Department for Work and Pensions (DWP)
Central Freedom of Information Team

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk

Our reference: VTR538
Date: 2 March 2015

Dear Mr Johnson,

Thank you for your Freedom of Information request received on 10 February 2015.

You asked:

"Please supply me with any policy you have about claimants being allowed to use the toilets at Jobcentres."

For background, see http://www.katebelgrave.com/2015/01/now-for-our-next-trick-making-elderly-jsa-claimants-grovel-to-use-toilets-at-jobcentres/

Public toilet facilities are not provided in Jobcentres. However, where there is a medical need, our Jobcentre managers have discretion to make judgments on allowing claimants to use toilet facilities in our Jobcentres. These decisions are subject to constraints in certain locations caused by the layout of the building and keeping people safe. If toilet facilities are not in the public area, use of them is only provided if they can be effectively managed with suitable control measures – for example, controlling access by escorting claimants to and from those areas.

If you have any queries about this letter please contact us 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, 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