

DWP Central Freedom of Information Team

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

Our Ref: FOI 1412

DATE 6 May 2014

Dear Mr. Harris

Thank you for your Freedom of Information (Fol) request received on 27 March. You asked:

I refer to the Joint letter from Neil Couling (Head of Jobcentre Plus, DWP) and Sal Iannuzzi (CEO, Monster) visible at <http://info.monster.co.uk/jobcentre-plus-monster-joint-letter/article.aspx> concerning Universal Jobmatch.

It says in part

"With millions of active jobseekers over the last year, those best placed to judge the system, our users, tell us they like it and that it makes a real difference to how they look for work."

Please send me *full* details of the evidence relied on for the assertion that users like Universal Jobmatch

Jobseekers, who have been using Universal Jobmatch, have provided anecdotal informal feedback on the service to Advisers and Work Coaches at Jobcentre Plus offices across the country. This feedback indicates that jobseekers like Universal Jobmatch and that it makes a real difference to how they look for work.

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@dpw.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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745