

DWP Central Freedom of Information Team

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

Our Ref: VTR3924

DATE: 21 October 2014

Dear N McAllister,

Thank you for your Freedom of Information (Fol) request received on 29 September 2014. Please accept my apologies for the delay in responding. You asked:

Can you please point me to any changes in legislation that requires claimants to provide an email address and telephone as a condition of claiming Jobseeker's Allowance and/or Universal Credit.

Can benefits be stopped if the information is not provided and if so, can you provide me with the relevant legislation and DWP policy document?

The legislation that requires claimants to take reasonable action for the purpose of obtaining work is The Jobseeker's Allowance Regulations 2013, paragraph 12 as below:

Work search requirement: all reasonable action

12. (1) A claimant is to be treated as not having complied with a work search requirement to take all reasonable action for the purpose of obtaining paid work in any week unless—

(a) either—

(i) for the purpose of obtaining paid work, the claimant takes action for the claimant's expected hours per week minus any relevant deductions; or

(ii) the Secretary of State is satisfied that the claimant has taken all reasonable action for the purpose of obtaining paid work despite the number of hours that the claimant spends taking such action being lower than the expected number of hours per week; and

(b) that action gives the claimant the best prospects of obtaining work.

There is no Universal Credit regulation that requires a claimant to provide an email address or telephone number to be able to access benefit.

There are mandatory conditions attached to being able to receive Jobseeker's Allowance. The Jobseeker's Allowance sanctions process incorporates a number of safeguards to ensure a fair and transparent regime. Each sanction is considered on a case by case basis and claimants are given five working days to provide their reasons for failing to participate or engage with conditionality requirements. The legislation we follow can be found through the following links.

http://www.legislation.gov.uk/uksi/2012/2568/pdfs/uksiem_20122568_en.pdf
<http://www.legislation.gov.uk/uksi/2012/2568/introduction/made>

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

Yours sincerely,

DWP Strategy 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, 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 or telephone 0303 123 1113 or 01625 545745