

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: VTR IR286 of 1165

15 April 2013

Dear S Rotheram,

Thank you for your Freedom of Information request of 25 March 2013; the Department understands that you are seeking an internal review of your previous Freedom of Information request, our reference Fol 1165 as you stated:

*Thank you for your reply. It is different from the reply you gave here, [https://www.whatdotheyknow.com/request/government\\_gateway\\_2#incoming-371828](https://www.whatdotheyknow.com/request/government_gateway_2#incoming-371828) where you did not actually answer the question. (Not an unusual tactic from the DWP).*

*In the reply to me you have stated thus,*

*"Jobcentre Plus can mandate a JSA claimant to open a Government Gateway account where they have reasonable access to an Internet Access Device (IAD)."*

*Could you now please direct me to the Regulations, Codes or Laws etc that allow Jobcentre Plus to do this, (Mandate Jobseeker to open a Government Gateway account) as you should have done in the first place under the terms of the Fol Act. If this is not possible because of the £600 limit, then most recent regulations and/or guidance will suffice.*

Please be assured that your request has been given our full consideration and that all aspects of your review were taken fully into account.

The review was conducted by an official of the Department, of the relevant grade and authority to carry out such requests. The case has been examined afresh, and guidance has been sought from domain experts to ensure all factors were taken fully into account.

Your original request, which we received on 11 March 2013, asked if Jobseeker's Allowance claimants could be mandated to open a Government Gateway account; in response, the Department included that 'Jobcentre Plus can mandate a JSA claimant to open a Government Gateway account where they have reasonable access to an Internet Access Device (IAD)'. On review, I find that such a statement about Government Gateway without clearer linkage to Universal Jobmatch could be misleading.

It may be helpful if I explain in more detail; a Jobcentre Plus adviser can issue a Jobseeker's Direction that 'mandates' a Jobseeker's Allowance claimant to create a profile and public CV within Universal Jobmatch; a Jobseeker's Direction requires a claimant to undertake a specific

action or actions which will help the claimant to find, or improve their chances of finding, work. Failure to complete a Direction, without good reason, could result in a benefit sanction being applied; such Directions can be issued under section 19A(2)(c) of the Jobseekers Act 1995.

As claimants must have a Government Gateway ID and password to log in to Universal Jobmatch, the Department can reasonably expect the claimant to create a Government Gateway account as part of a Direction; registering with Government Gateway alone will not help the claimant to improve a claimant's chance of finding work and therefore, a Jobseeker's Direction would not be issued solely for this purpose.

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

Yours sincerely,

DWP Central FoI Team

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#### **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  
[www.ico.gov.uk](http://www.ico.gov.uk)