economy', is available on the Welsh Government website through the following link:

<http://wales.gov.uk/topics/businessandconomy/policy/city-regions/cardiff-capital-region/?lang=en> .

A copy of the Swansea Bay City Region is available at: [Economic Regeneration Strategy](#) .

Edwina Hart

CECILIA MALMSTRÖM
 MEMBER OF THE EUROPEAN COMMISSION

26. 01. 2015
 Brussels,
 NE/pcc/S(2015)310775

Dear Lord Livingston,

I am writing to follow up our meeting in November 2014, when you suggested that it would be helpful for me to write to correct some of the misconceptions circulating about the Transatlantic Trade & Investment Partnership (TTIP) and the National Health Service (NHS) in the UK.

As you know, the EU's chief negotiator for TTIP, Ignacio Garcia Bercero, wrote to the Chair of the UK All-Party Parliamentary Group on this subject in July last year. The situation has not changed but I would like to underline some of the points made.

To be clear, the effects of the EU's approach to public health services in trade agreements such as TTIP are that:

- Member States do not have to open public health services to competition from private providers, nor do they have to outsource services to private providers;
- Member States are free to change their policies and bring back outsourced services back into the public sector whenever they choose to do so, in a manner respecting property rights (which in any event are protected under UK law);
- It makes no difference whether a Member State already allows some services to be outsourced to private providers, or not.

We use a series of reservations in EU trade agreements to make sure that EU Member State governments (at all levels, from central government to local authorities) can continue to manage their public services however they see fit. For example, we reserve the right for governments to operate monopolies and grant exclusive rights for selected providers, whether these are public or private operators. We make sure that governments do not have to open up any of their public services markets (such as publicly-funded health services) to private operators if they do not want to, and that should they choose to do so, there is nothing to prevent them reversing this decision in future. Member States have the possibility to modulate reservations according to their needs as part of EU trade negotiations. The UK is covered by these reservations, has always followed this approach, and is free to decide to continue to do so in TTIP.

You may wish to invite your stakeholders to examine the text of the recently agreed EU-Canada Comprehensive Economic & Trade Agreement (CETA), available online¹, to see how these protective reservations look in practice. My officials would be happy to provide further guidance.

Lord Ian Livingston
 Minister of State for Trade and Investment
 Department for Business, Innovation & Skills
 1 Victoria Street
 London SW1H 0ET, United Kingdom

¹ http://trade.ec.europa.eu/doclib/docs/2014/september/tradoc_152806.pdf

A second key point to explain is that outsourcing public services to private providers, as has been carried out in parts of the English NHS, does not mean that the services become irreversibly part of the commercial sector. It is still the public purse that funds the service, and therefore the service is still protected from liberalisation in EU trade agreements through our protective reservations. Certainly, once a public authority has decided to procure a service from an external service provider and conclude a public contract, it must respect EU public procurement rules requiring, for example, transparency and non-discrimination in this procedure. EU bilateral trade agreements such as TTIP, as well as the World Trade Organisation's Government Procurement Agreement, may also set rules for public procurement – but the EU has never committed public health services in this area. What matters is that these rules do not affect authorities' right to open or close a particular public service to competition should they choose to in the future.

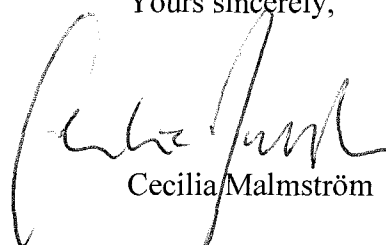
Thirdly, some people question whether including investment protection and Investor-State Dispute Settlement (ISDS) in TTIP would mean that in practice it would be difficult to bring a service back into the public sector, owing to the potentially high costs of losing an ISDS case. Whilst I understand that these questions are posed, I can categorically state that nothing in either the 3,000 existing investment agreements, or in the future TTIP, could prevent a service being brought back into the public sector or force the payment of compensation for such an action. Compensation would only be available if bringing a service back into the public sector involved nationalising property owned by foreign investors. As under UK law, in such cases, compensation would be required. Equally, the question may be whether a contract to provide services previously awarded to a private operator must be continued or risk an ISDS claim. There again, I can be categorical that deciding not to renew a contract would not give grounds for an ISDS claim. An investor has no property at stake in the potential continuation of a contract. In general terms, ISDS can only be used in limited circumstances to address unfair or discriminatory treatment towards foreign investors: for example, if a foreign investor is subject to a denial of justice, or manifestly arbitrary treatment, or, as noted, if their property is expropriated without compensation in a host nation. It is only then that investors could use treaty rights to address the unfair action by the state. These are the sorts of protections we want EU investors to have overseas, and therefore we offer ourselves.

As you yourself noted earlier this year, it is critical to remember that there is a thriving private market for health services in the EU. This sector is a key European strength and it is important that EU trade policy helps to enable our health services companies to access international markets such as the US, as well as to encourage competition on the EU side. This is why Mr Garcia Bercero explained in his letter that health services are within the scope of EU trade policy to ensure that sectors are not ruled out unnecessarily.

In light of all of the above, I am happy to confirm the statement of Mr Garcia Bercero that there is no reason to fear either for the NHS as it stands today or for changes to the NHS in future, as a result of TTIP or indeed EU trade policy more broadly.

I look forward to continuing our work together on this and other files.

Yours sincerely,



Cecilia Malmström

Jane Hutt AC / AM
Y Gweinidog Cyllid a Busnes y Llywodraeth
Minister for Finance and Government Business



Llywodraeth Cymru
Welsh Government

William Graham AM
Chair, Enterprise & Business Committee
Cardiff Bay,
Cardiff,
CF99 1NA

William.Graham@assembly.wales

S
February 2015

Dear William,

Enterprise and Business Committee – 21 January 2015

During my attendance at the Enterprise and Business Committee on the 21 January, I offered to write to the Committee to provide further clarification on three questions raised during the meeting.

European Globalisation Fund

We have made representations to the UK Government regarding making an application for the European globalisation adjustment fund with regard to Murco oil refinery. The decision is ultimately a matter for the UK Government as Member State, however, our understanding is that they do not intend to make an application.

Structural Funds can of course play their part in helping to address the disappointing news about MURCO. As well as supporting the broader economic development of the region they can also be used to support those seeking new employment opportunities, including through up skilling and retraining schemes and business start-up support.

Transatlantic Trade Investment Partnership (TTIP)

As outlined at the meeting on the 21 January, the implications of the Transatlantic Trade Investment Partnership (TTIP) have been discussed at the Joint Ministerial Committee on Europe which I attend. At the December 2014 meeting I expressed the view to the Foreign Secretary and other attending Ministers that the final Treaty for the TTIP should include an explicit reference that it would have no impact on the NHS in any part of the UK.

In relation to this I attach for your information a recent letter from the EU Trade Commissioner to Lord Livingston, which aims to correct some of the misconceptions about TTIP and the NHS in the UK.

Social care sector – Opportunities under ESF and Horizon 2020

My evidence paper for the meeting on the 21 January explained how skills interventions under our ESF programmes will deliver the skills required to support the growth of a modern, knowledge-based economy and to promote job creation. Investments will target areas of economic growth as identified by the Economic Prioritisation Framework and will be expected to respond to identified demand from employers.

My officials in WEFO would be happy to discuss with interested parties how proposals for skills development programmes focused on the independent social care sector could contribute to achieving these aims. I would also like to highlight that, in recognition of the proven benefits of high quality childcare in enhancing child developmental outcomes, we have specifically allocated nearly £10 million of ESF within our Youth Employment and Attainment Priority to upskilling the Early Years and Childcare workforce.

There are also opportunities under Horizon 2020 for topics related to Health and Social Care in terms of research and innovation. These opportunities are open to any established Health and Social Care body in Wales that is willing to develop international collaborations and submit proposals to the relevant calls.

The Horizon 2020 Unit is actively supporting cross-departmental and inter-agency dialogue and is working closely with the Department for Health and Social Services on European funding opportunities. This includes promoting the opportunities and there is a workshop specifically aimed at the health care sector at the Horizon 2020 Annual Event on the 18 February in Cardiff, and I have issued invitations to all Committee members to attend this important and timely event.

Research Income

During the meeting I also advised that we expect around £130 million of additional research income as a direct result of our investment of £310m ERDF in research capacity. I would like to highlight that we actually expect closer to £230 million of additional research income.

I would like to take this opportunity to thank you and the Committee for your inquiries relating to Wales' involvement in the European Programmes, which have proved to be informative and comprehensive.

*Best wishes,
Jane*

Jane Hutt AC / AM

Y Gweinidog Cyllid a Busnes y Llywodraeth
Minister for Finance and Government Business

claimant count - age and duration

ONS Crown Copyright Reserved [from Nomis on 9 February 2015]

sex Total
subset Aged 50 and over, claiming for over 6 months

Area	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	#####	October 2014	November 2014	December 2014
uacounty09:Anglesey	225	215	215	215	200	195	185	175	165	160	160	160
uacounty09:Blaenau Gwent	265	265	260	255	250	250	250	250	230	220	215	215
uacounty09:Bridgend	205	210	215	215	205	195	195	190	185	180	165	165
uacounty09:Caerphilly	440	440	430	435	440	430	435	435	435	420	410	395
uacounty09:Cardiff	800	805	795	805	785	775	755	745	715	690	655	625
uacounty09:Carmarthenshire	295	300	285	290	285	280	275	265	260	250	230	230
uacounty09:Ceredigion	90	90	95	95	85	85	85	80	75	70	70	70
uacounty09:Conwy	255	245	245	235	220	215	215	200	190	185	170	170
uacounty09:Denbighshire	170	170	165	160	160	150	150	145	145	140	130	135
uacounty09:Flintshire	255	260	260	240	235	235	225	215	205	200	185	185
uacounty09:Gwynedd	240	240	230	245	230	225	230	220	205	200	190	200
uacounty09:Merthyr Tydfil	155	150	145	140	140	140	135	140	135	130	135	130
uacounty09:Monmouthshire	95	100	95	90	85	80	85	85	80	75	75	75
uacounty09:Neath Port Talbot	210	215	215	210	225	215	225	210	200	210	200	200
uacounty09>Newport	420	425	420	430	425	430	430	410	390	375	350	345
uacounty09:Pembrokeshire	195	200	205	205	200	195	190	190	180	170	160	170
uacounty09:Powys	130	135	130	130	135	125	125	110	110	105	100	90
uacounty09:Rhondda, Cynon, Taff	435	440	430	425	420	420	410	415	400	385	340	340
uacounty09:Swansea	335	330	345	355	365	360	375	365	350	340	330	310
uacounty09:The Vale of Glamorgan	200	200	200	205	210	200	210	205	195	190	180	180
uacounty09:Torfaen	185	180	180	170	165	165	160	150	140	140	130	125
uacounty09:Wrexham	285	280	280	285	280	260	260	245	240	235	220	220
gor:Wales	5,890	5,890	5,840	5,820	5,745	5,635	5,615	5,445	5,240	5,070	4,805	4,735

claimant count - age and duration

ONS Crown Copyright Reserved [from Nomis on 9 February 2015]

sex Total
subset Aged 50 and over, claiming for over 6 months

Area	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	#####	October 2014	November 2014	December 2014
------	--------------	---------------	------------	------------	----------	-----------	-----------	-------------	-------	--------------	---------------	---------------

Claimants of Universal Credit are not yet included in the Claimant Count. An article provides further information:
<http://www.ons.gov.uk/ons/guide-method/method-quality/specific/labour-market/claimant-count/list-of-jobcentre-plus-offices-under-universal-credit.pdf>.
data rounded to nearest 5.

claimant off-flows - reasons, age and duration

ONS Crown Copyright Reserved [from Nomis on 9 February 2015]

area type regions
 area name Wales
 sex Total
 subset Aged 50 and over, claiming for over 6 months

Item	January 2014	February 2014	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014	#####	October 2014	November 2014	December 2014
Found work	75	155	165	185	195	230	165	280	195	180	220	165
Increases work to 16+ hours/week	0	0	0	5	0	5	5	5	5	5	5	5
Gone abroad	10	10	10	10	15	20	20	25	15	25	15	5
Claimed Income Support	5	10	5	5	5	5	5	15	5	5	5	5
Claimed Sickness Benefit	-	-	-	-	-	-	-	-	-	-	-	-
Claimed Incapacity Benefit	10	15	15	10	10	15	5	10	5	10	10	5
Claimed another benefit	15	15	25	15	20	10	25	15	25	10	30	5
Gone to full-time education	0	0	0	0	0	0	0	0	0	5	0	0
Gone onto approved training	0	0	0	0	0	0	0	0	0	0	0	0
Transfer to Govt-supported training	0	10	5	0	5	5	5	5	5	0	5	5
Retirement age reached	10	0	10	0	5	0	15	0	5	0	5	0
Automatic credits payable	0	0	0	0	0	0	0	0	0	0	0	0
Claims back-to-work bonus	0	0	0	0	0	0	0	0	0	0	0	0
Gone to prison	0	0	0	5	0	0	0	0	0	0	0	0
Deceased	0	0	5	0	0	0	0	0	0	0	0	0
Failed to sign	50	75	60	55	55	80	50	75	65	65	70	35
Column Total	175	290	300	285	310	380	300	440	330	305	370	230

- These figures are missing.

claimant off-flows - reasons, age and duration

ONS Crown Copyright Reserved [from Nomis on 9 February 2015]

area type	regions
area name	Wales
sex	Total
subset	Aged 50 and over, claiming for over 6 months

Claimants of Universal Credit are not yet included in the Claimant Count. An article provides further information:

<http://www.ons.gov.uk/ons/guide-method/method-quality/specific/labour-market/claimant-count/list-of-jobcentre-plus-offices-under-universal-credit.pdf>.

data rounded to nearest 5.

The percentage of off-flows with a "not known" or "failed to sign" destination has increased since the start of the series (representing 44% of total UK off-flows in July 2009). This is because the completion levels of the forms filled in by JSA leavers have decreased. Many of these unknown leavers will have moved into employment.

claimant count - age and duration

ONS Crown Copyright Reserved [from Nomis on 9 February 2015]

sex Total
subset Aged 50 and over, claiming for over 6 months

Date	Wales
January 2014	5,890
February 2014	5,890
March 2014	5,840
April 2014	5,820
May 2014	5,745
June 2014	5,635
July 2014	5,615
August 2014	5,445
September 2014	5,240
October 2014	5,070
November 2014	4,805
December 2014	4,735

Claimants of Universal Credit are not yet included in the Claimant Count. An article provides further information: <http://www.ons.gov.uk/ons/guide-method/method-quality/specific/labour-market/claimant-count/list-of-jobcentre-plus-offices-under-universal-credit.pdf>.
data rounded to nearest 5.

benefit claimants - employment and support allowance

ONS Crown Copyright Reserved [from Nomis on 9 February 2015]

date May 2014
 icdgp condition Total
 sex Total
 esa phase Total
 payment type total
 ethnic group Total
 duration Total

Area	Total	aged 50-54	aged 55-59	aged 60+
uacounty09:Anglesey	2,540	370	510	350
uacounty09:Blaenau Gwent	4,510	720	790	580
uacounty09:Bridgend	7,930	1,200	1,200	1,040
uacounty09:Caerphilly	9,640	1,470	1,680	1,340
uacounty09:Cardiff	14,350	2,330	2,340	1,400
uacounty09:Carmarthenshire	8,350	1,330	1,450	1,200
uacounty09:Ceredigion	2,490	410	470	300
uacounty09:Conwy	4,580	710	790	610
uacounty09:Denbighshire	4,330	690	730	580
uacounty09:Flintshire	4,770	750	830	600
uacounty09:Gwynedd	3,810	600	680	540
uacounty09:Merthyr Tydfil	3,820	630	690	550
uacounty09:Monmouthshire	2,750	450	440	330
uacounty09:Neath Port Talbot	9,130	1,430	1,550	1,170
uacounty09>Newport	6,330	950	980	680
uacounty09:Pembrokeshire	4,550	730	790	550
uacounty09:Powys	4,210	650	790	640
uacounty09:Rhondda, Cynon, Taff	14,400	2,130	2,340	1,840
uacounty09:Swansea	11,970	1,860	1,930	1,330
uacounty09:The Vale of Glamorgan	4,440	710	760	480
uacounty09:Torfaen	4,660	710	770	580
uacounty09:Wrexham	5,180	790	840	650
gor:Wales	138,730	21,620	23,340	17,340



Table	Table Description
1.1	JSA Sanctions - Decisions and Outcomes by Month
1.2	JSA Sanctions - New Regime Decisions and Outcomes by Jobcentre Plus Office
1.3	JSA Sanctions - New Regime : decision to apply a sanction by Jobcentre Plus Office and Month
1.4	JSA Sanctions - New Regime Decision Level and Outcomes by Jobcentre Plus Regional Group and District
1.5	JSA Sanctions - New Regime : decision to apply a sanction by Month, Level, and Reason
1.6	JSA Sanctions - New Regime Decisions by Level, Outcome and Demographics
1.7	JSA Sanctions - New Regime Individuals receiving a decision to apply a sanction within each low, intermediate and high level
1.7a	JSA Sanctions - New Regime Individuals receiving a decision to apply a sanction
1.8	JSA Sanctions - New Regime Reviews and Appealed Decisions by Level, Reason, and Outcome
2.1	ESA Sanctions - Decisions and Outcomes by Month
2.2	ESA Sanctions - New Regime Decisions and Outcomes by Jobcentre Plus District
2.3	ESA Sanctions - New Regime : decision to apply a sanction by Month and Reason
2.4	ESA Sanctions - New Regime Decisions by Outcome and Demographics
2.5	ESA Sanctions - New Regime Individuals receiving an Adverse Decision
2.6	ESA Sanctions - New Regime Reviews and Appealed Decisions by Reason and Outcome

The tables in this Excel file have been derived from Stat-Xplore
 Stat-Xplore allows users to create their own bespoke statistical summary tables
 Please visit the Stat-Xplore website if you require more detailed breakdowns
<https://stat-xplore.dwp.gov.uk>

DWP, Information Exploitation and Security Directorate

Important Technical Note relating to this release

Mandatory reconsiderations - JSA and ESA sanction decisions

Please note that these official statistics do not contain data on mandatory reconsiderations, which must occur before a claimant can appeal to Her Majesty's Court and Tribunal Service (HMCTS). Mandatory reconsiderations were introduced in October 2013.

