

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/23848

10 July 2019

Dear Florence Daisley,

Thank you for your Freedom of Information (Fol) request received on 26 June. You asked:

Please provide any documents which detail the regulations or legislation which a work coach could rely upon in order to mandate a claimant to show personal email correspondence i.e. to mandate the claimant to login to a personal email account on a Job Centre internet access device, for the purpose of the work coach to inspect private correspondence.

Please also provide any documentation which details the consequences (sanctions etc.) if the claimant refuses to login to a personal email account for the purposes of allowing a work coach to inspect private correspondence.

My query should be treated as referring to both legacy JSA and to UC. Please provide information for both, in the case that the legislation / regulations differ in each case.

DWP Response:

There is no legislation that supports either JSA or UC claimants being mandated to share details of their personal email account specifically, regardless of the reason.

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

Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745