

DWP Central Freedom of Information Team

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

Our Ref: FOI 3348

6 August 2013

Dear Jason Davies,

Thank you for your Freedom of Information request received on 16th July and your subsequent email of 19th July. You asked for:

Are there any circumstances when a jobseeker (a JSA/ESA claimant) may be mandated by Jobcentre plus, by way of a Jobseeker's Direction for example, to provide a telephone number and/or an email address on which the Jobcentre may expect to be able to contact them, if the jobseeker does not wish to provide this information?

Specifically, are there any circumstances in which a jobseeker would (note: not could, or may) be sanctioned for refusing to provide a telephone number and/or an email address?

If the jobseeker does not have a telephone (landline or mobile) is there any circumstance in which the Jobcentre can force the jobseeker to obtain one, even if this is being supplied at no cost to the jobseeker by, for example, the Jobcentre or a Work Programme provider? Would the jobseeker have to accept this or otherwise face a sanction?

Furthermore, are there any circumstances where a jobseeker would be sanctioned for refusing to allow the Jobcentre/DWP to keep a copy of their CV such that it would be permanently accessible to advisers etc?

If the jobseeker is not legally obliged to give a permanent copy to the Jobcentre/DWP is there a legal requirement to show a copy of a CV to the Jobcentre and, if so, would it be considered reasonable for a jobseeker to redact any personal information, such as telephone numbers, email addresses, employer details etc., from a CV being shown to an adviser?

Additionally, in the specific circumstance where a jobseeker is refusing to register with Universal Jobmatch, would the jobseeker be sanctioned if his reason for refusal is not wanting to supply an email address during the registration process (bearing in mind that supplying an email address is mandatory to set up a Government Gateway account and without which registration with Universal Jobmatch is impossible)?

Providing a CV, email address or telephone number is not mandatory, therefore is not sanctionable.

However, a Jobseeker's Allowance claimant may be issued with a Jobseeker's Direction, requiring them to take a reasonable, specific activity that will help them find work, e.g. getting a

CV, telephone number or email address will help a claimant get a job. The decision to issue a Jobseeker's Direction must always take into account the claimant's individual circumstances.

Furthermore, claimants must demonstrate they have undertaken what is required in a Jobseeker's Direction. Where the evidence provided is considered to be insufficient, the case will be referred to a Decision Maker for them to determine if the claimant has complied with the Jobseeker's Direction. Failure to comply with a Jobseeker's Direction, without good reason, will affect benefit.

This is supported by Section 19A of the Jobseekers Act 1995, which can be found at the following internet address, via the DWP Website:

<http://www.dwp.gov.uk/docs/a11-0101.pdf>

It is for a Decision Maker to determine whether a Jobseeker's Allowance claimant has good reason for refusing to create a profile and public CV in Universal Jobmatch, taking into account the circumstances of each particular case.

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

Yours sincerely,

DWP Central FoI 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 FoI Team, Caxton House, Tothill Street, London, 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