Mandatory reconsiderations are recorded on a separate administrative system and work is underway to incorporate data from this system into these official statistics.

The overall effect of the non inclusion of mandatory reconsiderations is to slightly overestimate the number of decisions to apply a sanction (adverse decisions) and underestimate the number of decisions not to apply a sanction (non-adverse). This is because a proportion of mandatory reconsiderations will have resulted in a previous adverse decision changing to a non-adverse decision. In this situation, the statistics will still hold the decision following an initial review. The gap in data for the mandatory reconsideration stage only affect overall decision outcomes which result in a sanction not being applied at this stage – if a decision subsequently proceeds to a HMCTS appeal then the result of this will be included in the statistics.

In relation to the overall number of adverse and non-adverse decisions, the effect is estimated to be:

Negligible (less than 0.25 per cent) for the complete period covered in this release (i.e. April 2000 to June 2014);

Very Small (less than 1 per cent) for the period covering the new sanctions regime (i.e. November 2012 to June 2014);

Small (less than 2.5 per cent) for the final nine months covered in this release (i.e. October 2013 to June 2014 – when mandatory reconsiderations were introduced).

However, it is recommended that users do not calculate individual monthly 'rates' of decisions to apply a sanction (from overall decisions made) for the final seven months (Dec13 to Jun14) of this statistical series.

Jobseekers Allowance Sanction Decisions, by Month
April 2000 to June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

Year	Month ²	Decision to apply a sanction (adverse) ³	Other decisions taken:			
			Decision not to apply a sanction (non-adverse) ⁴	Reserved decisions ⁵	Cancelled referrals ⁶	
2000	April	21,445	27,977	5,580	3,001	
	May	25,024	30,570	6,946	3,464	
	June	25,185	32,803	6,602	3,727	
	July	23,960	32,038	6,221	3,481	
	August	26,166	33,908	7,847	3,865	
	September	22,381	30,575	8,091	3,539	
	October	23,144	32,488	8,575	3,814	
	November	23,135	34,392	7,852	4,059	
	December	17,127	23,795	4,286	3,265	
	2001	January	25,499	33,522	6,779	3,903
		February	23,978	32,392	7,014	3,515
		March	25,070	33,186	8,092	3,919
April		21,303	24,778	6,801	3,481	
May		22,765	26,612	7,410	3,715	
June		23,187	28,052	7,221	3,974	
July		24,213	29,837	7,352	3,895	
August		25,086	29,879	8,579	3,886	
September		19,921	24,779	7,132	3,452	
October		22,585	28,219	7,561	3,969	
November		22,711	28,662	6,594	3,894	
December		15,784	20,008	3,641	2,991	
2002	January	21,929	27,072	5,950	3,386	
	February	22,066	28,423	6,658	3,280	
	March	22,701	27,823	7,085	3,550	
	April	22,884	25,174	6,932	4,640	
	May	24,992	27,611	7,573	4,052	
	June	20,430	22,165	6,191	3,198	
	July	26,531	30,075	8,010	4,176	
	August	24,502	27,413	8,307	3,866	
	September	23,091	26,703	8,640	3,880	
	October	24,545	28,739	8,324	3,846	
	November	22,512	27,742	7,076	3,666	
	December	18,089	22,132	4,124	2,928	
2003	January	23,610	28,848	5,796	3,408	
	February	22,276	27,474	5,705	3,108	
	March	22,920	26,445	6,081	3,269	
	April	21,428	21,891	4,973	2,912	
	May	20,013	20,959	4,884	2,838	
	June	21,031	21,650	4,751	3,063	
	July	23,663	23,668	5,054	3,381	
	August	20,174	19,892	4,839	3,003	
	September	20,683	21,431	5,749	3,458	
	October	20,457	22,058	5,660	3,655	
	November	18,370	20,286	4,488	3,325	
	December	16,820	18,926	3,165	3,165	
2004	January	19,255	21,995	4,343	3,238	
	February	18,918	21,917	4,240	3,300	
	March	22,513	24,860	5,403	3,822	
	April	17,427	17,092	3,890	3,072	
	May	17,392	17,160	4,196	3,120	
	June	19,774	19,875	4,825	3,558	
	July	19,848	19,957	4,403	3,346	
	August	19,281	19,412	4,485	3,320	
	September	19,228	20,822	5,109	3,449	
	October	18,710	19,427	4,510	3,274	
	November	19,535	21,148	4,566	3,244	
	December	16,044	17,426	3,056	2,761	
2005	January	18,174	18,430	3,485	2,878	
	February	20,354	20,698	4,126	3,074	
	March	21,057	21,272	4,176	3,112	
	April	20,699	19,421	4,221	3,004	
	May	19,621	18,085	3,762	2,811	
	June	22,131	19,512	3,963	3,019	

Jobseekers Allowance Sanction Decisions, by Month
April 2000 to June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

Year	Month ²	Decision to apply a sanction (adverse) ³	Other decisions taken:		
			Decision not to apply a sanction (non-adverse) ⁴	Reserved decisions ⁵	Cancelled referrals ⁶
	July	20,618	18,535	3,653	2,879
	August	21,399	19,136	3,648	2,970
	September	20,520	18,294	3,735	3,093
	October	19,084	17,691	3,470	2,987
	November	20,527	19,117	3,851	3,227
	December	15,238	14,952	2,522	2,308
2006	January	18,330	17,069	2,755	2,839
	February	18,983	18,430	3,173	2,808
	March	22,341	21,687	4,012	3,294
	April	17,336	15,411	2,795	2,346
	May	19,719	17,186	3,601	2,609
	June	22,378	18,529	3,840	2,857
	July	21,668	17,220	3,365	2,673
	August	23,059	18,830	3,700	2,817
	September	21,666	18,192	4,263	2,871
	October	24,205	21,063	5,047	3,410
	November	25,943	22,563	5,033	3,469
	December	19,083	16,997	3,470	2,492
2007	January	26,848	22,802	4,985	3,437
	February	25,971	21,925	5,338	3,241
	March	29,034	23,001	5,955	3,370
	April	25,241	18,693	5,607	2,718
	May	27,005	20,114	6,302	2,916
	June	27,978	19,939	5,991	3,094
	July	29,381	21,155	6,170	3,231
	August	29,870	21,793	6,934	3,863
	September	25,693	20,247	7,610	2,903
	October	29,364	21,715	7,576	3,255
	November	29,757	22,784	6,523	3,387
	December	18,574	15,992	4,141	2,618
2008	January	29,117	24,367	5,468	3,431
	February	30,171	24,671	5,885	3,154
	March	25,573	20,730	5,845	2,722
	April	29,742	22,893	7,297	2,929
	May	29,217	21,512	7,150	2,685
	June	30,128	21,349	7,166	2,827
	July	32,487	24,722	8,711	3,520
	August	28,018	20,146	6,603	3,688
	September	31,088	23,373	7,433	3,170
	October	32,529	25,613	7,019	3,276
	November	28,869	23,152	5,848	2,920
	December	24,489	21,325	4,407	2,845
2009	January	29,367	24,778	5,309	3,750
	February	29,943	25,790	5,238	3,312
	March	35,490	27,939	5,795	3,884
	April	30,789	22,030	4,478	3,220
	May	30,173	21,462	4,820	2,915
	June	37,235	25,194	5,822	3,879
	July	40,936	28,043	7,062	4,627
	August	37,937	25,391	6,473	4,452
	September	41,941	27,522	7,103	4,915
	October	44,218	31,861	8,810	5,748
	November	43,638	30,478	6,762	5,428
	December	37,440	27,324	5,776	5,436
2010	January	40,925	30,846	5,863	6,919
	February	46,729	32,798	7,212	7,052
	March	52,301	36,925	9,167	7,760
	April	43,300	31,831	9,562	7,993
	May	45,448	33,681	10,113	8,787
	June	56,394	40,597	11,960	10,097
	July	61,440	47,224	11,664	10,149
	August	64,608	51,418	11,451	10,250
	September	67,974	52,932	11,697	9,380
	October	68,617	54,419	10,458	9,455

Jobseekers Allowance Sanction Decisions, by Month
April 2000 to June 2014

 More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

Year	Month ²	Decision to apply a sanction (adverse) ³	Other decisions taken:		
			Decision not to apply a sanction (non-adverse) ⁴	Reserved decisions ⁵	Cancelled referrals ⁶
	November	71,424	57,227	8,488	8,568
	December	53,050	47,935	5,849	6,341
2011	January	61,644	50,562	5,850	6,713
	February	67,777	56,046	6,747	7,279
	March	77,245	62,776	8,039	8,358
	April	54,962	43,022	6,226	5,735
	May	53,665	40,976	5,260	5,820
	June	50,597	38,996	4,406	5,336
	July	46,961	34,820	3,933	4,799
	August	48,738	35,987	4,923	5,634
	September	47,380	35,179	5,148	6,245
	October	46,463	37,498	5,205	7,343
	November	52,221	42,426	6,023	9,037
	December	42,881	32,016	4,171	9,569
2012	January	55,164	35,286	5,208	14,121
	February	59,553	39,706	6,632	18,032
	March	66,984	40,472	7,742	19,263
	April	61,552	35,857	7,664	18,495
	May	73,555	41,516	9,323	23,436
	June	64,748	34,698	8,129	23,210
	July	74,876	46,569	12,355	44,692
	August	69,539	47,361	9,994	49,859
	September	67,627	38,642	7,316	34,235
	October	83,097	48,023	9,490	38,331
	November	73,297	47,861	9,242	37,320
	December	57,373	38,007	6,874	30,717
2013	January	73,534	49,770	8,405	45,501
	February	63,897	46,582	7,392	41,756
	March	68,234	42,259	6,755	33,575
	April	77,076	46,272	8,270	40,922
	May	79,717	45,531	8,441	43,334
	June	71,151	41,538	8,425	41,840
	July	87,257	49,019	10,268	49,261
	August	80,553	44,415	8,532	43,651
	September	79,606	45,176	8,296	45,903
	October	91,457	48,467	8,435	48,823
	November	75,370	40,512	6,627	35,796
	December	58,394	30,905	5,111	28,364
2014	January	73,415	27,934	6,232	37,402
	February	66,203	26,829	6,258	32,991
	March	65,298	25,386	7,380	29,386
	April	59,632	21,663	6,500	25,141
	May	55,261	19,501	6,760	23,062
	June	60,219	20,497	6,988	23,351
Overall Total		6,259,077	4,938,687	1,074,761	1,602,352

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
- Month of decision uses the date of decision to allocate to a time period. If a case was referred in one month but not decided until the next, then it will be counted in the decision month.
- A decision found against the claimant, i.e. a sanction to be applied or the JSA claim is closed (disallowance).
- A decision found in favour of the claimant, i.e. a sanction or disallowance is not applied.
- A reserved decision is where a sanction would be appropriate but cannot be imposed because the claimant does not have a current claim to JSA. A case would be re-referred if the claimant reclaims JSA within the period of the reserved decision.
- A cancelled referral results in no sanction decision being made. This can occur in specific circumstances, for example, the sanction referral has been made in error, the claimant stops claiming before they actually committed the sanctionable failure, or information requested by the decision maker was not made available within a specified time period.



Jobseekers Allowance Sanction Decisions by Jobcentre Plus Office, District and Group 22nd October 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore:
<https://stat-xplore.dwp.gov.uk>

	Decision to apply a sanction (adverse) ³	Other decisions taken:		
		Decision not to apply a sanction (non-adverse) ⁴	Reserved decisions ⁵	Cancelled referrals ⁶
GREAT BRITAIN	1,444,411	774,799	154,425	750,462
WALES	69,191	39,438	6,784	30,360
North and Mid Wales	12,785	7,783	1,418	5,434
Amlwch - Bull Way Road	87	75	14	33
Bangor - High Street	597	375	59	238
Barmouth - King Edward Street	-	-	-	-
Beaumaris - Masonic Chambers	-	-	-	-
Blaenau Ffestiniog - High Street	-	-	-	-
Brecon - Canal Bank	307	191	28	100
Caernarfon - Penralit	540	317	56	206
Colwyn Bay - Conway Road	923	518	143	474
Conwy - High Street	-	-	-	-
Denbigh - Vale Street	-	-	-	-
Dolgellau - Arran Road	70	60	8	41
Flint - Swan Street	680	385	96	315
Holyhead - Park Street	-	-	-	-
Holyhead - The Old Vicarage	500	343	44	201
Holywell - Coleshill Street	-	-	-	-
Llandrindod Wells - Automobile Place	332	188	36	157
Llandudno - Chapel Street	654	429	95	259
Llangefni - Bridge Street	331	234	40	175
Llangefni - High Street	-	-	-	-
Llangollen - Castle Street	-	-	-	-
Llanrwst - Bradford House	-	-	-	-
Machynlleth - Maengwyn Street	75	87	6	26
Mold - St David's Lane	698	457	94	287
Newtown - Afon House	466	240	42	117
Newtown - Ladywell House	-	-	-	-
Porthmadog - High Street	336	206	29	89
Porthmadog - Thedford House	-	-	-	-
Prestatyn - High Street	-	-	-	-
Pwllheli - Lower Cardiff Road	173	75	14	39
Rhyl - High Street	1,997	1,126	209	853
Shotton - Civic Centre Complex	1,019	588	136	617
Swansea - Ystradgynlais	534	177	20	145
Welshpool - New Dolanog House	289	128	12	83
Wrexham - Cefn Mawr	-	-	-	-
Wrexham - Grosvenor Road	2,176	1,569	243	987
Wrexham - Lord Street	5	-	-	-
South East Wales	31,683	17,491	2,873	14,248
Abergavenny - Newbridge House	435	368	42	195
Abertillery - Portland Street	970	399	49	340
Bargoed - Charleston House	1,515	847	159	532
Bargoed - Oldway House	-	-	-	-
Bargoed - Pontlottyn	-	-	-	-
Barry - Holton Road	2,798	1,407	259	1,108
Blackwood - High Street	1,775	1,265	179	819
Bryn-mawr - Worcester Street	-	-	-	-
Caerphilly - Castle Street	2,049	1,288	146	598
Caldicot - Newport Road	433	220	36	177
Cardiff - Alexandra House	3,622	2,256	433	2,008
Cardiff - Caradog House	6	-	-	-
Cardiff - Charles Street	5,746	3,240	551	2,900
Cardiff - Ely	-	-	-	-
Cardiff - St Agnes Road	-	-	-	-
Cardiff - St Mellons	-	-	-	-
Chepstow - Station Road	432	189	32	166
Cwmbran - Glyndwr House	-	-	-	-
Cwmbran - Gwent House	1,223	449	92	606
Ebbw Vale - Crown Buildings	-	-	-	-
Ebbw Vale - Ty Gantre	1,674	845	99	584
Hengoed - Ystrad Mynach	-	-	-	-



Jobseekers Allowance Sanction Decisions by Jobcentre Plus Office, District and Group

22nd October 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore:
<https://stat-xplore.dwp.gov.uk>

