

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: VTR Fol1165

25 March 2013

Dear S. Rotheram,

Thank you for your Freedom of Information request which was received on 11th March 2013. In that request, you asked:

'Can a Job Seekers Allowance(JSA) claimant be mandated by a Work Programme Provider or Job Centre Plus(JCP) to open a Government Gateway account? I look forward to hearing from you.'

Universal Jobmatch is an online job posting and matching service which is available to all UK jobseekers and employers, 24 hours a day, 7 days a week. It is aimed primarily at jobseekers and employers in the UK and DWP staff involved in reviewing claimants' jobsearch activity to help improve a jobseekers employment prospects and ultimately support them into work.

Jobcentre Plus can mandate a JSA claimant to open a Government Gateway account where they have reasonable access to an Internet Access Device (IAD). The individual's circumstances will also be taken into consideration including for example, their health and any restrictions on their availability. This requirement may be in addition to any activity Work Programme Providers may mandate them to undertake, but the question of whether a provider can mandate a claimant to open an account is currently being considered.

The key benefits for jobseekers once registered with a Government Gateway account are;

- Jobseekers can upload their CV or create a CV within the Universal Jobmatch service,
- they can manage their own account,
- tailor their job search preferences to suit the jobs they are looking for,
- improve their prospects of finding work,
- it's free and users can log on to their account from a home computer/device, smartphone or anywhere with internet access; and,
- it uses the latest job search and matching technology to help find jobs that are right for each individual.

Jobseekers' CVs and jobsearch criteria will be 'matched' to new and existing job vacancies held by the service and they will receive ongoing matches when new jobs appear. They will also be able to identify any skills' gaps against their preferred job roles.

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 or by writing to DWP, Central Fol Team, Caxton House, 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 www.ico.gov.uk