



Department
for Work &
Pensions

DWP Central Freedom of
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[DWP Website](#)

Our Ref: IR2021/96196

15 December 2021

Dear David James,

Thank you for your Freedom of Information (Fol) request received on 24th November. You wrote:

"I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Jobseekers Allowance. job search company's.'.

did not answer the question."

DWP Response

In response to your internal review request, we can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

We find that the original decision was not correct and as such your complaint is upheld. As a result, the requested information is attached. Since your initial request, we have been able to uncover further guidance that will aid in your understanding.

It may be helpful if I explain that all work-related requirements are set in discussion with claimants, who take ownership of planning how they will meet the requirements and ultimately secure employment. They are tailored to their individual personal circumstances and capacity and recorded in their claimant commitment. This includes an agreement of the total time they have available and can be expected to be engaged in suitable work-related activities including work search activities where appropriate. The requirements any claimant is asked to meet should be clearly set out in their Claimant Commitment.

Please find the following UC guidance attached.

- Building the claimant commitment
- Work search activities
- Labour Market regimes
- Working Enough regime
- No Work-Related Requirements regime
- Work preparation regime
- Light Touch regime
- Intensive Work Search regime

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 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.

Web: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745