



Work and Pensions Committee

Thursday, 28 August 2025

Alison McGovern, MP
Minister for Employment
Department for Work and Pensions
(By e-mail only)

Dear Alison,

Get Britain Working: Reforming Jobcentres
I am grateful to you, Ed Lidington and David Barrow for appearing before the Committee on 11 June.

There were some points on which you undertook to provide us with further information and some on which we would appreciate more or updated detail. We would therefore be grateful if you could answer the questions set out below by 7 July. Question numbers refer to the [transcript of the evidence](#) you gave to the Committee.

Changes to the claimant commitment

During the session, we asked about changes to the claimant commitment and how DWP would reflect its aspiration to help people move into good jobs (Q124). In response, you told us that claimant commitments need to be personalised and that what constitutes a good job is relative to the person doing it. We also heard that, as part of the Wakefield pathfinder, DWP is testing changes to the claimant commitment. I would be grateful if you could provide the Committee with more detail about the changes that you are testing. The claimant commitment is fundamental to people's experience of Jobcentres, so it would be helpful for the Committee to have greater detail about any changes.

Targeting work coach time

We discussed at length how to make the most of work coaches' time and some of the changes that DWP is considering (Q127-134). As part of this discussion, you told us that DWP is trialling having work coaches spend more time with specific groups (Q131). Please can you write to the Committee, setting out which groups DWP has identified as benefitting from additional work coach time, and how Jobcentre staff will decide who receives more work coach time and who receives less.

Jobcentre in your pocket

Throughout the session, you and your officials spoke about 'Jobcentre in your pocket' (Q112, Q114, Q123, Q133, Q134). You told us that you want 'Jobcentre in your pocket'



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to improve Jobcentre services and that you do not want to reproduce the current Jobcentre service online (Q133). Please can you clarify for the Committee what 'Jobcentre in your pocket' is, how it will be different from the current service and what people can expect to see when they access it.

Metrics for the new jobs and careers service

We also asked you about how you will bring together Jobcentre Plus and the National Careers Service, and what key performance indicators you would set for the new jobs and careers service (Q145). I would be grateful if you could provide some more detail about the metrics by which you will be measuring the success of the new service.

Accountability for careers services

Furthermore, on the topic of merging Jobcentre Plus and the National Careers service, please could you clarify the future accountability arrangements for adult careers services between DWP and the Department for Education.

Closing the disability employment gap

Lastly, you offered to write to the Committee about the milestones DWP will set as it seeks to reduce the disability employment gap, currently at 30% (Q154). You told us that these milestones were still under discussion. In response to this letter, I would be grateful if you could set out a timeline for this work and let us know when we can expect more detail from the department.

As is usual practice with the Committee's correspondence, I will be publishing this letter and your response on the Committee's website.

Yours sincerely,

Debbie Abrahams MP
Chair, Work and Pensions Committee