

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

freedom-of-information-request@dwp.gsi.gov.uk

**Our reference:** FOI 3086

**Date:** 8 September 2016

Dear Ms Baddams,

Thank you for your Freedom of Information request received on 24 August 2016. You asked:

*“As things have changed and there is daily signing on and long term jobsearch within jobcenter can you tell me what toilet facilities are available and access to drinking water while claimants are in the centre carrying out these orders - for able bodied and disabled”?*

**DWP response:**

It may help to explain that the Freedom of Information Act 2000 gives you a legal right of access to any recorded information held by a public authority. We do not have to provide opinions or explanations, generate answers to questions, or create or obtain information we do not hold.

With regards to toilet facilities quoting from our Health and Safety guidance DWP has an obligation to make reasonable adjustments under the Equality Act 2010 for disabled customers. For some of these customers coming into a Jobcentre or DWP office may prove more difficult if their disability includes incontinence issues and/or mobility related problems.

Given that all of our Jobcentres are unique it isn't possible to design a generic approach for the customer use of toilets on our premises that will ensure we meet our obligations. It is therefore important that each Jobcentre or DWP customer facing office risk assess the impact of granting our customers access to toilets for their particular office and handle these situations and issues on a site by site basis. Customer access to toilets must be factored into the Jobcentre Customer Facing Risk Assessment (JCFRA) process for each site. To be clear the use of toilets is not for general customer use but considerations must be in place for every Jobcentre/ DWP customer facing office so staff are prepared for when these situations arise.

We have no recorded information regarding the access to drinking water.

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

Yours sincerely,

DWP Central 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.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745