

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

XXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

Our reference: Fol 929

Date: 7 April 2016

Dear Stephanie Herne

Thank you for your Freedom of Information requests received on 10 March 2016. You asked:

Please refer to this response

<https://www.whatdotheyknow.com/request/169236/response/416439/attach/html/3/FOI%203348%20response.pdf.html>

where the reply states, "Providing a CV, email address or telephone number is not mandatory, therefore is not sanctionable."

However, a Jobseeker's Allowance claimant may be issued with a Jobseeker's Direction, requiring them to take a reasonable, specific activity that will help them find work, e.g. getting a CV, telephone number or email address will help a claimant get a job. "

The response appears contradictory so could you please clarify the following by providing the relevant legislation which makes these requirements mandatory or not:

1a Must a claimant show their CV to the Jobcentre?

1b Must a claimant allow the Jobcentre to keep or copy their CV?

2 Must the claimant give the jobcentre a contact telephone number?

3 Must the claimant give the Jobcentre a contact email addresss

Please also specify whether this requirement differs for different claim types such as Universal Credit, JSA etc.

Response:

The response to Freedom of Information quoted in your request (reference 3348) was accurate, in that, whilst Jobseeker's Allowance claimants cannot be mandated to present a CV, email address or telephone number at the jobcentre, they can be mandated to obtain these by issue of a Jobseeker's Direction, as a means of improving their chances of finding employment. There is no contradiction, therefore.

The use of Jobseeker's Direction are supported by Section 19A of the Jobseekers Act 1995, which can be found at the following internet address.

via the DWP Website:

<http://www.dwp.gov.uk/docs/a11-0101.pdf>

The issue of a Jobseeker's Direction for these reasons is supported in instructions, which are attached as Annex 1.

Legislation does not make reference to whether claimants can be mandated to provide these objects to the jobcentre, or whether the jobcentre may keep a copy of a claimant's CV. However, they are required to provide evidence of having undertaking the activity required of them, in order to satisfy their Work Coach that they have complied with the Jobseeker's Direction.

In relation to questions 1a, 2 and 3 Universal Credit Claimants subject to 'All Work Related Requirements' can be required to provide the information to the Jobcentre detailed in Section 23 of the Welfare Reform Act 2012. see attached link

http://www.legislation.gov.uk/ukpga/2012/5/pdfs/ukpga_20120005_en.pdf

This differs from the Jobseekers Act 1995.

If you have any queries about this letter please contact me 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 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