

## **Department for Work and Pensions (DWP)**

### **Central Freedom of Information Team**

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

**Our reference:** VTR 2802 (2752, 2753)

**Date:** 3 July 2018

Dear Ms Lowen,

Thank you for your Freedom of Information (FOI) request dated 14 June 2018. As this request is identical to what you asked for in FOIs 2752 (received on 5 June 2018) and 2753 (received on 11 June 2018), we are using this reply to answer all three requests. You asked:

*Have answer to*

*Is it possible to sign-in to <https://findajob.dwp.gov.uk/sign-in> when all cookies and data are blocked from being placed on a PC? I used <https://findajob.dwp.gov.uk/contact-us> but got no answer, so unable to sign-in.*

### **Our response**

We understand you have received an answer to this via the Find a job contact us facility.

*My full requests are now*

*I am looking for info on day one conditionality for new UC and JSA claims. I am interested in copies of the guidance or scripts your phone helpline staff follow on Find A Job on [dwp.gov.uk](http://dwp.gov.uk) and other jobsites, when setting up the first Jobcentre interview and preparing a Claimant Commitment.*

### **Our response**

In terms of UC claimants, an extract from the 'Booking an initial Work Search Interview' instructions is included with this reply in Annex 1. The meanings of the Acronyms used in the extract are explained below:

AD – Account Developer.

WC – Work Coach.

CV – Curriculum Vitae.

In terms of JSA claimants who make their claim by telephone, they are not informed about the day one activities we would like them to do prior to their Initial Work Search Interview so the information you requested is not held by this Department.

*And please supply me with the legislation covering activity required from day one and the legislation for requirements included in a Claimant Commitment on yours and other jobsites*

### **Our response**

There is no specific reference in legislation about day one conditionality or the requirement to create an account in Find a job or other jobsites. However, that would not be necessary because the provisions mentioned below give DWP the power to make the requirements:

- For JSA claimants, section 19A(2)(c) of the Jobseekers Act 1995; and
- For UC claimants, section 17(3)(c) of the Welfare Reform Act 2012.

The Jobseekers Act 1995 and the Welfare Reform Act 2012 are available via the legislation.gov.uk website at the following internet addresses respectively:

- <http://www.legislation.gov.uk/ukpga/1995/18/section/19A>
- <http://www.legislation.gov.uk/ukpga/2012/5/section/17>

*Also, how does a Work Coach deem a Jobsite other than <https://findajob.dwp.gov.uk> as "suitable"?*

### **Our response**

Following a search of our paper and electronic records, I have established that the information you requested is not held by this Department.

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