

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: VTR1042

DATE 15th March 2013

Dear Mr Wolf,

Thank you for your Freedom of Information request which has been copied below along with our response (grouped by topic).

Please let me have asap copies of information that no Jobseekers Allowance (JA) mandated to use UJM will be required to >

1 Create a Government Gateway (GG)account?

2 Create a UJM account?

3 Create a UJM profile?

4 Upload their CV to Jobmatch?

15 Does being required to use UJM, only mean being required to anonymously search for jobs on it and not register an account?

As of Friday 1 March 2013, where appropriate Advisers can require some Jobseeker's Allowance (JSA) claimants to create a profile and public CV within the Universal Jobmatch service via the Government Gateway.

Initially, the Jobcentre Plus adviser will explain the benefits of the service to the claimant. If they still refuse to use Universal Jobmatch, the adviser may then consider whether it is reasonable to issue a Jobseeker's Direction to mandate them to create a profile and public CV on Universal Jobmatch.

Before issuing a Jobseeker's Direction the adviser will take a claimant's individual circumstances into account including whether they have access to the internet or not. Jobseeker's Directions require JSA claimants to take specific actions which will help them to find work, and failure to do so without good reason may result in a benefit sanction being applied.

5 Give DWP access to any GG or UJM account?

Claimants will not be asked to provide DWP staff with their Government Gateway User ID; this is personal to the claimant and must not be shared. However, claimants can choose to allow DWP access their account on a purely voluntary basis by ticking a box within their UJ profile.

[*6* Use UJM as the only way to provide Jobsearch evidence for JSA entitlement conditionality?](#)

When assessing whether a claimant has done all that is reasonably expected of them to look for work, Universal Jobmatch should not be viewed in isolation and the claimant may choose to provide or be asked to provide other evidence to support this.

[How does the Jobcentre know>](#)

[*7* If a JSA claimant has registered on UJM?](#)

[*8* A JSA claimant has applied for a job only on UJM, if they have not given access?](#)

If a claimant has given their adviser access to their Universal Jobmatch account, the adviser will be able to see that they have registered on UJ and applied for jobs by using the online service.

If they have not given access then the adviser will ask to see print outs from UJ (if they have access to a printer) or screens/pages from UJ (if they have access to the internet on a smartphone) as evidence that they have created an account or applied for a job. If it is not possible for the claimant to provide either of these then they may be asked to log on to their account via an Internet Access Device (IAD) in the Jobcentre and print out the relevant pages from UJ.

[Does a mandatory UJM JSA claimant have to:](#)

[*9* Apply for a job that is only on UJM and not externally?](#)

[*10* Register with every recruitment agency offering a suitable UJM advertised job?](#)

Advisers have the discretion to require claimants to apply for jobs that they think the claimant is capable of doing; this includes jobs that are advertised solely on the Universal Jobmatch service. This may also include jobs which are advertised by a recruitment agency. If a claimant fails to apply for any of these jobs without good reason, a benefit sanction may be applied.

[What happens if advisers require use of UJM but the JSA claimant does not accept](#)

[*11* Cookies, for user tracking \(original or third party\)](#)

[*12* Java Script, for user tracking](#)

[*13* Web bugs/beacons \(invisible user tracking images\) and](#)

[*14* Flash cookies, also known as "Local Shared Objects", for user tracking when they use websites?](#)

If a claimant does not want to accept the above onto their own device, where possible they will be able to use Internet Access Devices (IADs) within the Jobcentre. More than 2,000 of these devices have been rolled out in Jobcentres nationally to help more claimants access the internet.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk