

David James
request-865625-4df6984c@whatdotheyknow.com

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

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

Our Ref: IR2022/44198

22 June 2022

Dear David James,

Thank you for your Freedom of Information (Fol) request received on 7th June. You wrote:

“Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'What is the job center policy on attending interviews early?'.
covid is over, at that time you were not required NOT to attend the job centre AT ALL!!!!!!
I DO NOT ACCEPT THIS REASONING, furthermore if this be the case why is no of your staff members or the members or public not wearing Any masks. Please stop wasting time!!

Please stop wasting time by trying to cover for dwp work colleagues by lying for them and making up nonsense.

Is there a policy or law when attending interviews if you come 5 minutes early? Are you forced to wait outside when there are waiting rooms inside the building, and no one is in the building at that time? So, we know can save on the excuse the building is full.

No clients in the building. Wating room is empty. Your 5 minutes early for an interview the person at the front states you have to wait outside, stating new rules, things are changing.

Can you know tell me what the new law or policy is on forcing people to wait outside when you have sofas, a chairs computer inside and waiting rooms inside when there is no one inside and this is nothing to do with any type of covid.

Since its hard for you to just explain the truth. A yes or no will do.

What is the law or policy on making, forcing people to wait outside given the above explanation...? Please stop wasting time.!!

!.) NO THERE IS NO NATIONAL POLICY FORCING PEOPLE TO WAIT OUTSIDE.
WHEN ATTENDING INTERVIEWS

2.) YES THERE IS A NATIONAL POLICY FORCING PEOPLE TO WAIT OUTSIDE
WHEN ATTENDING INTERVIEWS

YES OR NO!!!!!!”

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 are satisfied that the original response was handled properly and that the outcome of your original request was correct. Your complaint is therefore not upheld and the reason for this is as follows. 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 following explanation useful. We have provided this outside our obligations under the FoI Act.

People do not have an unfettered right to access DWP offices and do so under what is referred to as an implied licence (an agreement giving permission for a person to do something). The majority of our jobcentres allow customers to wait in the jobcentre if they are up to 20 minutes early. If over 20, people may be asked to come back nearer their appointment time if they are not vulnerable. Additionally, some of our jobcentres may open a little later during the week, so customers may wish to wait outside before their appointment.

In addition, it may be helpful if we explain the role of the FoI Act. It provides a legal right of access to recorded information held by a public authority like the DWP, subject to certain exemptions that may apply. The Act does not oblige a public authority to create new information to answer questions; nor does it require a public authority to give advice, opinion, or explanation, generate answers to questions, or create or obtain information it does not hold.

We do not hold any recorded information to answer your request and will therefore not be progressing your request any further.

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.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.