

**Department for Work and Pensions (DWP)**  
**Central Freedom of Information Team**

freedom-of-information-request@dwp.gsi.gov.uk

**Our reference:** VTR 5291

**Date:** 25 January 2016

Dear Mr Jennings,

Thank you for your Freedom of Information request received on 31.12.15.  
You asked:-

*“Please email me your jobcentre and decision makers information for jsa claimants on and whether and in what circumstances they must accept or apply for a zero-hour (zh) contract when directed to apply for zh work (BY THERE WORK COACH) and believe that it is but not confirmed by agency or otherwise and all details not clear or absent on wheather any work at all, please confirm a decision makers position in these circumstances and the revelent legislation and legalatity.”*

Please find attached paragraph 107 of the Jobseekers Allowance, Labour Market Instructions, Refusal of Employment Chapter.

Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you. The information you requested in terms of zero-hour contracts and Decision Makers is contained in paragraph 34415 of Chapter 34 - JSA Sanctions, Decision makers' guide: Volume 6: Jobseeker's Allowance and Income Support: staff guide.

This guidance is available on the Department's website in the link below:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/470851/dmgch34.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/470851/dmgch34.pdf)

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

Yours sincerely,

DWP Central Fol Team

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**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@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745