	Decision to apply a sanction (adverse) ³	Other decisions taken:		
		Decision not to apply a sanction (non-adverse) ⁴	Reserved decisions ⁵	Cancelled referrals ⁶
Llantwit Major - Hayes Rooms	-	-	-	-
Merthyr Tydfil - Glebeland Street	-	-	-	-
Merthyr Tydfil - Ty Bethesda	2,708	1,281	141	958
Monmouth - Newmarket Hall	-	-	-	-
Newbridge - Ashfield Road	-	-	-	-
Newport - Charles Street	3,559	2,182	403	2,061
Newport - Risca	-	-	-	-
Penarth - Charnwood House	386	203	59	197
Pontypool - Park Road	1,338	576	95	619
Tredegar - Upper Coronation Street	1,009	472	85	366
Treharris - Bargoed Terrace	-	-	-	-
	-	-	-	-
South West Wales	24,723	14,161	2,496	10,677
Aberdare - Crown Buildings	1,321	803	149	615
Aberystwyth - Alexandra Road	566	440	82	172
Ammanford - Hall Street	-	-	-	-
Ammanford - Llys Afon	539	524	30	206
Bridgend - Angel Street	-	-	-	-
Bridgend - Market Street	1,802	1,063	199	766
Bridgend - Pyle	521	259	65	210
Cardigan - Napier Street	269	154	28	77
Carmarthen - John Street	660	416	42	164
Ferndale - High Street	-	-	-	-
Fishguard - Brodog Lane	-	-	-	-
Garnant - Dynevor Road	-	-	-	-
Gorseinon - Lime Street	777	507	122	402
Haverfordwest - Quay Street	668	374	50	329
Lampeter - Portfaen Road	-	-	-	-
Llandeilo - King Street	-	-	-	-
Llandysul - Bizerta House	-	-	-	-
Llanelli - Stepney Street	1,435	724	135	750
Maesteg - Commercial Street	647	348	104	325
Milford Haven - Cedar Court	577	313	48	282
Morrison - Clase Road	1,831	720	164	663
Morrison - Woodfield Street	5	-	-	-
Mountain Ash - New County Road	665	377	65	279
Neath - Windsor Road	1,542	888	144	669
Pembroke Dock - Gordon Street	798	509	104	428
Pontyclun - Llantrisant	524	312	41	240
Pontypridd - Broadway	1,548	676	134	515
Pontypridd - Oldway House	-	-	-	-
Port Talbot - Cymmer	-	-	-	-
Port Talbot - Station Road	1,262	863	162	537
Porth - Hannah Street	1,680	680	155	579
Porthcawl - Dock Street	176	124	15	98
Swansea - High Street	3,085	2,249	324	1,694
Swansea - Pontardawe	-	-	-	-
Tenby - Ruabon House	-	-	-	-
Tonypandy - River View	-	-	-	-
Tonypandy - Thistle House	960	366	60	371
Tonyrefail - Crown Buildings	-	-	-	-
Treorchy - Oldway House	869	474	50	306
Tumble - Bethesda Road	-	-	-	-
	-	-	-	-
Unknown / unallocated	5,353	2,210	1,709	17,556

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- Cells in this table have been randomly adjusted to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
- Table shows the number of sanction decisions made.
- A decision found against the claimant, i.e. a sanction to be applied or JSA claim closed (disallowance).
- A decision found in favour of the claimant, i.e. a sanction or disallowance is not applied.
- A reserved decision is where a sanction would be appropriate but cannot be imposed because the claimant does not have a current claim to JSA. A case would be re-referred if the claimant reclaims JSA within the period of the reserved decision.
- A cancelled referral results in no sanction decision being made. This can occur in specific circumstances, for example, the sanction referral

Jobseekers Allowance Sanctions - Decision to apply a sanction or claim disallowed ('adverse') by Jobcentre Plus Office, District and Group and Month

22nd October 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

	Oct-12 ³	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
GREAT BRITAIN	27,474	73,297	57,373	73,534	63,897	68,234	77,076	79,717	71,151	87,257	80,553	79,606	91,457	75,370	58,394	73,415	66,203	65,298	59,632
WALES	1,506	3,585	2,632	3,009	3,056	3,125	3,559	3,869	3,213	4,283	4,043	3,731	4,396	3,572	2,906	3,605	3,334	3,088	2,929
North and Mid Wales	263	639	432	552	497	501	578	621	537	843	782	668	824	677	635	762	699	611	560
Amlwch - Bull Way Road	-	-	7	6	-	6	7	7	5	10	6	6	8	8	7	7	-	5	-
Bangor - High Street	15	31	11	18	21	33	42	42	27	33	28	22	31	28	19	47	37	27	19
Barmouth - King Edward Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Beaumaris - Masonic Chambers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Blaenau Ffestiniog - High Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Brecon - Canal Bank	12	23	12	13	5	7	5	11	12	20	21	23	21	25	23	16	13	10	11
Caernarfon - Penrallt	20	23	20	23	25	20	27	27	25	28	20	38	47	31	26	27	13	24	27
Colwyn Bay - Conway Road	16	34	18	59	34	38	25	26	34	69	42	35	43	33	44	66	47	68	73
Conwy - High Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Denbigh - Vale Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dolgellau - Arran Road	5	-	-	8	8	6	6	-	-	7	8	7	5	5	5	7	-	6	-
Flint - Swan Street	9	27	23	32	24	22	27	30	17	49	54	33	75	39	32	57	27	29	30
Holyhead - Park Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Holyhead - The Old Vicarage	13	22	17	16	11	22	13	18	20	29	81	54	40	29	23	17	13	10	16
Holywell - Coleshill Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Llandrindod Wells - Automobile Place	8	24	16	16	20	24	22	16	12	23	14	18	24	16	7	9	6	17	7
Llandudno - Chapel Street	14	30	24	29	36	23	32	34	42	29	23	21	28	30	29	37	54	40	29
Llangefni - Bridge Street	6	9	-	7	19	8	21	14	25	20	20	14	33	19	18	15	25	12	16
Llangefni - High Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Llangollen - Castle Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Llanrwst - Bradford House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Machynlleth - Maengwyn Street	-	-	-	-	7	6	-	6	5	5	5	6	6	7	-	9	-	-	5
Mold - St David's Lane	12	30	19	25	22	15	13	29	32	43	40	33	37	48	41	63	48	41	26
Newtown - Afon House	7	19	14	24	18	12	18	22	20	35	32	29	31	26	27	19	29	16	21
Newtown - Ladywell House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Porthmadog - High Street	5	13	17	13	15	10	14	16	7	14	5	16	26	21	31	36	30	13	11
Porthmadog - Thedford House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Prestatyn - High Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pwllheli - Lower Cardiff Road	-	8	8	8	6	7	8	5	8	7	19	22	16	9	8	6	7	8	13
Rhyl - High Street	40	94	70	64	72	80	90	88	59	179	96	91	113	88	83	135	125	111	123
Shotton - Civic Centre Complex	24	58	47	53	43	36	38	55	39	51	54	87	59	67	71	55	38	29	29
Swansea - Ystradgynlais	15	27	14	38	43	14	19	37	34	32	38	24	33	23	34	30	20	16	15
Welshpool - New Dolanog House	-	14	6	5	7	8	11	13	8	20	35	33	29	20	12	15	6	10	10
Wrexham - Cefn Mawr	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wrexham - Grosvenor Road	33	159	87	98	63	102	150	128	98	140	148	92	113	122	103	82	122	109	70
Wrexham - Lord Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
South East Wales	664	1,536	1,149	1,266	1,350	1,373	1,596	1,835	1,503	1,800	1,858	1,666	2,071	1,725	1,390	1,660	1,503	1,486	1,435
Abergavenny - Newbridge House	9	14	18	20	21	31	25	40	11	15	34	23	23	20	16	24	27	20	9
Abertillery - Portland Street	20	55	26	41	44	44	55	56	46	37	41	36	73	49	43	82	55	36	44
Bargoed - Charleston House	21	33	33	48	61	74	74	86	99	92	68	73	93	97	79	98	95	79	80
Bargoed - Oldway House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bargoed - Pontlloftyn	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Barry - Holton Road	67	159	122	119	122	111	120	149	107	204	156	130	184	136	108	164	127	125	132
Blackwood - High Street	30	83	47	96	115	94	116	113	95	104	100	97	90	96	63	92	85	58	61
Brynawr - Worcester Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Caerphilly - Castle Street	66	103	52	86	107	78	100	113	115	140	119	87	131	147	112	87	81	95	96
Caldicot - Newport Road	14	23	21	16	20	28	21	21	12	28	34	20	26	22	11	21	21	27	11
Cardiff - Alexandra House	68	157	125	116	176	185	201	204	157	157	190	217	249	213	179	175	160	183	166
Cardiff - Caradog House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cardiff - Charles Street	116	307	256	252	226	260	290	343	254	336	366	336	390	282	237	294	254	233	233
Cardiff - Ely	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cardiff - St Agnes Road	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cardiff - St Mellons	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chepstow - Station Road	10	30	11	19	19	23	28	25	21	17	29	33	26	18	18	21	15	19	22
Cwmbran - Glyndwr House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Cwmbran - Gwent House	22	63	43	48	40	28	39	47	42	51	84	56	82	94	58	63	59	63	59
Ebbw Vale - Crown Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Ebbw Vale - Ty Gantre	21	82	56	66	57	78	80	102	86	94	95	90	109	78	80	101	76	80	72
Hengoed - Ystrad Mynach	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Llantwit Major - Hayes Rooms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Merthyr Tydfil - Glebeland Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Merthyr Tydfil - Ty Bethesda	75	124	83	82	105	106	119	157	136	191	187	167	206	152	137	143	120	110	122
Monmouth - Newmarket Hall	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Jobseekers Allowance Sanctions - Decision to apply a sanction or claim disallowed ('adverse') by Jobcentre Plus Office, District and Group and Month

22nd October 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

		Oct-12 ³	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
GREAT BRITAIN		27,474	73,297	57,373	73,534	63,897	68,234	77,076	79,717	71,151	87,257	80,553	79,606	91,457	75,370	58,394	73,415	66,203	65,298	59,632
	Newbridge - Ashfield Road	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Newport - Charles Street	80	197	182	165	113	130	215	186	184	159	182	165	199	192	133	150	161	222	191
	Newport - Risca	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Penarth - Charnwood House	9	11	15	9	21	27	27	37	13	24	23	15	28	12	9	12	13	25	19
	Pontypool - Park Road	16	48	27	51	54	44	61	64	51	79	63	68	117	66	67	80	102	81	65
	Tredegar - Upper Coronation Street	23	44	37	31	47	38	37	84	66	74	89	57	55	50	43	48	45	42	50
	Treharris - Bargoed Terrace	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
South West Wales		580	1,420	1,048	1,192	1,208	1,250	1,385	1,411	1,169	1,639	1,399	1,393	1,495	1,170	876	1,182	1,127	992	933
	Aberdare - Crown Buildings	29	70	58	62	62	82	71	76	77	87	79	64	82	74	52	63	56	63	44
	Aberystwyth - Alexandra Road	5	23	13	25	41	17	16	27	28	31	34	31	47	26	18	37	46	17	23
	Ammanford - Hall Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Ammanford - Llys Afon	8	19	10	26	25	34	16	15	36	48	60	41	39	21	29	35	11	25	9
	Bridgend - Angel Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Bridgend - Market Street	49	133	103	103	87	70	95	130	96	134	112	101	89	92	55	63	54	60	56
	Bridgend - Pyle	15	23	18	37	36	34	29	25	13	30	36	36	25	26	17	18	29	16	23
	Cardigan - Napier Street	5	11	10	6	11	20	17	17	18	20	20	14	19	14	10	8	14	6	15
	Carmarthen - John Street	8	35	20	39	29	23	15	42	35	58	32	45	59	26	13	17	46	36	35
	Ferndale - High Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Fishguard - Brodog Lane	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Garnant - Dynevor Road	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Gorseinon - Lime Street	6	32	35	43	82	40	44	43	46	58	42	51	59	18	27	35	33	20	21
	Haverfordwest - Quay Street	21	43	16	28	35	17	50	40	35	29	26	50	38	33	16	19	29	37	39
	Lampeter - Portfaen Road	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Llandeilo - King Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Llandysul - Bizerta House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Llanelli - Stepney Street	27	70	55	38	41	75	95	117	68	119	101	92	73	74	51	85	74	51	48
	Maesteg - Commercial Street	18	41	23	32	33	30	50	40	35	40	40	35	51	26	24	28	34	21	15
	Milford Haven - Cedar Court	20	38	26	27	16	30	28	23	35	28	32	45	34	42	31	15	20	14	22
	Morrison - Clase Road	60	127	84	105	114	93	119	116	68	138	112	130	115	62	57	72	71	73	43
	Morrison - Woodfield Street	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Mountain Ash - New County Road	28	46	30	35	42	38	50	39	29	34	33	32	31	21	28	27	30	37	17
	Neath - Windsor Road	31	107	62	85	73	105	78	80	81	88	61	73	83	71	48	97	52	63	58
	Pembroke Dock - Gordon Street	24	42	48	36	24	30	29	37	21	34	47	52	93	52	30	45	44	29	29
	Pontyclun - Llantrisant	9	22	18	26	25	41	39	19	26	40	34	19	17	12	23	33	45	24	24
	Pontypridd - Broadway	40	68	52	67	61	56	95	77	42	93	81	86	90	68	58	103	98	80	80
	Pontypridd - Oldway House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Port Talbot - Cymmer	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Port Talbot - Station Road	28	88	44	49	46	49	54	53	41	54	52	44	79	69	72	82	80	80	69
	Porth - Hannah Street	49	106	65	70	92	51	99	79	65	112	82	80	77	90	65	82	81	102	93
	Porthcawl - Dock Street	-	9	9	5	10	12	16	13	11	11	10	6	18	-	-	8	11	11	10
	Swansea - High Street	47	165	177	146	159	202	167	201	154	246	197	178	193	151	123	129	112	73	77
	Swansea - Pontardawe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Tenby - Ruabon House	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Tonypanyd - River View	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Tonypanyd - Thistle House	13	38	48	76	51	60	64	51	51	57	55	56	53	48	28	34	37	39	40
	Tonyrefail - Crown Buildings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Treorchy - Oldway House	37	55	25	29	25	39	48	44	52	61	44	32	52	41	21	45	36	34	45
	Tumble - Bethesda Road	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown / unallocated		30	123	124	159	253	393	387	356	319	371	345	327	316	295	211	235	233	231	209

Pack Page 22

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
 - Table shows the number of decisions to apply a sanction or close the claim.
 - Month of decision uses the date of decision to allocate to a time period. If a case was referred in one month but not decided until the next, then it will be counted in the decision month.
 - The current Jobcentre Plus structure, implemented on 5 April 2011, reduced the JobCentre Plus Geography hierarchy from 11 regions and 48 districts to 7 groups and 37 districts.
- *- denotes a nil or negligible value

Jobseekers Allowance Sanction Decisions by Jobcentre Plus Regional Group and District

22nd October 2012 to 30th June 2014

Statistics on reserved decisions and cancelled referrals and more breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

	Decision Level							
	Lower		Intermediate		Higher		Level not applicable / not recorded	
	Decision to apply a sanction (adverse) ²	Decision not to apply a sanction (non-adverse) ³	Decision to close the claim - disallowed (adverse) ²	Decision not to close the claim (non-adverse) ³	Decision to apply a sanction (adverse) ²	Decision not to apply a sanction (non-adverse) ³	Decision to apply a sanction (adverse) ²	Decision not to apply a sanction (non-adverse) ³
GREAT BRITAIN	717,321	449,949	457,597	88,373	106,722	174,871	863	1,223
Wales								
North and Mid Wales	7,484	4,587	3,779	434	1,517	2,751	6	14
South East Wales	17,281	11,024	11,902	2,853	2,487	3,568	14	47
South West Wales	12,743	8,458	9,287	1,509	2,693	4,164	8	34
Unknown	4,669	1,503	505	188	160	398	16	125

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

- Notes:
- Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
 - This category consists of decisions to apply a sanction to an ongoing JSA claim.
 - Decision found in favour of the claimant, i.e. a sanction or disallowance is not applied.
- ¹ denotes a nil or negligible value

Jobseekers Allowance - Decision to apply a sanction or claim disallowed (adverse), by Level, Reason Type and Month
 22nd October 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

GREAT BRITAIN		Month																		
Level	Reason	Oct-12 ²	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Low ³	Voluntarily leaves a place on a training scheme or employment programme without good reason	-	-	-	-	6	-	-	7	-	10	6	6	10	6	6	-	-	-	-
	Losing through misconduct a place on a training scheme or employment programme	-	-	-	-	-	-	-	-	5	-	-	5	5	-	-	-	5	-	-
	Refusal of a place on a training scheme or employment programme without good reason	-	-	-	-	-	-	-	-	-	6	-	-	-	-	-	-	-	-	-
	Neglect to avail themselves of a reasonable opportunity of a place on a training scheme or employment programme without good reason	-	-	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Failure to attend a place on a training scheme or employment programme without good reason	8	30	31	26	25	49	37	27	25	58	38	27	54	33	26	20	33	28	7
	Refusal or failure to comply with a Jobseeker's Direction without good reason	7,662	17,736	13,910	16,828	18,171	18,371	18,859	18,520	16,118	19,237	18,083	16,454	18,042	14,480	11,501	13,589	13,863	13,640	13,779
	Failure to participate in a scheme for assisting person to obtain employment without good reason - Work Programme	940	2,363	1,793	1,825	2,033	2,476	2,315	2,227	1,950	3,013	2,750	2,717	3,340	2,665	2,288	2,490	2,674	2,696	2,330
	Failure to participate in a scheme for assisting person to obtain employment without good reason - Skills Conditionality	6,734	19,408	16,135	18,837	9,570	12,099	20,992	24,062	22,373	26,461	23,432	25,607	27,601	21,742	17,414	20,564	18,935	19,212	16,128
	Failure to participate in a scheme for assisting person to obtain employment without good reason - other scheme	344	1,102	1,016	1,096	528	794	1,260	1,524	1,321	1,495	1,556	1,524	2,128	2,102	1,903	1,851	1,995	1,917	1,724
	Failure to participate in a scheme for assisting person to obtain employment without good reason - Work Experience	8	41	32	19	8	26	29	60	36	47	47	49	74	64	57	49	54	85	64
Total		15,712	40,685	33,067	38,711	30,386	34,029	43,836	46,850	42,121	50,491	46,096	46,475	51,283	41,108	33,200	38,558	37,564	37,576	34,045
Intermediate ⁴	Not actively seeking employment	7,806	22,265	17,609	27,767	27,059	27,475	26,408	26,292	22,814	28,954	27,183	25,914	32,574	27,627	19,334	27,812	21,955	21,237	19,182
	Not being available for work	552	1,145	759	951	919	942	1,022	993	1,156	1,254	1,287	1,144	1,289	963	719	842	869	675	720
Total		8,354	23,410	18,368	28,714	27,981	28,414	27,433	27,288	23,970	30,210	28,473	27,060	33,865	28,597	20,051	28,655	22,825	21,916	19,900
High ³	Left employment voluntarily without good reason	887	2,436	1,753	2,526	2,382	2,414	2,444	2,311	2,064	2,212	2,084	2,575	2,528	2,306	2,085	2,805	2,677	2,530	2,442
	Losing employment through misconduct	315	835	702	1,037	1,060	975	1,077	1,030	872	1,184	1,106	955	981	797	774	929	939	904	879
	Neglect to avail themselves of a reasonable opportunity of employment without good reason	-	-	-	-	-	-	-	-	-	9	5	5	-	-	-	7	14	6	10
	Refusal or failure to apply for, or accept if offered, a job which an employment officer has informed him/her is vacant or about to be	1,930	5,043	2,440	1,687	1,251	1,320	1,372	1,457	1,183	1,862	1,509	1,420	1,718	1,758	1,546	1,865	1,470	1,570	1,537
	Failure to participate in Mandatory Work Activity without good reason	262	832	1,011	809	785	1,036	872	740	910	1,253	1,245	1,074	1,032	759	703	533	640	700	739
Total		3,390	9,145	5,902	6,051	5,475	5,745	5,769	5,532	5,033	6,519	5,950	6,030	6,264	5,617	5,110	6,134	5,736	5,718	5,609
Level not applicable / not recorded		19	62	34	51	54	43	44	41	30	36	35	40	52	49	35	62	78	89	71
TOTAL		27,474	73,297	57,373	73,534	63,897	68,234	77,076	79,717	71,151	87,257	80,553	79,606	91,457	75,370	58,394	73,415	66,203	65,298	59,632

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

- Notes:
- Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
 - Figures for October 2012 only reflect sanction decisions made between 22nd and 31st October
 - This category consists of decisions to apply a sanction to an ongoing JSA claim.
 - This category consists of a decision to close the JSA claim because, for example, a failure to either be available for or actively seek employment.
- denotes a nil or negligible value

Jobseekers Allowance Sanction Decisions, by Demographic breakdown
22nd October 2012 to 30th June 2014

		Decision Level							
		Lower		Intermediate		Higher		Level not applicable / not recorded	
		Decision to apply a sanction (adverse) ²	Decision not to apply a sanction (non-adverse) ³	Decision to close the claim - disallowed (adverse) ²	Decision not to close the claim (non-adverse) ³	Decision to apply a sanction (adverse) ²	Decision not to apply a sanction (non-adverse) ³	Decision to apply a sanction (adverse) ²	Decision not to apply a sanction (non-adverse) ³
GREAT BRITAIN		810,364	491,836	511,884	93,729	121,105	187,898	1,060	1,339
Age Group	16-17	599	252	373	48	55	68	-	-
	18-24	361,752	177,814	184,900	29,605	47,295	59,631	251	334
	25-29	135,278	82,323	71,358	13,137	20,395	31,125	139	123
	30-34	88,783	60,320	53,095	10,169	13,095	21,912	101	62
	35-39	63,330	45,567	44,129	8,783	9,373	16,429	115	53
	40-44	56,904	43,265	44,473	9,104	9,122	16,843	108	36
	45-49	46,949	36,930	42,841	8,709	8,380	16,136	103	40
	50-54	31,744	25,376	35,086	7,071	7,016	13,298	83	26
	55-59	18,569	15,161	26,570	5,244	4,730	9,285	72	13
	60 and over	5,256	4,031	8,117	1,681	1,523	2,984	14	6
	Unknown Age	1,198	797	949	183	130	176	72	651
Ethnicity	White	614,866	385,285	373,855	69,726	97,537	156,163	702	551
	Asian or Asian British	43,901	23,207	39,360	6,478	6,657	8,252	68	24
	Black or Black British	65,474	35,228	36,413	6,893	5,857	7,598	88	30
	Mixed	22,262	12,096	11,260	2,064	2,300	3,199	24	13
	Other/ Chinese	15,653	8,170	18,048	2,619	2,099	2,720	20	13
	Unknown Ethnicity	48,212	27,848	32,955	5,943	6,655	9,966	156	703
Gender	Male	598,659	343,844	370,433	64,009	82,626	111,456	660	360
	Female	211,687	147,971	141,443	29,717	38,481	76,441	326	336
	Unknown Gender	15	19	6	10	-	-	72	645
Disability	Disability - Yes	163,802	119,496	119,847	24,105	18,197	31,604	228	116
	Disability - No	646,471	372,268	391,982	69,606	102,900	156,287	764	575
	Disability - Unknown	91	77	51	25	6	5	72	650
Regional Group	Central England	163,026	102,521	123,927	26,158	29,539	47,813	166	152
	London and the Home Counties	171,056	95,296	97,640	15,589	20,221	29,299	145	81
	North East	154,099	99,717	89,433	11,466	15,778	26,608	278	326
	North West	131,676	77,512	70,511	15,647	13,047	22,584	258	204
	Scotland	72,020	45,528	47,932	6,820	12,608	18,013	71	169
	Southern England	76,314	45,689	56,970	13,068	23,049	32,707	105	183
	Wales	37,508	24,064	24,965	4,799	6,697	10,481	24	94
	Unknown Regional Group	4,669	1,503	505	188	160	398	16	125
Lone Parent	Lone Parent - Yes	45,842	42,874	31,234	7,055	3,471	9,371	52	32
	Lone Parent - No	764,524	448,965	480,651	86,678	117,642	178,527	1,006	1,304

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- Cells in this table have been randomly adjusted to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
- This category consists of decisions to apply a sanction to an ongoing JSA claim.
- A decision found in favour of the claimant, i.e. a sanction or disallowance is not applied.

Individuals receiving a decision to apply a sanction or disallow claim (adverse) - by decision levels and number of sanctions, demographic breakdown
22nd October 2012 to 30th June 2014

These statistics relate to a count of the number of times a decision to apply a sanction or disallow a claim has been made against an individual within each Decision Level. A claimant who has received a decision to apply a sanction or disallow a claim in more than one Decision Level will be included within each of those levels. Please note that these statistics cannot be used to directly deduce the length of time a sanction is applied.

		Decision Level								
		Low			Intermediate			High		
		1 st Sanction	2 nd Sanction	3 rd Sanction or more	1 st Disallowance	2 nd Disallowance	3 rd Disallowance or more	1 st Sanction	2 nd Sanction	3 rd Sanction or more
GREAT BRITAIN		346,674	86,763	65,529	284,865	64,090	26,089	101,962	6,426	1,767
Age Group	16-17	413	80	35	265	47	14	38	12	0
	18-24	142,559	41,018	32,795	103,562	24,008	9,431	38,400	3,001	853
	25-29	55,930	15,738	12,633	41,303	9,492	3,590	17,436	1,043	284
	30-34	38,734	9,857	7,899	30,825	6,807	2,776	11,141	670	192
	35-39	28,606	6,941	5,406	24,697	5,744	2,446	8,040	483	122
	40-44	26,574	6,096	4,676	24,287	5,836	2,541	7,937	427	99
	45-49	22,866	4,993	3,629	22,752	5,482	2,655	7,288	388	98
	50-54	16,749	3,203	2,188	18,515	4,333	2,272	6,076	311	96
	55-59	10,535	1,915	1,114	13,766	3,287	1,752	4,107	213	61
	60 and over	3,224	539	270	4,399	1,034	502	1,382	53	14
	Unknown	486	140	93	494	108	67	106	11	0
Ethnicity	White	259,932	64,849	50,269	209,347	46,736	18,680	82,235	5,100	1,427
	Asian or Asian British	21,555	4,984	2,987	21,090	5,157	2,152	5,534	388	94
	Black or Black British	26,775	7,395	5,619	20,871	4,477	1,810	4,858	351	81
	Mixed	8,862	2,603	1,938	6,452	1,374	558	1,945	122	32
	Other/ Chinese	7,884	1,759	998	8,815	2,203	1,193	1,748	122	28
	Unknown	21,668	5,177	3,719	18,288	4,143	1,703	5,637	339	100
Gender	Male	245,112	65,062	50,443	201,479	46,931	19,750	68,159	4,836	1,346
	Female	101,545	21,703	15,086	83,379	17,158	6,341	33,798	1,591	416
	Unknown	15	0	0	6	0	0	0	0	0
Disability	Disability - Yes	68,502	17,796	13,418	63,692	15,221	6,731	14,825	1,107	314
	Disability - No	278,131	68,961	52,102	221,136	48,864	19,357	87,135	5,315	1,451
	Unknown	40	10	9	30	7	5	0	0	0
Regional Group	Central England	72,597	17,489	12,887	63,764	16,859	7,069	24,673	1,524	500
	London and the Home Counties	75,585	18,982	13,391	61,076	11,458	3,883	17,957	880	153
	North East	59,725	16,517	13,772	47,414	11,561	5,030	13,182	914	230
	North West	52,437	14,530	11,590	39,616	8,703	3,705	11,633	496	125
	Scotland	30,355	7,781	6,021	27,174	6,088	2,397	10,853	660	133
	Southern England	36,399	8,024	5,589	31,734	6,619	3,050	17,793	1,643	545
	Wales	17,213	4,144	2,940	13,785	3,173	1,322	5,730	331	84
	Unknown	2,360	910	983	296	111	61	139	17	6
Lone Parent	Lone Parent - Yes	19,321	5,394	4,221	17,883	4,245	1,700	2,948	195	47
	Lone Parent - No	327,351	82,677	62,512	266,980	60,440	24,907	99,009	6,261	1,719

Pack Page 20

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

- Notes:
- 1 Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
 - 2 Tables based on individuals show a count of how many individuals have received a sanction decision within that level
 - 3 An individual may receive more than one sanction decision in any given period.
 "-" denotes a nil or negligible value



Individuals receiving a decision to apply a sanction or disallow claim (adverse) - demographic breakdown
22nd October 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore:
<https://stat-xplore.dwp.gov.uk>

		All Individuals receiving a decision to apply a sanction or disallow the claim (adverse)
GREAT BRITAIN		833,628
Age Group	16-17	846
	18-24	326,190
	25-29	134,997
	30-34	94,453
	35-39	71,829
	40-44	68,836
	45-49	61,839
	50-54	47,731
	55-59	33,045
	60 and over	10,504
	Unknown	1,336
Ethnicity	White	626,725
	Asian or Asian British	53,975
	Black or Black British	60,170
	Mixed	21,076
	Other/ Chinese	51,720
	Unknown	19,962
Gender	Male	587,756
	Female	245,783
	Unknown	87
Disability	Disability - Yes	171,279
	Disability - No	662,200
	Unknown	154
Regional Group	Central England	183,247
	London and the Home Counties	175,343
	North East	142,597
	North West	119,639
	Scotland	77,250
	Southern England	95,124
	Wales	41,729
	Unknown	4,870
Lone Parent	Lone Parent - Yes	49,407
	Lone Parent - No	789,309

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- 1 Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual
- 2 Tables based on individuals show a count of how many individuals have received a sanction decision.
- 3 An individual may receive more than one sanction decision in any given period.
- 4 An adverse decision is a decision found against the claimant, i.e. a sanction or disallowance is applied.
- 5 Users should not sum the cells in a table to obtain the overall number of individuals as an individual may appear in a table more than once. Always use the "Total" within the table to obtain this number.

Jobseekers Allowance Sanction Decisions: Decision Reviews and Appeals by type of decision
22nd October 2012 to 30th June 2014

Statistics on reserved decisions and cancelled referrals are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

GREAT BRITAIN		Decision Review		Appeal ³	
Level	Reason	Decision to apply a sanction or disallow the claim (adverse) ²	Decision not to apply a sanction or disallow claim (non-adverse) ⁴	Decision to apply a sanction or disallow the claim (adverse) ²	Decision not to apply a sanction or disallow claim (non-adverse) ⁴
Low	Voluntarily leaves a place on a training scheme or employment programme without good reason	16	14	-	-
	Losing through misconduct a place on a training scheme or employment programme	-	7	-	-
	Refusal of a place on a training scheme or employment programme without good reason	-	5	-	-
	Neglect to avail themselves of a reasonable opportunity of a place on a training scheme or employment programme without good reason	10	14	-	-
	Failure to attend a place on a training scheme or employment programme without good reason	50	78	6	6
	Failure to attend or failure to participate in an Adviser interview without good reason	35,396	26,212	8,237	1,315
	Refusal or failure to comply with a Jobseeker's Direction without good reason	4,316	4,306	811	127
	Failure to participate in a scheme for assisting person to obtain employment without good reason - Work Programme	66,987	87,125	5,507	1,712
	Failure to participate in a scheme for assisting person to obtain employment without good reason - Skills Conditionality	2,583	3,237	341	64
	Failure to participate in a scheme for assisting person to obtain employment without good reason - other scheme	89	115	9	6
	Failure to participate in a scheme for assisting person to obtain employment without good reason - Work Experience	267	218	17	-
Total		109,707	121,332	14,933	3,230
Intermediate	Not actively seeking employment	51,301	35,662	12,307	3,772
	Not being available for work	2,880	2,982	469	128
Total		54,184	38,649	12,774	3,898
High	Left employment voluntarily without good reason	7,858	13,757	879	147
	Losing employment through misconduct	5,828	5,356	669	55
	Neglect to avail themselves of a reasonable opportunity of employment without good reason	9	23	-	-
	Refusal or failure to apply for, or accept if offered, a job which an employment officer has informed him/her is vacant or about to become vacant without good reason	7,243	7,773	1,563	371
	Failure to participate in Mandatory Work Activity without good reason	4,210	3,749	350	119
Total		25,152	30,662	3,467	698
Level not applicable / not recorded		97	102	11	7
TOTAL		189,141	190,746	31,177	7,832

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

- Notes:
- ¹ Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
 - ² For decisions made after 28 Oct 2013, a mandatory reconsideration must take place before an Appeal. Information on Mandatory Reconsiderations are not available within these statistics, but the effect is estimated to be negligible
 - "-" denotes a nil or negligible value

Employment Support Allowance Sanction Decisions, by Month
 October 2008 to 31st 30th June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

Year	Month	Decision to apply a sanction (adverse) ²	Other decisions taken:	
			Decision not to apply a sanction (non-adverse) ³	Cancelled referrals
2008	October	7	-	30
	November	6	-	15
	December	-	-	17
2009	January	22	5	34
	February	181	37	114
	March	486	49	200
	April	746	79	292
	May	1,026	105	463
	June	1,479	105	629
	July	2,205	223	950
	August	2,224	286	830
	September	2,437	352	1,023
	October	2,598	537	1,324
	November	2,820	838	1,304
	December	2,622	762	1,127
2010	January	2,793	1,118	1,258
	February	3,308	1,173	1,535
	March	3,673	1,968	1,659
	April	3,061	1,287	1,426
	May	3,006	1,396	1,125
	June	3,021	1,413	1,062
	July	2,385	893	1,019
	August	2,243	471	839
	September	2,058	461	791
	October	1,739	407	601
	November	1,149	344	521
	December	776	267	406
2011	January	715	201	314
	February	643	181	334
	March	604	218	189
	April	332	96	93
	May	187	61	74
	June	138	34	50
	July	158	67	70
	August	189	80	74
	September	254	132	91
	October	276	165	96
	November	507	355	169
	December	468	294	268
2012	January	593	408	428
	February	746	398	563
	March	869	550	657
	April	895	535	756
	May	1,086	672	995
	June	976	614	1,160
	July	1,207	879	1,971
	August	1,047	934	1,998
	September	1,136	768	1,578
	October	1,531	1,109	2,270
	November	1,526	1,269	2,705
	2013	December	1,096	1,112
January		1,360	1,478	3,676
February		1,101	1,249	2,858
March		1,100	1,172	2,809
April		1,463	1,824	3,806
May		1,669	1,979	4,182
June		1,690	2,129	4,059
July		2,146	2,753	5,022
August		2,031	2,562	4,024
September		2,333	2,961	4,416
October		2,751	3,804	5,456
November		2,621	3,617	4,641
2014	December	2,698	2,821	4,303
	January	3,230	2,841	5,020
	February	3,495	2,699	5,292
	March	4,266	2,963	4,696
	April	4,118	2,899	3,733
	May	4,770	2,803	5,170
June	5,132	2,725	5,852	
Total		113,205	71,006	118,642

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- 1 Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual c
- 2 A decision found against the claimant, i.e. a sanction to be applied
- 3 A decision found in favour of the claimant, i.e. a sanction is not applied.

