

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xxx.xx

Our Ref: VTR4859

8th January 2013

Dear David Cook,

Thank you for your Freedom of Information request which is detailed below along with our response.

[Do JSA work programme participants have to allow Providers like A4E access to their Universal Jobmatch account or disclose their Government Gateway ID? If a participant does not allow voluntary access or disclosure, can it be a reasonable mandated activity to force access or force disclosure?](#)

Claimants will never be asked or mandated to provide any third party or DWP staff with their Government Gateway User ID; this is personal to the claimant and must not be shared.

At present, access to a claimant's Universal Jobmatch account is only available to DWP staff, and only if a claimant has given consent for DWP to access their account.

[Can you provide information that it is reasonable mandated activity for ingeus to require all of it's work programme participants to log in and use it's ingeusworks.com website, please supply a full copy of ingeusworks.com website terms and conditions, privacy and cookie policies for both the public and "secure" user logged on side of the website.](#)

The Department for Work and Pensions does not specify the type of activities Work Programme participants should undertake. This gives Work Programme providers the flexibility to design an innovative and personalised approach to support each individual into sustained employment. Providers will decide whether an activity is mandatory or not in appropriate cases, ensuring that it is reasonable for the participant's circumstances and will notify them in writing.

Any questions relating to the ingeusworks.com website should be addressed to Ingeus directly.

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@dwp.gsi.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