

Department for Work and Pensions (DWP)

Central Freedom of Information Team

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

Our reference: VTR 2046

Date: 15 May 2018

Dear Mr Zola,

Thank you for your Freedom of Information request dated 21 April 2018. You asked:

What type of access will DWP and Jobcentre Work 'Coaches' have to the individual benefit claimant's account for the new 'Find A Job' (FAJ) service? Will benefit claimants be expected to register with FAJ and if they do not they could be issued with a Jobseeker Direction to register a new FAJ account, create a personal profile and upload their CV(s) onto FAJ?

The current Universal Jobmatch (UJ) site that FAJ replaces requires account user consent/permission to allow DWP and Jobcentre Work Coaches to access individual's account's. For UJ benefit claimants can be mandated to register a new UJ account, create a personal profile, upload their CV(s) and apply for jobs through it as part of a Universal Credit (UC) requirement to spend 35 hours per week of Job searching. (UC entitlement conditions)

In your press release of 20/4/18 concerning FAJ, you suggest that FAJ is just a name change for UJ, does this mean that all the associated benefit entitlement conditions and risks of benefit sanctions will apply equally to FAJ as they can do with UJ?

"Universal Jobmatch is to be re-named 'Find a Job'...

A more powerful search using Adzuna's technology will match jobseekers to employers' available roles quickly and effectively"

<https://www.gov.uk/government/news/new-find-a-job-service-to-support-thousands-of-jobseekers-into-work>

As the new FAJ service is to be run with Adzuna technology it cannot be possible that going from UJ to FAJ is nothing more than a 'name change'.

Adzuna Job Search, Job Board and Labour Market Data Solution

<https://www.digitalmarketplace.service.gov.uk/g-cloud/services/718300940677552>

Adhunter Limited (ADzuna)

<https://beta.companieshouse.gov.uk/company/07301894>

DWP Response

It may be helpful if I explain the role of the Freedom of Information Act. The Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). The Act does not oblige a public authority to create new information to answer questions; nor does it require a public authority to give advice, opinion or explanation in relation to issues/policies under question.

Your request asks questions to which you seek a bespoke policy response. If you ask a question, rather than requesting recorded information, we will provide you with the recorded information that best answers the question. Once we have provided the recorded information, we have met our obligations under the Act; interpreting the information provided is up to you.

The recorded information we hold that best answers your question about the type of access DWP and Jobcentre Work Coaches will have to claimant accounts can be found in the extract below from the Find a job Delivery Implementation Guide which says:

- *“DWP staff will not have access to view jobseeker accounts, CVs or activity/application history.”*

The recorded information we hold that best answers your other questions is contained in the instructions for work coaches who deal with Jobseeker's Allowance (JSA) and Universal Credit (UC) claimants in Annexes 1, 2, 3, 4 and 5 for JSA claimants and Annexes 6, 7, 8, 9 and 10 for UC claimants included with this reply. For ease of reference, the relevant information has been highlighted.

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@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