Employment Support Allowance Sanction Decisions by Jobcentre Plus District²

3rd December 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore:
<https://stat-xplore.dwp.gov.uk>

	Decision to apply a sanction (adverse) ³	Other decisions taken:	
		Decision not to apply a sanction (non-adverse) ³	Cancelled referrals
GREAT BRITAIN	49,057	46,393	81,136
CENTRAL ENGLAND	8,702	7,603	14,383
Birmingham and Solihull	603	567	796
Black Country	533	636	820
East Anglia	3,205	2,977	3,953
Leicestershire and Northamptonshire	929	759	1,820
Mercia	839	696	1,272
Midland Shires	1,289	1,108	2,564
Nottinghamshire, Lincolnshire and Rutland	1,303	858	3,156
LONDON AND THE HOME COUNTIES	13,252	12,551	19,490
Bedfordshire and Hertfordshire	1,037	1,247	1,759
East London	2,054	2,266	3,474
Essex	2,050	2,422	3,157
Kent	754	923	1,806
North London	1,471	650	1,385
South London	4,658	4,390	6,464
West London	1,228	655	1,449
NORTH EAST	5,325	5,650	11,004
Durham and Tees Valley	1,003	1,094	2,837
North East Yorkshire and the Humber	778	1,082	1,538
Northumberland, Tyne and Wear	981	962	2,363
South Yorkshire	887	1,078	2,122
West Yorkshire	1,674	1,432	2,135
NORTH WEST	8,428	8,328	16,127
Cumbria and Lancashire	1,965	1,366	2,954
Greater Manchester Central and Cheshire	2,308	2,448	4,437
Greater Manchester East and West	2,584	3,001	5,181
Merseyside	1,567	1,508	3,553
SCOTLAND	3,800	3,476	6,716
East and South East Scotland	1,026	760	1,693
Glasgow, Lanarkshire and East Dunbartonshire	1,298	1,251	2,349
North of Scotland	706	716	1,406
West of Scotland	768	746	1,264
SOUTHERN ENGLAND	6,005	5,204	9,041
Devon, Cornwall and Somerset	640	633	984
Gloucester and West of England	984	867	1,220
Greater Wessex	2,714	2,048	3,731
Surrey and Sussex	511	807	1,755
Thames Valley	1,153	854	1,349
WALES	3,455	3,479	3,613
North and Mid Wales	602	533	605
South East Wales	1,471	1,430	1,476
South West Wales	1,381	1,511	1,534
UNKNOWN	105	112	760

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- 1 Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
- 2 The current Jobcentre Plus structure, implemented on 5 April 2011, reduced the Jobcentre Plus Geography hierarchy from 11 regions and 48 districts to 7 groups and 37 districts.
- 3 A decision found against the claimant, i.e. a sanction to be applied.
- 4 A decision found in favour of the claimant, i.e. a sanction is not applied.
- 5 A cancelled referral results in no sanction decision being made. This can occur in specific circumstances, for example, the sanction referral has been made in error, the claimant stops claiming before they actually committed the sanctionable failure, or information requested by the decision maker was not made available within a specified time period.

Employment Support Allowance - Decision to apply a Sanction (adverse), by Reason and Month
3rd December 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

Year	Month	Failure to attend mandatory interview	Failure to participate in Work Related Activity	Total
2012	December	380	713	1,091
2013	January	520	843	1,360
	February	465	630	1,101
	March	470	625	1,100
	April	411	1,056	1,463
	May	462	1,207	1,669
	June	398	1,290	1,690
	July	525	1,624	2,146
	August	429	1,606	2,031
	September	438	1,898	2,333
	October	469	2,281	2,751
	November	407	2,212	2,621
	December	363	2,340	2,698
2014	January	422	2,804	3,230
	February	358	3,141	3,495
	March	338	3,921	4,266
	April	402	3,717	4,118
	May	323	4,445	4,770
	June	431	4,700	5,132
Total		8,009	41,051	49,057

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.

Employment Support Allowance Sanction Decisions, by Demographic breakdown
3rd December 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

		Decision to apply a sanction (adverse)²	Other decisions taken:	
			Decision not to apply a sanction (non-adverse)³	Cancelled referrals
GREAT BRITAIN		49,057	46,393	81,136
Age Group	16-17 years of age	-	-	-
	18-24 years of age	5,473	4,720	11,473
	25-29 years of age	5,406	4,582	9,781
	30-34 years of age	6,294	5,513	10,106
	35-39 years of age	6,513	5,938	9,937
	40-44 years of age	7,529	7,291	11,813
	45-49 years of age	7,260	7,240	11,315
	50-54 years of age	5,599	6,031	8,815
	55-59 years of age	3,792	3,959	5,953
	60 and over	1,109	1,058	1,814
	Unknown Age	87	55	121
Ethnicity	White	39,473	38,831	67,149
	Asian or Asian British	2,023	1,523	3,012
	Black or Black British	2,254	1,764	3,345
	Mixed	736	651	1,211
	Other/ Chinese	930	615	1,220
	Unknown Ethnicity	3,637	3,005	5,197
Gender	Male	26,843	23,730	46,917
	Female	22,214	22,654	34,207
	Unknown Gender	6	0	7
Disability	Disability - Yes	40,126	38,210	58,166
	Disability - No	8,685	8,120	22,836
	Disability - Unknown	248	55	134
Regional Group	Central England	8,702	7,603	14,383
	London and the Home Counties	13,252	12,551	19,490
	North East	5,325	5,650	11,004
	North West	8,428	8,328	16,127
	Scotland	3,800	3,476	6,716
	Southern England	6,005	5,204	9,041
	Wales	3,455	3,479	3,613
	Unknown Regional Group	105	112	760

Individuals receiving a decision to apply a sanction (adverse) - demographic breakdown
3rd December 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

		All Individuals receiving a decision to apply a sanction (adverse)
	GREAT BRITAIN	31,421
Age Group	16-17 years of age	-
	18-24 years of age	3,302
	25-29 years of age	3,391
	30-34 years of age	3,971
	35-39 years of age	4,147
	40-44 years of age	4,901
	45-49 years of age	4,783
	50-54 years of age	3,875
	55-59 years of age	2,679
	60 and over	787
	Unknown	51
Ethnicity	White	25,187
	Asian or Asian British	1,341
	Black or Black British	1,444
	Mixed	469
	Other/ Chinese	599
	Unknown	2,384
Gender	Male	17,011
	Female	14,404
	Unknown	6
Disability	Disability - Yes	25,679
	Disability - No	5,508
	Disability - Unknown	236
Regional Group	Central England	5,415
	London and the Home Counties	8,140
	North East	3,495
	North West	5,727
	Scotland	2,584
	Southern England	3,960
	Wales	2,053
	Unknown	74

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- 1 Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
- 2 "-" denotes a nil or negligible value

Employment Support Allowance Sanction Decisions: Reviews and Appeals by type of decision
3rd December 2012 to 30th June 2014

More breakdowns for this table are available within Stat-Xplore: <https://stat-xplore.dwp.gov.uk>

GREAT BRITAIN		Failure to attend mandatory interview	Failure to participate in Work Related Activity	Total
Level	Outcome			
Decision Review	Decision to apply a sanction (<i>adverse</i>) ²	574	16,265	16,835
	Decision not to apply a sanction (<i>non-adverse</i>) ³	1,171	13,720	14,888
	Total	1,739	29,983	31,728
Appealed Decision ⁴	Decision to apply a sanction (<i>adverse</i>) ²	91	250	340
	Decision not to apply a sanction (<i>non-adverse</i>) ³	35	117	149
	Total	126	363	493

Source: Decision Making and Appeals System (DMAS), via Stat-Xplore

Notes:

- 1 Cells in this table have had statistical disclosure control applied to avoid the release of confidential data. Due to adjustments totals may not be the sum of the individual cells.
 - 2 A decision found against the claimant, i.e. a sanction to be applied.
 - 3 A decision found in favour of the claimant, i.e. a sanction is not applied.
 - 4 For decisions made after 28 Oct 2013, a mandatory reconsideration must take place before an Appeal. Information on Mandatory Reconsiderations are not available within these statistics, but the effect is estimated to be negligible
- *.* demotes a nil or negligible value

Voluntary closure of a failing business and the benefits system

Individual circumstances could impact in different ways on benefit claims.

In the main, ceasing self employment is **not treated** in the same way as “leaving voluntarily” from class 1 employment, (which may, again dependant on reasons result in a sanction being applied).

In order to obtain a formal decision on entitlement to benefits the applicant has to make a claim to that benefit. Each benefit has their respective eligibility conditions.

I've attached a link to Gov.UK showing the eligibility conditions for the main benefits;

Jobseekers Allowance <https://www.gov.uk/jobseekers-allowance>

Employment and Support Allowance <https://www.gov.uk/employment-support-allowance>

Decisions on claims and applications are made by the Secretary of State. In practice the Secretary of State does not make decisions personally. Instead, under the Carltona principle officials act on the Secretary of State's behalf, provided that he is satisfied that they are suitably trained and experienced to do so. These officials are called decision makers (DMs).

I've also attached a link to the comprehensive Decision makers guidance that is available via Gov.UK

<https://www.gov.uk/government/publications/decision-makers-guide-vol-1-decision-making-and-appeals-staff-guide>



Department
for Work &
Pensions

Creating opportunities and breaking down barriers

Supporting Older Claimants Good Practice Guide



March 2014

Pack Page 36

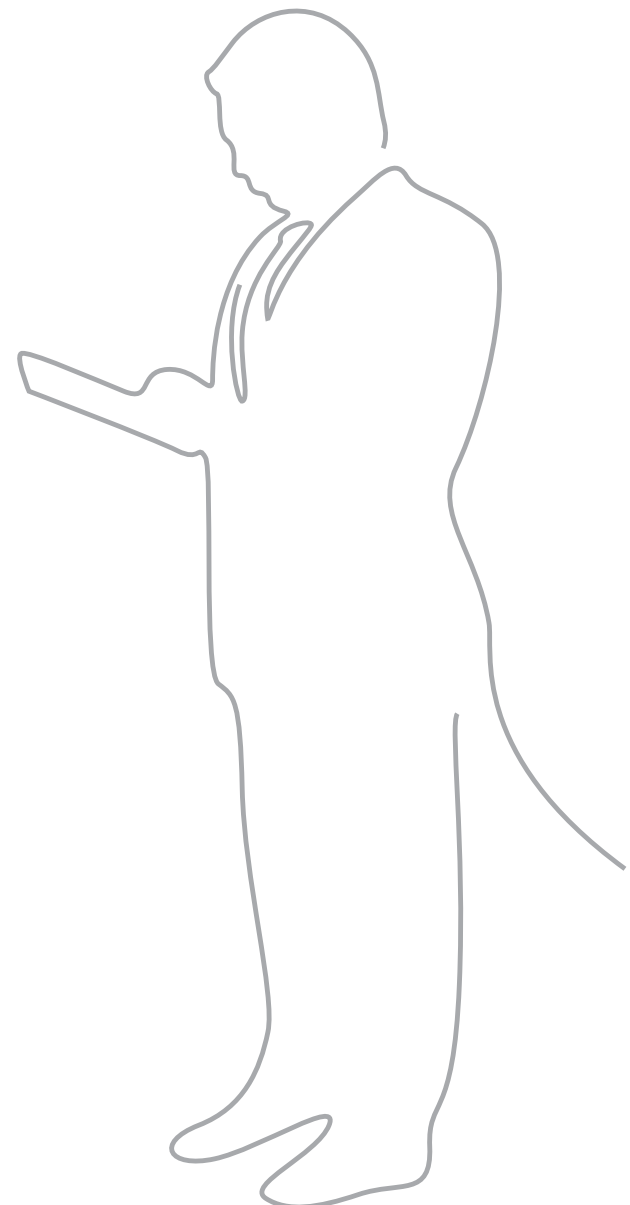


Creating opportunities and breaking down barriers

Supporting Older Claimants Good Practice Guide

Contents

Introduction	4
Background	5
Overview of top 10 tips, tools & techniques	7
1. Use local claimant insight	8
2. Tap into staff innovation	9
3. Single age group sessions	10
4. Effective work coach support	11
5. Early and intensive interventions	12
6. Training and qualifications	13
7. Digital job search skills	14
8. Employer engagement	15
9. Self employment	17
10. Engaging wider stakeholders	18
Additional information & guidance	19



Introduction

I am really pleased to endorse this guide. Supporting our older jobseekers is really important.

I am aware of the great work done by work coaches to support these claimants, but as always there are things we can do to improve the service we offer – this is reflected in the comments below from the research ‘How ready is DWP to help people in their 60s find work?’.

“My age is my biggest barrier to getting into work. I can get to interviews (I’ve had a few), they are all very nice and polite and about my skills and track record, but I never get a job and I know it’s because of my age.”

Claimant Interview

This and previous evaluation and research reports have shown that older claimants’ job search activity is enhanced, and off-flow rates can be improved, by certain elements of age targeted support – specifically when this support is available from day one, and delivered in a style which meets the unique challenges faced by older claimants.

Using these findings, and gathering local customer insight, some Districts have already identified innovative ways they can support older claimants locally – for example in-house IT training in South West Wales, and working with the local authority to offer wage incentives in South London.

“60 really is the magic number – it’s when claimants really do change their mind set and stop thinking about work, or at least full time work, although there are many who still want to use their skills and experiences to help others, but not necessarily in work.”

Adviser Comment – Online Survey

Feel free to use the tips in the guide to inform your own approach with older jobseekers. I want to ensure that this is the start of the story, and I look forward to building on this positive work by hearing more about what you are doing to support older claimants.

Neil Couling

Work Services Director

Background

Did you know that the Jobcentre Plus caseload is set to age?
For the first time ever there will be a significant number of older claimants looking for work.

The current figure of 2.9 million workless aged 50 to State Pension Age could be 5.4 million in 20 years time. This is due to a combination of demographic changes, the increasing State Pension Age, Pension Credit qualifying age and migration of benefits.

Did you also know that already, over 50s form 27% of the workforce? By 2020 it will be almost a third. Current employer plans suggest that we will need to fill 13.5 million job vacancies in the next ten years, but only 7 million young people will leave school and college. With older people increasingly looking to extend their working lives, they are an untapped source of labour.

