

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

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

**Our reference:** VTR 2345

**Date:** 18 June 2015

Dear Mr Zola

Thank you for your Freedom of Information request received on 9 June 2015.  
You asked

*For purposes of proving entitlement, please share the information you hold (via email) that explains how long Jobsearch records should be kept by people claiming JSA or UC, whether for Jobcentre 'signing-on' or other purposes like customer-compliance, benefit suspensions, entitlement doubts, sanctions, appeals or social security tribunals*

*Please also disclose (via email) your:*

*Latest Jobmatch toolkit (all chapters)*

*Jobcentre and decision maker guidance on use of the My Work Plan*

## Response

In answer to the question you raise about how long people claiming JSA should keep their own Jobsearch Records. We do not hold any recorded information that specifically explains this.

Please find attached the guidance.

I have also attached a link to the Public Knowledge Base which refers to Universal Jobmatch.

[http://about.universalcredit.service.gov.uk/kms/Pages/Looking\\_for\\_work\\_-\\_Universal\\_Jobmatch.htm](http://about.universalcredit.service.gov.uk/kms/Pages/Looking_for_work_-_Universal_Jobmatch.htm)

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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.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  
[www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745