

DWP Central Freedom of Information Team
e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 2571

Date: 15 June 2018

Dear Andrew Wilson,

Thank you for your Freedom of Information request received on 27 May 2018. You asked:

*“OK. I need the docs/guides and info you have that I and JCP customer will get a benefit sanction penalty solely because I/WE DO NOT agree the *Acceptable use policy* you created here <https://findajob.dwp.gov.uk/acceptable-use.html> after being notified to apply for a specific job only can bw apply for on <https://findajob> and setting up, using and apply for jobs on it has been included in my commitments (claimant comittment). Why should I consent to these penalty benefit requirements as I DO NOT OPT IN TO THEM?”*

DWP Response

The recorded information that explains the mandatory requirements of claimants in relation to setting up an account, using and applying for jobs in Find a job, how they are notified of those requirements and any details included in their Claimant Commitment can be found in the paragraphs highlighted from the extracts of operational instructions attached as annexes, which are detailed below:

- Jobseeker's Allowance claimants – Annexes 1 to 5
- Universal Credit claimants – Annexes 6 to 10

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

Yours sincerely,

DWP Strategy 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.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.gov.uk