Older claimants are a diverse group. By discussing “older” people we aren’t just referring to those aged 50 or 60+ - many people aged 40 and above might face similar challenges. There are multiple issues that need to be addressed:

- **Workplace retention** – most people who stop work before state pension age do not do so through choice and this group are significantly less likely to be re-employed once they are out of work.
- **People with health conditions and disabled people** – around 1.1 million people aged 50 to state pension age are not working because of a health condition or disability. Older people in lower paid or physical jobs are at a higher risk of health-related work exit.
- **Carers** – the likelihood of caring for a sick, disabled or elderly person increases significantly with age and can lead to early labour market exit.
- **Financial security and incentives** – finances are an important factor for people in deciding whether to leave the Labour Market
- **Back to work support** – lack of confidence or motivation, inadequate or out of date skills or qualifications, not knowing how to search and apply for jobs and apprehension about job interviews all impact on older workers. A focus on skills and back to work support is crucial to mitigate this;
- **External issues** – age discrimination (direct and indirect), recession and changing job market, and lack of employer flexibility.

There is also evidence from the Jobcentre Plus (JCP) Offer and the previous Flexible New Deal Regime (JRFND) to suggest that older claimants received less intensive support from Jobcentre Plus than younger people. The JRFND study identified that older claimants were submitted to fewer vacancies and had fewer agreed job goals. The study also suggested work coaches were reluctant to challenge negative perceptions and behaviours of older claimants towards employment and employers.

However, as mentioned in the introduction, we do know that off-flow rates can be improved with targeted support. Specifically when this support is available from ‘day one’ and delivered in a style which meets the different (age related) barriers.

Key to this is:

- Effective support from Jobcentre Plus;
- Intensive activity including work experience;
- Digital job searching skills;
- Effective employability and IT skills; and
- Assistance to convert outdated qualifications and certifications.

Freedom and flexibility within Jobcentre Plus offers the potential to raise the quality of support that older claimants receive. Districts have exploited this and tailored their services and provision to meet the needs of their older claimants. These include:

- Older claimant journey and desk aide to support work coaches;
- Older claimant Digital Fortnight – promoting digital and providing advice;
- Older jobseeker teams – work coaches and assistant work coaches working with and next to each other to support the same claimant;
- District/ Office Task & Finish Groups to identify innovative approaches to improve claimant services within budget;
- Working with partners (National Career Service, local colleges, voluntary organisations and providers) to offer age specific training – overcoming age-related barriers, motivation, IT, completing CVs and certification;
- Better use of case conferencing, and bringing in the support of the work psychologist;
- L&D route for staff – Supporting Older Claimants Workbook, facilitated event and solution focused interview techniques (all via RM);
- Older claimants Work Clubs and better use of self employment support, Work Experience or sector-based work academies;
- Older claimants Job Fairs, and employer fact sheets to support Employer Advisers when discussing recruitment; and
- Closer working with National Partnership Team, to ensure opportunities with employers for older claimants are fully exploited.

This guide provides examples of how districts have created local opportunities and broken down the age-related barriers. Further advice and information can also be found towards the end of the guide.

Top 10 tips, tools & techniques

1. Use local claimant insight

Through claimant focus groups, questionnaires, or interviews

2. Tap into staff innovation

Task & Finish Groups, innovation awards, Freedoms & Flexibilities catalogue

3. Single age group sessions

Research shows a strong preference for these among older jobseekers

4. Effective work coach support

Training including the Supporting Older Claimants Workbook, dedicated 50+ work coaches and teams, the ‘solution focused interviews’ facilitated event

5. Early and intensive interventions

Week one group information sessions, CV and application support, signposting to back to work support

6. Training and qualifications

Converting outdated qualifications and certifications, age specific targeted training

7. Digital job search skills

Help with online job searching, submitting applications, and electronic CVs

8. Employer engagement

Offer genuine opportunities to older claimants who might not have routinely be considered by employers

9. Self employment

Signposting claimants to this when they have the relevant skills and confidence

10. Engaging wider stakeholders

Working with wider agencies who may be able to support older jobseekers



1.

Use local claimant insight

Although it's good to have a wider understanding of what previous evaluation and research tells us, it is important to include local claimant insight in designing services.

This can be achieved either through discussion groups, face to face or over the phone research interviews or a survey.

In the example below, a local office used in-depth interviews and found that claimants were intimidated by the Jobcentre environment.

Others have thrown up interesting results. In Belle Vale JCP (South Liverpool) they found that none of their 50+ claimants had I.T. problems! It just goes to show that different areas have different needs, so local information is beneficial.

Analysis of the JCP Offer found that older claimants were less likely to feel that their support was tailored, or that advice and support had helped them. With publicity surrounding the Youth Contract, some Jobcentres also found that claimants felt left behind by what they perceived to be a very youth-focused service.

A common theme to emerge from interviews with older claimants was that they tended to feel uncomfortable in Jobcentre Plus offices. This was due to a number of reasons: for example feeling unwelcome at the front desk, a perceived chaotic atmosphere, and dissatisfaction at being treated in the same way as younger claimants.

Work coaches noted that this could lead to claimants limiting their contact with the Jobcentre, reducing their use of job points, and being less willing to attend voluntary provision or training.

At Aintree JCP, HEO managers conducted interviews with claimants. They found that the older claimants found the Jobcentre environment noisy and intimidating, but that this client group generally had a good work history with multiple skills.

Their main barriers were their perception that prospective employers and work coaches had certain attitudes towards older jobseekers. Many lacked formal qualifications, or those they held were outdated. Some had never written a CV, or had worked for the same employer for many years, and some had never had to apply for employment or didn't know how to.

Aintree gathered information through a range of specific questions designed to establish the key concerns and barriers for older claimants. To see the full Claimant Insight template used at Aintree JCP, please visit the **Supporting Older Jobseekers** intranet site.

2.

Tap into staff innovation

Districts have been using local staff innovation to develop a better service for older claimants.

From updating the Freedoms and Flexibilities catalogue, staff meetings to creating Task & Finish Groups, different approaches are being taken to tap into staff suggestions and gather ideas. Examples include:

- Bringing together work coaches and Work Psychologists – to improve interviewing techniques and identifying barriers.
- Better use of case conferencing amongst work coaches – staff who deal with older claimants regularly will have a better knowledge of what is effective with this group. Best practice can then be shared among work coaches, leading to more effective interventions.
- Establishing a district wide Task & Finish Group – tapping into a wide range of expertise across operations including Jobcentre staff, third party provision, performance improvement and work psychologists.
- Encourage staff to share their innovative ideas. For example, by posting initiatives on ‘Bright Ideas’ so that successful interventions can be widely viewed.

Llantrisant JCP (in South West Wales District) liaised with Sarah Dixon, the Work Psychologist, who designed a scaling questioning (diagnostic) tool to help identify real and perceived barriers. Advisors contributed to the design and attended a workshop on the appropriate use of the tool. The Work Psychologist sat in on their interviews when the tool was used, and gave feedback to advisors.

Example questions from the questionnaire:

- How would you rate your understanding of the role of your JCP Adviser in helping and supporting you back to work?
- How motivated do you feel about looking for work at the moment?
- How confident do you feel in Jobcentre Plus’ ability to help you back to work?

A team leader from Llantrisant said: “The work coaches’ feedback has been very positive from day one. With the training given on Solution Focused interview skills working hand in hand with their use of the questionnaire, it has made the way they interview all claimants change. This has set them in good stead with the introduction of Claimant Commitment, and they feel confident challenging claimants’ misconceptions.”

To see the full scaling questionnaire used at Llantrisant JCP, please visit the **Supporting Older Jobseekers** intranet site.

3.

Single age group sessions

In the report ‘How ready is Jobcentre Plus to help people in their 60s find work?’, work coaches noted that older claimants can often feel nervous or alienated from a mixed age group training session, and that grouping older claimants together for the purposes of this seemed to give better results.

Jobcentres have been conducting these under freedoms and flexibilities, and reporting improved engagement from older claimants.

Some topics discussed in these sessions have included myths surrounding older workers, transferable skills and CVs, job search in the modern age, voluntary work, and self employment. Some sites have even been helping claimants to complete application forms in group sessions.

Birmingham City JCP designed a specific 50 Plus Group Information Session, which is being delivered to all of their older claimants who are pre-Work Programme.

This dispels common myths that some people believe, and covers topics like digital job searching, the JCP Offer, and the job application process.

“Why would an Employer want me?”

You may be more employable to some potential companies than someone younger because you....

- have more experience and knowledge
- require little or no training
- are less likely to make costly mistakes
- have a network of contacts
- have a proven track record
- are more reliable and disciplined



Back to Work Session Presentation v2.00

To see the full Phoenix information session please visit the **Supporting Older Jobseekers** intranet site.

4.

Effective work coach support

Effective support is key in supporting older jobseekers. Work coaches have said they felt they need more training to deal with the specific barriers faced by older claimants.

Some also suggested they would benefit from additional training on the changes being made to State Pension Age and the impact on Pension Credit and how this was likely to affect claimants.

Another suggestion put forward was that specialist work coach roles could be created, where individuals could deal exclusively with older claimants and build a more detailed knowledge of their needs.

A range of measures are underway locally to ensure that work coaches are fully skilled and feel confident in dealing with older claimants. For example, some Jobcentres have implemented 50+ teams – where coaches and assistant coaches work with and next to each other to support the same claimants. All staff supporting older claimants completed the 2 hour workbook as a minimum, and others undertook more intensive training and attended the associated facilitated event and/or solution focused approach event – all available via RM (see the Additional Information and Guidance section for more details).

One work coach from South West Wales district stated that after going through the workbook it “has given me a better insight to what barriers or perceived barriers some 50+ claimants have that are pertinent to just that age group. This has made me better equipped to deal with some of these issues.” Another from Merseyside said that “a lot of the topics relate to most claimants, especially setbacks, and can be taken forward with all age groups.”

Leicester Charles Street JCP identified, through claimant focus groups, that older jobseekers wanted a named work coach to see them through their journey, a planned routeway from the start of their claim and specialised provision where they could interact with other jobseekers of similar age and experience.

Following this feedback a specialised ‘50+ Pod’ was set up. The Pod approach - work coaches working closely with assistant work coaches with a caseload of claimants - has been rolled out to other teams in the office and District. Claimants feel they get a more personalised service and feedback suggests they feel valued. They also have more age positive vacancies, and this has led to an increase in off-flows for this particular claimant group.

It was started in 2011, and improvements have been made to the model based on feedback from both claimants and providers. More recently this has included the addition of a dedicated 60+ POD.

5.

Early and intensive interventions

Research has shown that older jobseekers can respond well to flexible and tailored work coach support (as seen in the results of the Support for the Very Long Term Unemployed trailblazer – for further information on this, see the evaluation published on GOV.UK).

In some cases this has resulted in significantly fewer days on benefit, and an increase in work.

Effective support also includes referral to appropriate provision at the right time – including self employment help (see tip 9).

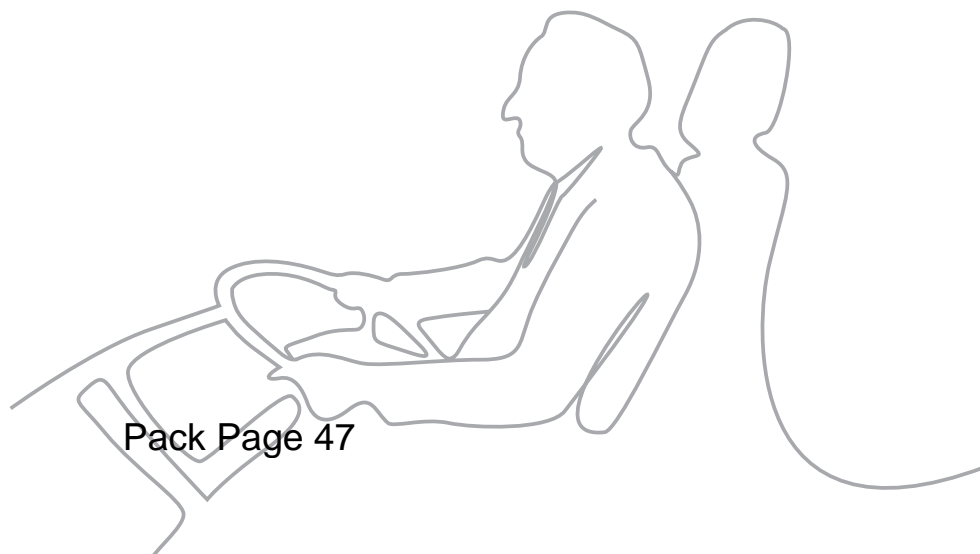
Many work coaches suggested if they had greater flexibility over their time, they could offer the option of longer interviews to the claimants they felt had the greatest needs. It was felt that older claimants would benefit from having longer and more in depth discussions with work coaches.

In Llantrisant JCP, all claimants aged 50+ were offered the services of PRIME Cymru (a charity dedicated to providing practical support to people aged 50 and over who want to become and remain economically active) from day one.

Those who did not want to engage weekly with the provider were then seen more regularly by their Work Coach. This involved varying methods of contact, face-to-face support, telephone and e-mail.

Email use was not just restricted to those proficient at using IT. The work coaches would use this method to give their claimants valuable exercises in accessing and using emails properly and regularly.

An analysis of the 50+ cohort showed that after instating these measures, claimant count had reduced from 87 to 71 within 3 months.



6.

Training and qualifications

Older jobseekers particularly need support in this area as they need help in converting (often obsolete) qualifications into certifications that have relevance for modern employers. This was considered to be a particular issue among skilled trade professions.

Where this is the case, it is important that to identify outdated qualifications early on and work with the claimant to convert these.

One approach that may be helpful for people in these circumstances is to allow claimants access to conversion courses. Currently, work coaches can use the **Flexible Support Fund (FSF)** for smaller payments to remove immediate barriers into work relating to certificates or qualifications (up to £150) or Low Value Procurement for more expensive training (where contracted or non-contracted provision is not already available).

Funding through the FSF can be used to procure activities which enable claimants to either enter sustained employment, or move closer to the labour market. Work coaches can consider using FSF to purchase training or education where the claimant's needs cannot be met through existing contracts or funding. (More information on the FSF can be found on the intranet. Click on A-Z > Operational Guidance > Flexible Support Fund).

As well as converting outdated qualifications, age-specific training has also been beneficial for supporting older jobseekers. This relates back to how older claimants feel when placed into mixed-age groups. Work coaches noted that grouping older claimants together elicited better results.

A case study from **Merseyside Task & Finish Group:**

Doreen was made redundant from a large printing firm a couple of years ago. Since then, she has had lots of temporary short term contracts, has been on and off JSA, and has combined work with caring for her elderly mother.

Doreen's role looking after her mum was intense. She would spend whole nights there, organising medication and delivering personal care. She wanted more stability from a job, and realised she could get paid for what she was doing.

I referred her to a Care sector-based work academy (sbwa). She was successfully selected, and on completion of the training was offered a permanent job.

7.

Digital job search skills

Older claimants may not have as many IT skills as younger people, and may need to learn new skills before being able to effectively search for and apply for jobs.

Skills needs in this area may be very basic – for example using a computer, or searching for jobs online.

Younger claimants in mixed-age training sessions may have more knowledge and make the older learners feel behind. Therefore grouping older claimants together for this kind of training is important.

It could be sourced through a local provider off-site, or delivered 1-2-1 in-house on Internet Access Devices (IADs) in Jobcentres. This training can include how to apply for jobs online, and raising awareness of how companies filter applicants by digital means.

As well as using computers, developing a modern CV has been cited by work coaches as something older claimants may need support with.

It was felt that early intervention in this area was key. Unless this was tackled early in the JSA claim, then many claimants become disillusioned or lose confidence in the whole job search process. Many claimants also voiced their disappointment that they could not get access to this kind of help until 6 months of their claim.

South West Wales District has started running in-house weekly computer courses for older claimants, delivered by Get IT Together in seven Jobcentres.

Get IT Together is a five week course run within the Jobcentre premises. It includes all elements of learning and improving the use of a PC and the internet. Learners are firstly supported in looking online for information on things that interest them (e.g. hobbies and sport). Once they are confident they are taught how to navigate and effectively use jobsearch sites including Universal Jobmatch.

This method has ensured that they do not perceive the internet in a negative way, they no longer feel as if they are “made to use the computers just to jobsearch”, but as they become comfortable finding information of interest online, jobsearching gets easier and more proficient.

Get IT Together use volunteers to deliver some sessions, and Ryan the co-ordinator and head tutor for Get IT Together interviewed claimants from the jobcentres on a regular basis and took these on as volunteers.

He would support them through a few of the courses he led, and when they were confident, they would begin to deliver the courses on Get IT Together’s behalf. This means that when Work Experience claimants are utilised in our IAD suites to support the learners, they are gaining valuable experience to put on their own CVs.

8.

Employer engagement

Older workers are very important to the labour market, offering experience, skills and knowledge to employers and co-workers.

The number of older people working is increasing, too. At the beginning of 2012 there were 8.3m over 50s in employment in the UK – an increase of 1.4m since 2002.

