

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk)

Our Ref: 3869

DATE: 24 September 2014

Dear Ms Harriman,

Thank you for your Freedom of Information request of 06/09/14. You asked:

*'When Job Centres are digitally enhanced, will a person who wishes to claim UC be able to use an Internet Access Device (or access wifi on their own device) to claim UC online at the Job Centre? Or are these devices purely for job searching?*

In a digital Jobcentre a person wishing to claim UC online will be directed to a computer set aside specifically for this purpose, or they can take advantage of the free WiFi and use their own device.

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

Yours sincerely,

DWP Strategy Fol Team

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**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](mailto: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](http://www.ico.gov.uk)