

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/41015

5 August 2020

Dear Alison Stevens,

Thank you for your Freedom of Information (Fol) request received on 29 July. You asked:

Can you please answer the following questions with Regards to this freedom of information request.

- 1.Can you please clarify the DWP policy regarding Service Users that are shielders due to long term serious medical conditions .Job centres will be open in local lockdowns will they be required to turn uo for job centre appointments?*
- 2..Can you please clarify if Service Users will be expected to wear face masks in job centres what is your policy on the wearing face mask in job centres ? What is your policy for Service users that are exempt from wearing face coverings because of long term chronic health conditions like COPD and asthma.*
- 3.Will job centres staff be taking temperatures at the doors of Service users ?*
- 4.Because i am unsure of the policy regarding job centre job centre staff and the wearing of facemasks will they be required to wear facemasks while in the process of their work interviewing claimants?*
- 5.There is social distancing within job centres can you please clarify if there are perspect screens in situ within job centres?*

DWP Response:

1. The information requested is available on the following link.

<https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/faqs/#jobcentreappointments>

2. On arrival at the jobcentre, customers will be offered a face covering, if they do not have one of their own. However, face coverings are not a requirement of entry.
3. No
4. Face coverings and visors are available to those who want to use them or colleagues can use their own face coverings if they prefer. Colleagues are welcome to wear face coverings when interacting with customers but do not have to.

5. Yes, each jobcentre will have a number of customer-facing desks fitted with screens including one screened desk for enquires (front of house activity) and one for a work coach as a minimum. Managers can decide locally which desks work best. All interviews will take place behind a screen or in a screened area.

If you have any queries about this letter, please contact me 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@dw.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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745