Developing links with local employers is a good way to challenge employer perceptions of older workers, and promoting the benefits of recruiting a multi-generational workforce. This can be achieved in a number of ways, including:

- **Jobs fairs:** including age specific or age positive events
- **Sector orientation days:** where needs of specific employers could be addressed, and matched to the skills sets of local claimants
- **Agency promotion days:** where agency reps are encouraged to promote older claimants
- **Good news stories about older claimants:** to encourage work coaches to maintain enthusiasm and support
- **Voluntary work:** encouraging more older claimants to take up voluntary work, to increase their skills base and show employers how pro-active they are
- **Greater engagement with SMEs:** rather than solely focusing on large employers

The National Employer Service Team (NEST) also offers access to recognised and respected employer brands and their parent companies, many with age positive recruitment policies.

By sourcing Work Experience placements or sector-based work academies with employers, older claimants may get a chance to gain skills and experience, while also showing an employer who may not otherwise have considered it what an older worker could bring to the workplace.

In West London District, Kingston Jobcentre held 50+ jobs fairs, with a number of employers including Wholefoods, Chessington World of Adventure, Kingston Chamber of Commerce and John Lewis.

Employers were impressed with the large number of claimants (nearly 300) who attended, their enthusiasm and their overall high standard of employability. The employers felt the event was a good use of their time and would like to come to another in the future.

At one of these fairs, Sainsbury's were interested in recruiting for a new store. This attracted a lot of interest, and many older claimants said they hadn't thought about moving into a new career in retail but were interested in finding out more.

Following the events, one claimant aged 59 is starting a new career in retail, having been a graphic designer for thirty years. The last time he worked in a shop was as a student, but coming to the jobs fair made him realise that retail was something new he could move into.

After attending a group interview with an employer, he said: “I was the oldest person in the room, there were lots of youngsters there. When we were asked to introduce ourselves, they all mentioned their age.

“When it came to me, I didn’t mention my age and I was really positive, I said, ‘I have 30 years experience in Graphic Design and now I am really keen to work for your company.’

“The manager phoned me at home that evening and said he was pleased to offer me a job. I am starting Induction the day after tomorrow!”



9.

Self employment

Work coaches suggested that many older claimants have a strong preference for self employment, and this route out of benefits should be strongly supported.

This is because many older jobseekers have the skills and confidence to take their proposals forward, and the attractiveness of part time and flexible hours to this age group.

Support for claimants looking to go self employed can be through the New Enterprise Allowance (part of the JCP Offer), or through the Prince's Initiative for Mature Enterprise (PRIME).

New Enterprise Allowance has proved very popular with older claimants, with 7,500 new businesses started up by people aged 50+. Evaluation has shown that many of the businesses started through the NEA are sole traders in professions such as plumbing or hairdressing. The NEA may be a useful scheme for older claimants with a business proposition to consider, as the skills and experience they have gained through employment can sometimes be carried forward in setting up in self-employment.

A case study from **Leicester Charles Street JCP**:

Work coach Mahomed was working with a claimant aged 59 who had been a psychology teacher. After recovering from mouth cancer she was unable to continue this work as a teacher, and was writing articles for psychology journals and trying to sell them.

Mahomed suggested that she could get some support from NEA provision, with mentoring and a start up loan.

The claimant's business plan was approved, and she is now taking her business forward through writing articles and getting these published, both in print and online.

10.

Engaging wider stakeholders

Work coaches felt that having an open dialogue with providers would help all claimants, and older people in particular.

This would allow the work coaches to understand the role and structure of provision in more detail, helping them decide what provision is better for individual claimants, and to allow them to track the progress of these claimants.

Generally, work coaches felt the relationship with some providers could be improved. and raised concerns that they only feedback they seemed to receive was from claimants who had negative experiences. Good liaison with providers at local level can benefit claimants and ensure a smooth transition between the Jobcentre and the employment support provision they are referred to. Regular but informal liaison at local level can help ensure our employment programmes are successful

Other stakeholders such as local councils and the voluntary sector can be invaluable in supporting older claimants – as the example below highlights. Local organisations may have support available that compliments the provision available through Jobcentre Plus and a combined approach may help achieve better outcomes for the jobseeker.

The mayor of **Lewisham in South London District** has identified certain priorities for the borough in terms of employment, including youth unemployment, supporting families, learning disabilities and older people. Older jobseekers are the fastest rising unemployment group area in the borough.

In order to inform the debate, local Jobcentres conducted surveys with older claimants. This helped identify specific courses that might meet commonly identified needs of claimants in this group. We have also looked to source more of relevant training around basic IT, ESOL, basic skills and more complex IT packages that are already available through partnership working.

Lewisham has chosen to fund 75 Wage Incentive places over a two year period in a scheme which closely mirrors the Youth Contract Wage Incentive programme, but is instead aimed incentivising employers to take on older claimants.

The 75 places will be available over an 18 month period until the end of March 2015. So far we have successfully placed 7 claimants. This includes an example where an employer chose to move from their usual zero hour contract to a 30 hour job, in order to qualify for the incentive.

Additional Information and Guidance

Supporting Older Jobseekers intranet page (DWP Intranet)

Part of the adviser hub. Information includes:

- Updates on information and stats released
- Case studies
- Work coach guidance and tools

Click on A-Z > Knowledge Hub > Adviser Hub > Supporting Older Jobseekers

Supporting Older Claimants learning

This can be found via RM

Supporting Older Customers – Workbook

Course code: JCP1604

Working with Older Customers – Skills Practice (facilitated event)

Course code: JCP1597

Solution Focused Approach (facilitated event)

Course code: JCP1710

Briefing Hub (DWP Intranet)

DWP intranet briefing page, topics include:

- Private Pensions
- State Pensions
- Ageing Society

Click on A-Z > Briefing Hub > Pensions, Ageing Society and Benefit Take Up

National Employer Service Team (DWP Intranet)

Employer information and more

Click on A-Z > National Employer Service Team

DWP's Age Positive

Bringing together research and information from employers on effectively managing an ageing workforce.

<http://www.dwp.gov.uk/agepositive>

Age Action Alliance

Aiming to improve the quality of later life through partnership working between members and older people

<http://ageactionalliance.org/>

TAEN - The Age and Employment Network

Working to promote an effective labour market that serves the needs of people in mid and later life, employers and the economy.

<http://www.taen.org.uk/>

50+ Works

Sharing good practice and information about services, supporting those who work in the front line with older jobseekers. Topics include:

- Overcoming barriers
- Confidence and motivation
- Training and skills
- Case studies

<http://www.50plusworks.com/>

The Prince's Initiative for Mature Enterprise

An organisation dedicated to providing those over 50, who are unemployed or under threat of redundancy, with self-employment support.

<http://www.prime.org.uk/>

Age UK

Aiming to improve later life for everyone through information and advice, services, campaigns, products, training and research.

<http://www.ageuk.org.uk/>

Employers Forum on Age

An independent network of employers who recognise the need to attract and retain valuable employees, whatever their age.

<http://www.efa.org.uk/>

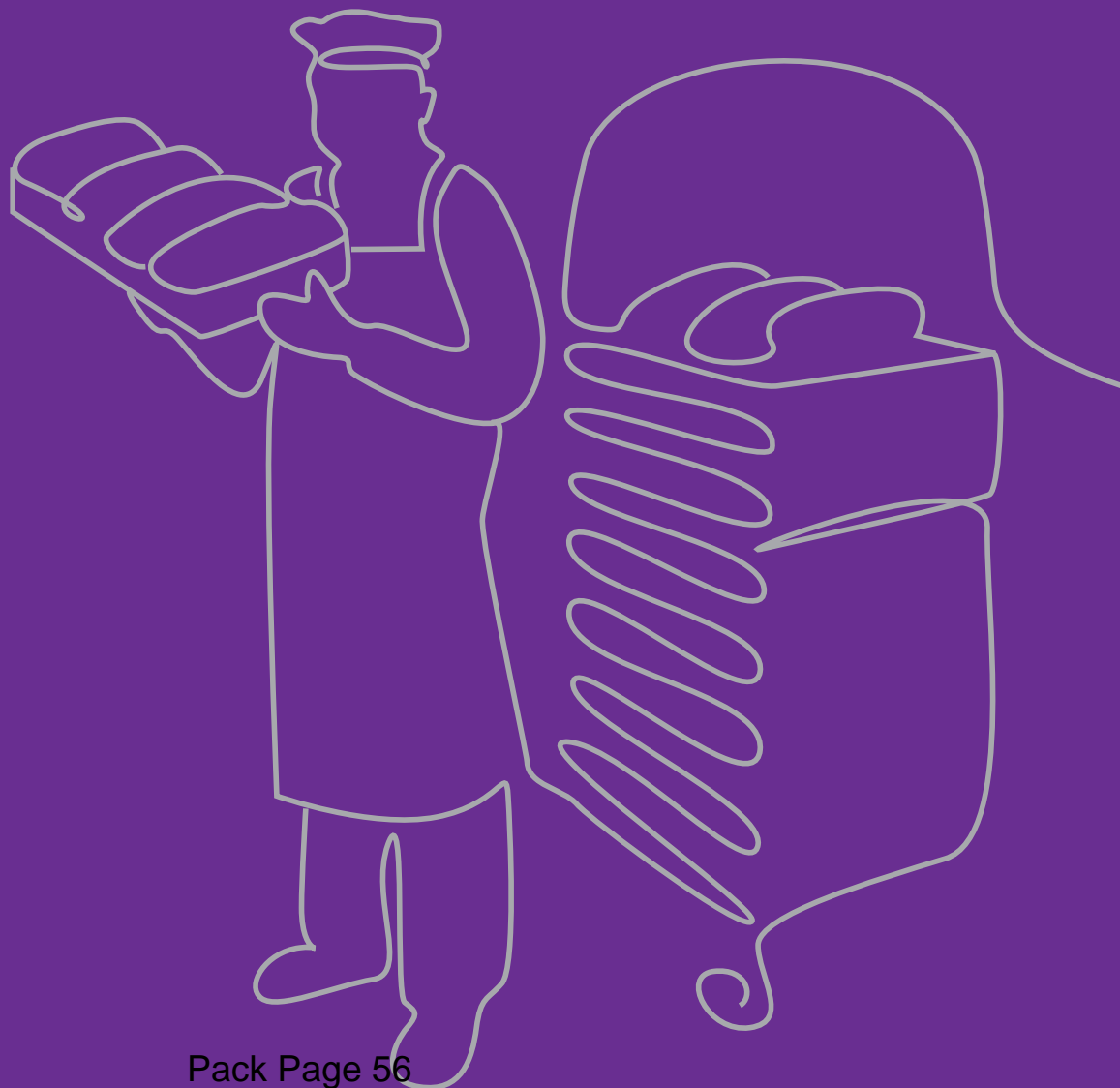
Ageing Well legacy website

Learning from the Ageing Well programme, with practical advice for councils and their partners. Includes:

- Case studies
- Written guides
- Videos
- Toolkits

<http://www.local.gov.uk/ageing-well>

Thanks to the Supporting Older Claimants Task & Finish Group for their support in putting together this guide.





Department
for Work &
Pensions



Cambrian Buildings
Mount Stuart Square
Cardiff CF10 5FL

Adeiladau Cambrian
Sgwar Mount Stuart
Caerdydd CF10 5FL

To: William Graham AM, Chair, Enterprise and Business Committee
CC: Dr Siân Phipps, Clerk, Enterprise and Business Committee,
Rachel Jones, Deputy Clerk, Enterprise and Business Committee

Re: Committee Inquiry on Employment opportunities for people over 50

18th February 2015

Dear Chair,

Thank you for the invitation to provide oral evidence to the Committee's Inquiry on 29 January. This was an important opportunity for my office to contribute to your Inquiry and highlight the importance of retaining people over 50 years old in the workforce and ensure that they have access to appropriate skills and training opportunities to re-enter the labour market.

As my Director of Wellbeing and Empowerment, Daisy Cole, mentioned in the evidence session, I will be launching a campaign in the autumn to address discrimination, prejudice and 'ageism' against older people. The campaign will address discrimination in the workplace, and highlight the positive contribution of older people to the labour market. Your inquiry is therefore very timely and I will keep you informed on developments regarding the campaign in due course.

Following your invitation to send suggestions as to how an employment scheme for people over 50 could be structured and funded, please refer to Appendix A.

Best wishes

Sarah Rochira

Sarah Rochira
Older People's Commissioner for Wales

Appendix A

Suggestions on how a scheme (similar to the current Jobs Growth Wales programme) for people over 50 could be structured and funded

Structure

The structure could be focused on three main strands:

- Employment: ensuring that those over 50 have the appropriate skillsets, are supported with job applications, are signposted towards relevant training and skills opportunities
- Self-employment: highlight this route back into employment to suit the needs and circumstances of the individual e.g. take into account caring responsibilities, encourage business start-ups and entrepreneurship and promote financial support e.g. grants, loans
- Volunteering: raise awareness of the importance of volunteering as a gateway to employment, highlight opportunities to volunteer in local areas, make individuals aware of training and skills opportunities

The Ageing Well in Wales Opportunities for Learning and Employment (OLE) Expert Advisory Group includes experts in employment opportunities for those over 50 e.g. Prime Cymru's role in self-employment, the Wales Council for Voluntary Action's role in providing accredited volunteering roles. Provided with sufficient resources, this group is well placed to help design and structure an effective scheme.

Funding

With funding resources scarce, the scheme would need to deliver maximum impact with limited resources. As the Older People's Commissioner has emphasised with community services, ensuring that those over 50 can return to employment is cost-effective in the long term¹. Employment can significantly improve the individual's physical and mental health and wellbeing, helping to reduce statutory packages of health and social care. Short-term funding for such a scheme can significantly alleviate the pressures on health and social care budgets in the long run.

¹ http://www.olderpeoplewales.com/en/Publications/pub-story/14-02-25/The_Importance_and_Impact_of_Community_Services_within_Wales.aspx

Using the same reporting and delivery structures as Jobs Growth Wales would be helpful in terms of replicating a cost-efficient, 'tried and trusted' model². Additional funding could be derived from EU funding, particularly the emphasis on tackling poverty through sustainable employment and skills for growth in the European Social Fund for Wales' regions in the 2014-2020 programming period³.

Building on the expertise and resources of organisations active in this field would also help reduce costs, for example using Prime Cymru's volunteer mentoring scheme would be helpful in the self-employment strand, and using the Wales Co-operative Centre's experience in delivering the successor programme to Communities 2.0 in order to ensure that those over 50 are supported with online job searches and applications, and receive specific IT training tailored to their needs⁴⁵. Any scheme would also benefit from the input of the new 'older worker champion' for Wales, in line with the UK Government's older workers scheme in April 2015⁶.

Marketing

Promoting the scheme and raising awareness needs to be done differently. The majority of people over 50 who are economically inactive and want or need to return to employment have no contact with Jobcentres or Careers Wales. TV/Radio and outdoor advertisements, newspaper adverts in local/regional/national media and use of social media e.g. Twitter, Facebook could all be useful. Furthermore, any scheme could link up with the re-launch of the UK Government's Age Positive initiative, encouraging employers to effectively manage an age-diverse workforce⁷.

At the local government level, the Strategy for Older People coordinators, Older People's Champions and 50+ Forums could play a crucial role in highlighting the scheme amongst local communities. Promoting the scheme and identifying particular employment needs amongst this age group could be useful via the next phase of Communities First, ensuring

² <http://wales.gov.uk/topics/educationandskills/skillsandtraining/jobsgrowthwales/?lang=en>

³ <http://wefo.wales.gov.uk/applyingforfunding/funding2014-2020/programmeimplementation/?lang=en>

⁴ <http://www.primecymru.co.uk/self-employment/>

⁵ <http://www.communities2point0.org.uk/technology>

⁶ <https://www.gov.uk/government/news/fundamental-reform-to-fight-ageism-in-the-workplace-older-workers-scheme-to-tackle-age-discrimination>

⁷ <https://www.gov.uk/government/collections/age-positive>

that the 52 clusters across Wales address employment as a way to increase community cohesion and lift people out of poverty in some of Wales' most deprived communities⁸.

Piloting

A pilot(s) could be useful to determine whether such a scheme has improved the employment prospects for people over 50 on the ground. Similar to the Older People's Commissioner proposal to the Welsh Government on increasing financial entitlements take-up amongst older people in 2014, two pilots could be funded, taking into account an appropriate geographical and socio-economic balance e.g. one each in North/South Wales, one each in an urban/rural area, one each in a Communities First/non-Communities First area. Should these pilots prove successful, then this would strengthen the case to roll-out the scheme across Wales with additional funding and resources.

