

DWP Central Freedom of Information Team

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

Our Ref: VTR3900

2 September 2013

Frank Zola

Dear Mr Zola,

Thank you for your Freedom of Information request received on 16 August 2013. You asked for:-

Whilst on JSA [1] can a Jobcentre or Work Programme adviser require, notified through a Jobseeker's Direction or Mandatory Activity Notification, making an application or attending an interview for a Zero Hour job,taking into account:

"Jobseeker's Allowance claimants are not required to apply for zero hours contract vacancies and they will not face sanctions for turning down the offer of a zero hours contract."

<https://www.whatdotheyknow.com/request/166969/response/407562/attach/2/Fol.3022.RESPONSE.pdf>

If they can be required to make the application or attend the interview, can a sanction be applied for:

[2] not making the application?

(notified through a Jobseeker's Direction or Mandatory Activity Notification)

[3] not attending the interview?

(notified through a Jobseeker's Direction or Mandatory Activity Notification)

[4] if the application or interview is successful for turning down the Zero Hour job/contract?

It may be helpful if I explain the role of the Freedom of Information Act. The Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). The Act does not provide that a public authority must create new information to answer questions; nor does it provide that a public authority give advice, opinion or explanation in relation to issues/policies under question.

In cases where a person asks a question, rather than request recorded information, we do our utmost to provide the recorded information that best answers the question. Once the public authority has provided the recorded information, it has met its obligations under the Act; interpretation of the information provided is left to the requestor.

The recorded information which best answers your question can be found in the document included with this reply entitled 'Operational Guidance – Zero Hours' of which paragraph 13 is applicable.

If you have any queries about this letter please contact me 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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, 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 [www.ico.gov.uk](http://www.ico.gov.uk)