



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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SW1H 9NA

Mark Abraham  
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request@dw.gov.uk](mailto:freedom-of-information-request@dw.gov.uk)

[DWP Website](#)

Our Ref: FOI2021/21589

6 April 2021

Dear Mark Abraham,

Thank you for your Freedom of Information (Fol) request received on 12 March. You wrote:

“Please can you share the latest guidance for DWP staff on the Jobcentre Plus Travel Discount Scheme? Is there any variance in advice throughout the UK? Is the advice down to Jobcentre discretion?”

If it's of help, I've included the link below, to assist in the process.

<https://tfl.gov.uk/fares/free-and-discounted-travel/jobcentre-plus-travel-discount>”

## **DWP Response**

I confirm that we hold information relating to your request.

Please see the attached excerpts from staff guidance as requested. Note that there is Work Coach discretion applied when awarding travel discount cards, they are not an entitlement.

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

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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## **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](mailto:freedom-of-information-request@dw.gov.uk) or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.