



Department
for Work &
Pensions

Welcome to the DWP Claimant Segmentation Survey!

Please continue with the DWP Claimant Segmentation Survey if:

- You have already completed the standard job claims interview procedure
- You have assessed that the claimant is eligible to take part in the study

To begin a new entry for this claimant, please click here:

[Begin new survey](#)



**Please read out the following to the claimant:**

We'd like to ask you a few questions to help us improve our support to jobseekers. There's no obligation to answer these questions and it has no bearing on your entitlement to benefits whatsoever. If you don't want to answer a particular question then you are under no obligation to do so. Before we go ahead I need to confirm that you are happy and willing to answer a few additional questions, and for us to link your answers to the benefit records that we use for research and analysis. Are you happy to go ahead with the questions?

Agree
(Claimant is happy to proceed)

Disagree
(Claimant does not want to proceed)

Below are some answers to frequently asked questions. No need to go through these unless the claimant raises the question.

Q: Will this affect my entitlement to benefit?

A: Whether or not you provide any answers, and irrespective of the answers you may give, your entitlement to benefit will not be affected in any way whatsoever

Q: What kind of questions will the survey involve?

A: The questions are about your current circumstances and how you view your job prospects

Q: What will my answers be used for, and who will use them?

A: The information will be used for research purposes only, to improve the services the DWP provides to claimant. Your data will be encrypted and anonymised, names and addresses are never included, and no individual can be identified from the research. Access to and use of your responses will be restricted to DWP researchers to ensure that the information is used responsibly and safely.

Q: Will my answers to the survey be kept confidential?

A: Any answers you provide us will be completely confidential in accordance with the Data Protection Act. Your current and future dealings with the DWP will not be affected in any way whatsoever.





Department for Work & Pensions

Please go through the following questions with the claimant entering their responses

Q1: Which of the following do you have daily access to? (Select all that apply)

- Landline telephone Mobile telephone Email Computer with internet Device (tablet/phone) with internet Prefer not to answer

Q2: How many years total work experience do you have, either relating to your desired field of work or otherwise? (Choose one)

- Less than 1 year 1-5 years 5-10 years More than 10 years Prefer to not answer

Q3: What is the highest level of education that you have achieved? (Choose one, if not listed here please select the closest equivalent to your highest qualification)

- Professional/work-related qualification University degree/tertiary qualification Diploma in higher education A/AS-level, International Baccalaureate, Scottish Highers, Welsh Baccalaureate
 GCSE, Scottish Standard None of the above Prefer not to answer

Q4: Did you achieve a grade C or above at GCSE (or equivalent) for both English and Maths?

- Yes No Prefer not to answer

Q5: Which of the following applies to your current living situation? (Select all that apply)

- Living with a partner/spouse Living alone Living with dependent children under 18 Living with parents/relatives Living with friends/non-relatives Prefer not to answer

Q6: Which of the following best describes your living situation? (Choose one)

- Owner occupied Shared ownership Renting (from council or housing association) Renting (from private landlord)
 Sharing another's accommodation Temporary accommodation Homeless Prefer not to answer

Q7: In your opinion, which of the following plays the greatest role in securing a job placement? (Choose one)

- Luck Who you know Your educational background Your previous work experience The number of jobs you apply for The effort put into each application Prefer not to answer

Q8: Which of the following statements best describes your confidence in getting a job within 13 weeks? (Choose one)

- Certain that I will find a job Likely that I will find a job Unlikely that I will find a job Certain that I won't find a job Prefer not to answer

Next





**Department
for Work &
Pensions**

Please go through the following questions with the claimant entering their responses

Q9: Which of the following would you say is currently affecting your ability to find or keep work? (Select all that apply)

- None
- Care responsibilities (elderly/disabled)
- Health / Disability / Drug / Alcohol problem
- My employment record
- Lack of local job vacancies
- Care responsibilities (young children)
- Criminal record
- My qualifications
- Lack of motivation/confidence
- Transport difficulties
- Lack of skills
- Language
- Challenges with literacy and numeracy
- Prefer not to answer

Please tell me how strongly you agree or disagree with the following statements

Strongly agree Slightly agree Neither agree nor disagree Slightly disagree Strongly disagree No opinion Prefer not to answer

Q10: The types of jobs I can get do not pay enough to make it worthwhile for me to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11: The thought of moving into new work makes me nervous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12: There isn't enough advice and support available to help me get paid work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13: It would be difficult for me to accept paid work now, even if I was offered it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q14: I have made a commitment to myself to find a job by a certain date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15: I wouldn't be able to find someone to replace my role at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Back

Next



Department for Work & Pensions

Please answer the following questions yourself, without revealing the questions or your answers to the claimant

Q16: Which of the following best describes the claimant's level of spoken English? (Choose one)

- Native fluent Non-native fluent Good (conversational) Basic (communication possible) Poor (communication challenging/not possible)

Q17: Based on your assessment, which of the following best describes the relevance of the candidate's work experience to their target field of work? (Choose one)

- Very relevant
Direct experience in exactly the same field Relevant
Some experience in similar or related field Limited relevance
Little experience in similar or related field No relevance
No experience with any relevance to target field

Q18: Based on your assessment, how likely do you think it is that the claimant will find a job placement within 13 weeks? (Choose one)

- Certain they will find a job Likely that they will find a job Unlikely that they will find a job Certain they won't find a job

Q19: Which of the following best describes the impact on the claimant you expect to see from more regular job-search review meetings? (Choose one)

- Strong positive impact on speed of finding employment Mild positive impact on speed of finding employment Mild negative impact on speed of finding employment Strong negative impact on speed of finding employment

Q20: Based on your assessment, which broad category do you think best describes the claimant? (Choose one)

Please refer to the Pen Pictures descriptions for more details on each of these categories.

- Willing but nervous job-seekers Eager job-seekers Ambivalent claimants with few barriers Other job-seekers

Next





Department
for Work &
Pensions

Thank you for completing the JSA Claimant Segmentation Survey

This claimant will need to receive **fortnightly** job-search review meetings

Please arrange with the claimant when their next meeting should be scheduled

Thank you for completing the DWP Claimant Segmentation Survey! The survey data has been saved, so if you have finished please click here to close the survey:

Close