⁸ <http://wales.gov.uk/topics/people-and-communities/communities/communitiesfirst/?lang=en>

Ein cyf/Our ref SF-EH-4231-14

William Graham AM
Chair, Enterprise and Business Committee
National Assembly for Wales

13 February 2015

committeebusiness@Wales.GSI.Gov.UK

Dear William

I am writing in response to actions which arose following my attendance at the Committee's meeting on 4 February.

Work is progressing to deploy smart ticketing technology on buses, focussed initially in the Metro area to provide a platform to facilitate roll out across Wales.

The current de-regulated environment of the Welsh bus industry poses a number of obstacles to integration. There is disparity between the fare structures and operating costs of individual companies, that will require mutual agreement if we are to reach the goal of a truly integrated system. There are also a range of different technologies that could deliver the physical integration of tickets. These, however, are subject to operator participation and overcoming various infrastructure and revenue implications with all the stakeholders, as well as the matter of collating the evidence from the different technologies to deliver a successful system.

Therefore, discussions are being undertaken with operators to identify the implications of each and reaching an agreement that delivers the long-term commercial and non commercial benefits of integration to passengers. The first phase of that work will provide a common payment mechanism through the use of pre-paid smartcards. Cards will initially be topped up on buses, with proposals to develop on-line and retail outlet provision to increase user choice and reduce bus boarding times.

Initial discussions have also taken place with a number of stakeholders to undertake a technical and operational pilot to ascertain the suitability of mobile

phone based ticketing. The proposed trial would involve bus and rail operators with a view to bridging the technical differences in their respective ticketing equipment. Discussions are also being held with Arriva Trains Wales with a view to trialling smartcard technology on rail services in the Conwy Valley.

The announcement of the national Youth Concessionary Fare Scheme in the draft budget for 2015-16 also provides an opportunity to utilise smartcard technology as proof of eligibility, with the facility to incorporate a stored payment facility that operators could utilise.

I would also like to set out the approach planned to ensure Welsh rail complies with Persons of Reduced Mobility – Technical Specification for Interoperability (PRM-TSI), and compliance with the Equality Act 2010. Functions in respect of PRM-TSI are not devolved to Welsh Ministers and it is the responsibility of train operating companies to ensure that rolling stock deployed in Wales after December 2019 is fully compliant with the regulations. In addition to the PRM-TSI, the Rail Vehicle Accessibility (Non-Interoperable Rail System) Regulations 2010 gives effect to the date of 2020 when accessibility changes need to be made.

Once executive responsibility for rail franchising is transferred to the Welsh Ministers, requirements imposed by section 149 of Equality 2010 will apply to the Welsh Ministers in the exercise of those functions:

“A public authority must, in the exercise of its functions, have due regard to the need to—

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it”.*

These duties will be enshrined in the work that we are undertaking to prepare for the delivery of the franchise from January 2017. I enclose a copy of the Technical Specification document which is subject to review and periodic update and a copy of the latest EU decision on PRM dated November 2014. On the matter of rolling stock, I expect to have information on proposals in place by the summer and detailed proposals by Christmas 2015. I will keep the Committee updated on progress with that work.

E dwina Hart

Further information provided by the Minister for Economy, Science and Transport regarding compliance with PRM-TSI.

The Rail Vehicle Accessibility (Non-Interoperable Rail System) Regulations 2010 can be accessed here: <http://ow.ly/JjGqL>

The Commission Regulation (EU) No 1300/2014 on the technical specifications for interoperability relating to accessibility of the Union's rail system for persons with disabilities and persons with reduced mobility, can be accessed here:

<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32014R1300&from=EN> -

The European Union Rail Technical Specification for Interoperability on persons with reduced mobility can be accessed here: <http://ow.ly/JjIlsd>



Heathrow and Wales

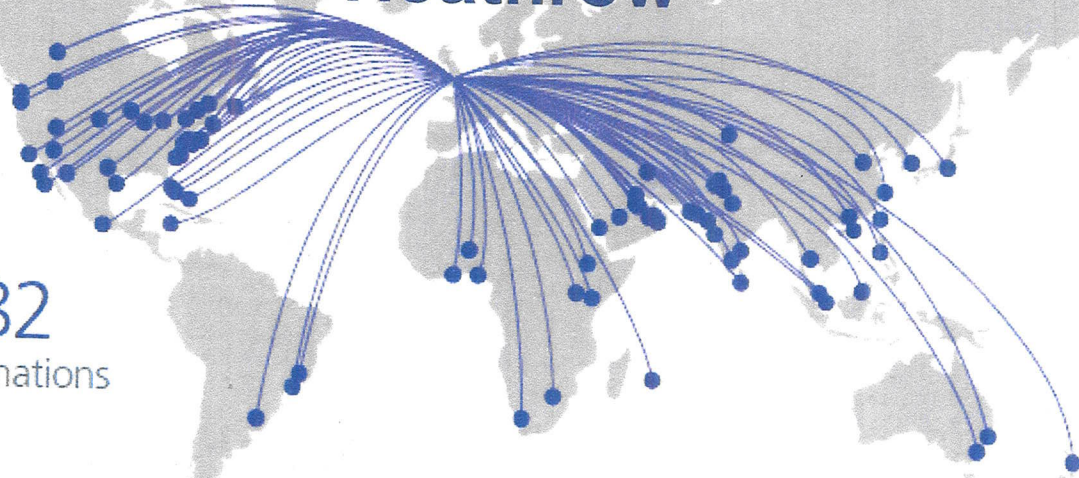
Clare Harbord
Corporate Affairs Director

Heathrow
Making every journey better

Connecting the whole of the UK to emerging global growth markets

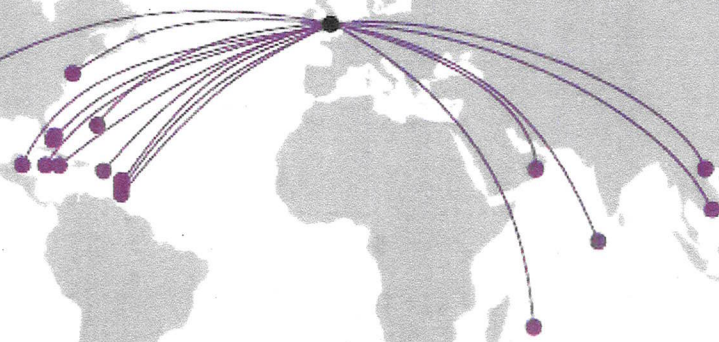
82
destinations

Heathrow



Gatwick

17
destinations
mainly leisure routes



Boosting the Economy: The prize on offer for Wales

Pack Page 68

	Heathrow	Gatwick
Heathrow delivers greater economic benefits: Heathrow expansion will deliver nearly £10bn more to the economies of Wales, Northern Ireland & Scotland	UK £112 - £211 billion	UK £42 - £127 billion
Heathrow will create more jobs than Gatwick: Expansion would create 10,500 jobs in Wales, Northern Ireland & Scotland – 7x that of Gatwick	Wales, N. Ireland & Scotland £25.2 billion	Wales, N. Ireland & Scotland £15.7 billion
Heathrow handles over 14x as much freight: Exports by air contribute nearly £2bn to the Welsh economy and support 1,500 jobs	179,600	49,000
	1,420,000 tonnes	98,000 tonnes

Heathrow will deliver more high-value tourists to the Welsh doorstep to grow the 128,800 jobs already in the Welsh tourist sector

Connecting to Growth: It's easier than ever to reach Heathrow

Pack Page 69

New direct access to the Great Western Line will cut journey times from Cardiff by 37 minutes.



Key

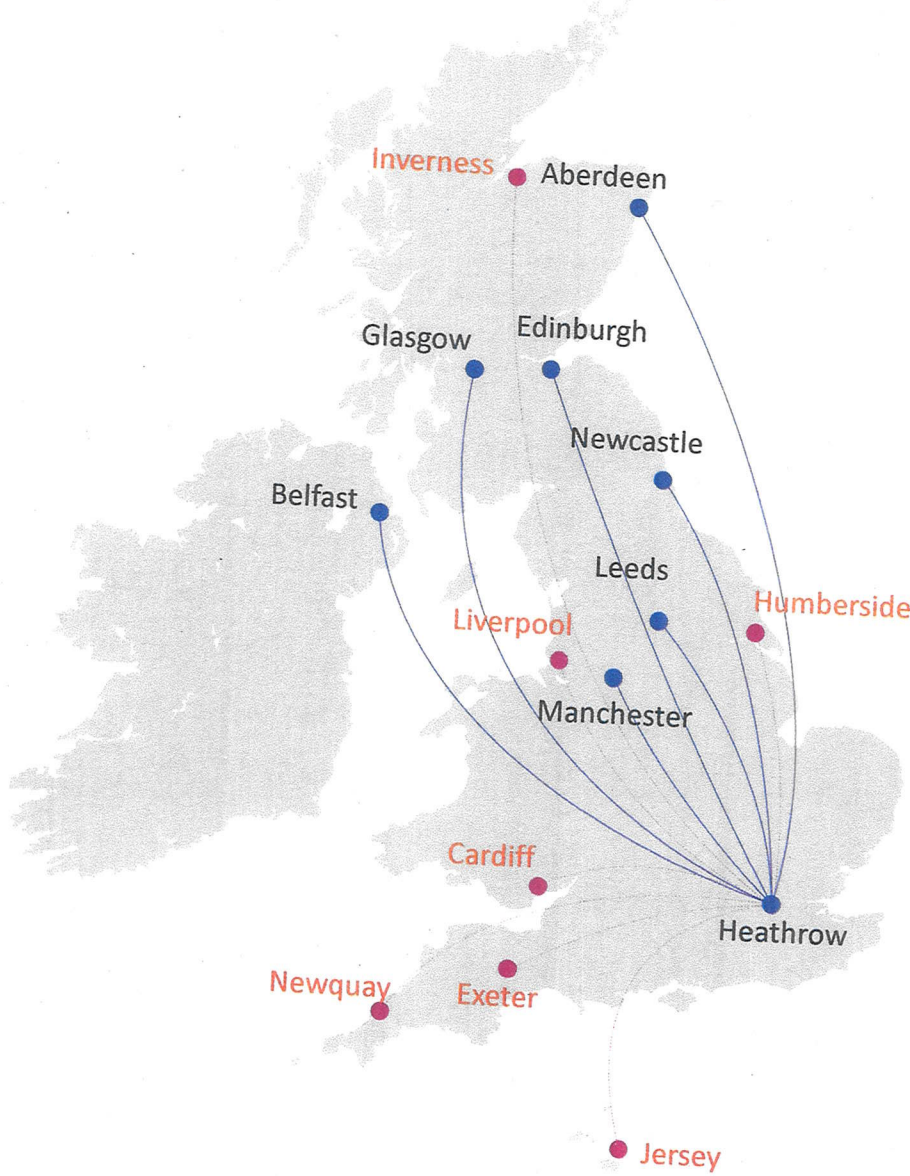
- Direct
- Onward
- Proposed

2013:
18 trains per hour
5,000 seats per hour

2040:
40 trains per hour
15,000 seats per hour

Heathrow
Making every journey better

Connecting to Growth: The National Connectivity Task Force



Member	Role
Lord John Shipley	Chair
Lord Hesketh	Dep Chair
Prof. Ben Derudder	Academic
Paul Hildreth	Academic
Neil Pakey	Ex AOA CEO
Sandie Dawe	Ex Visit Britain CEO
Sir Rod Eddington	Ex BA CEO
Derrick Murray	Scot
Dan Fell	NW & Yorkshire
Jenny Stewart	NW & Cumbria
Sir Peter Rigby	Mids
Suzanne Bond	SW
Iestyn Davies	Wales
Doreen Mckenzie	NI

Pack Page 70



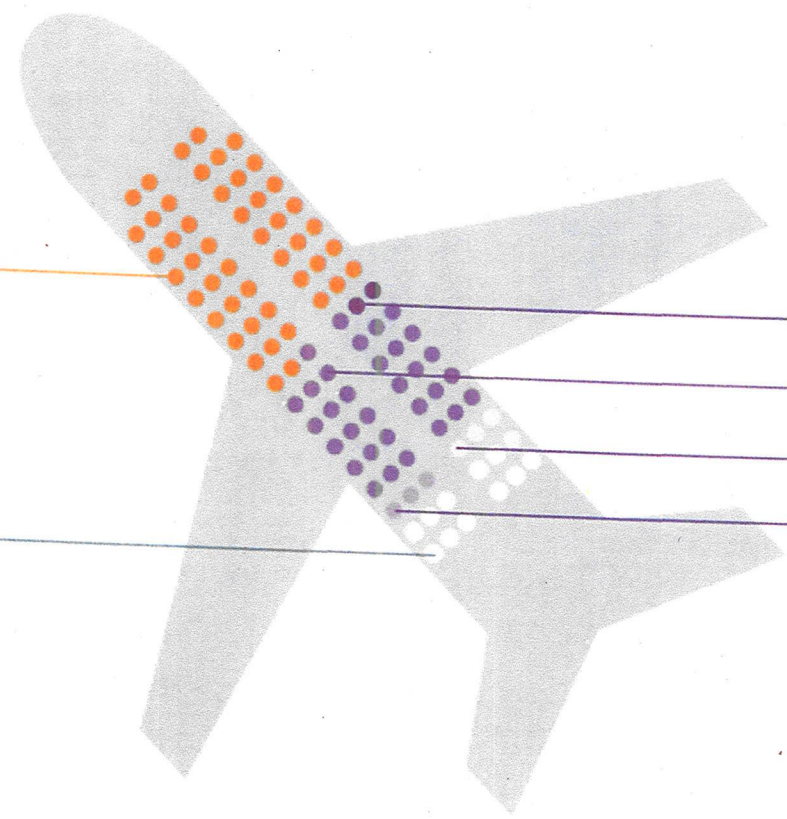
Complementing Cardiff: Why a bigger Heathrow is not a threat to Cardiff airport

A hub airport is uniquely important to establishing long-haul flights. Transfer passengers allow airlines to fly to more destinations more frequently than could be supported by local demand alone.

Direct passengers
from London to
Mexico City ...

48% direct
(163 seats)

10% Spare capacity
33 empty seats



... made possible by
transfer passengers

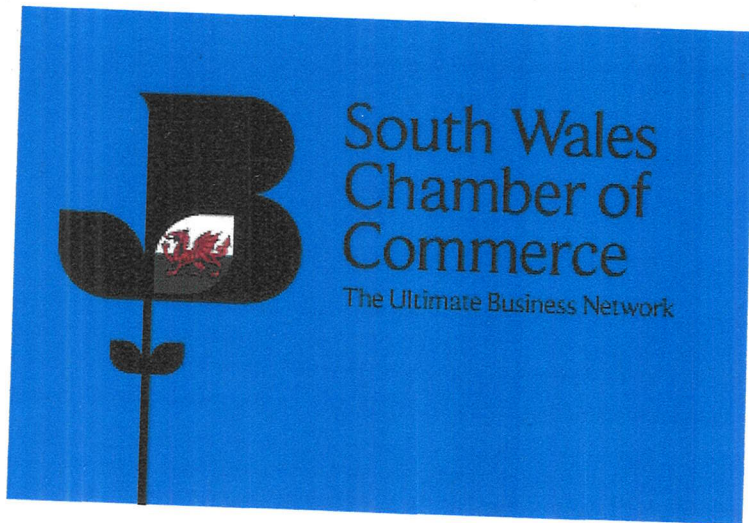
- 2% connecting from UK regions
(8 seats)
- 32% from Europe
(108 seats)
- 4% from Middle East
(14 seats)
- 3% from rest of the world
(11 seats)

Backing Heathrow: With Welsh support, Heathrow is deliverable



“Connecting South Wales to the UK’s main air hub is a vital component for Welsh businesses. Moreover, it will make Wales itself a more attractive destination for businesses looking to invest in the UK.”

Rt Hon David Jones MP on Western Rail Access to Heathrow Airport



1

**The promise
of new
apprenticeships**

Heathrow expansion will double the number of apprenticeships across the airport to 10,000 and extend programmes to champion employability skills training in schools

2

**The promise
of new jobs**

Heathrow expansion will create more than 120,000 new jobs and has the potential to end youth unemployment in the five local Heathrow boroughs

3

**The promise
of connecting
every economic
centre in the
UK to growth**

Heathrow expansion will help rebalance the UK economy by connecting all of the UK's regions and nations to growth markets

4

**The promise
of new trade
and exports**

Heathrow expansion will enable a significant increase in UK exports to close the gap between the UK and our European competitors

5

**The promise
of a cleaner
and quieter
Heathrow**

Heathrow expansion will keep CO₂ emissions within UK climate change targets, meet local air quality limits and cut the number of people affected by noise by at least 200,000

Heathrow

— Taking Britain further —