



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
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London
SW1H 9NA

David James
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[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2022/42078

7 June 2022

Dear David James,

Thank you for your Freedom of Information (Fol) request received on 27 May. You wrote:

“What is the job center policy on attending interviews?

I was told last week things are changing and now some people have to wait outside and be called in to the building if your 5 to 10 minutes early?

I personally don't believe that seems like some sort of discrimination. After all job Centre plus have waiting rooms and chairs and sofas. For people to sit down and wait.

what is the law or policy?,.. is it true you now have to wait outside to be called in to the building if you have an appointment.”

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. However, you may find the explanation below to be helpful. We have provided this outside of our obligations under the Freedom of Information Act.

During the period of Covid restrictions, customers may have been required to wait outside the jobcentre before attending their appointments, as the number of people we could accommodate was limited by risk assessments.

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@dpw.gov.uk or by writing to: DWP Central Fol 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 FOI and EIR complaints](#) or telephone 0303 123 1113.