



Department
for Work &
Pensions

DWP Central Freedom of Information
Team
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SW1H 9NA

Stephen Cooper

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

[DWP Website](#)

Our Ref: FOI2020/64428

Date: 02 November 2020

Dear Stephen Cooper,

Thank you for your Freedom of Information (FOI) request received on 25th October 2020.

You wrote:

“Please provide me with all Jobseeker Direction guidance used by Jobcentre work coaches for Universal Credit claimants.”

DWP Response

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

A Jobseeker's Direction is defined in the Jobseekers Act 1995 and means a direction can be given by an employment officer at any time, with the purpose of assisting the claimant to find employment, and/or improving the claimant's prospects of being employed. This provision relates to those claimants in receipt of Jobseeker's Allowance.

However, you may find the following explanation useful. We have provided this outside our obligations under the FoI Act. The Department routinely publishes Universal Credit guidance in the House of Commons Library, which was last updated on 29 October 2020, and can be accessed by members of the public online at:

<https://depositedpapers.parliament.uk/depositedpaper/2282591/files>

In particular, the following guidance documents explain the different conditionality groups in Universal Credit and where mandatory actions may be required.

- 19._Building_the_Claimant_Commitment_v6.0.pdf
- 171._Work_Preparation_activities_v3.0.pdf
- 174._Work_related_activities_and_the_LM_Regimes_v6.0.pdf
- 176._Work_search_activities_v6.0.pdf

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

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.gov.uk or by writing to: DWP Central FOI 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 or 01625 545745