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Information request

From Community Work Placement Provider Guidance:

"2.41 For example, where you could appropriately evidence contact with a claimant via a web-based solution throughout a defined period, e.g. 2 hours, it would be acceptable to count this towards the 4 hour provider-led jobsearch requirement. Making a phone call at the start of the period and then calling again 2 hours later would not. Whichever way the requirement is managed, you must ensure you can evidence the activity (endorsed by the claimant and deliverer of activity)"

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/314475/community-work-placements-provider-guidance.pdf

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1. Can a claimant who does not wish to participate in a "web-based solution" be mandated to use:

- i. his or her own computing device, or;
- ii. any other computing device to participate?

DWP response

Jobseeker's Allowance claimants are expected to do all that is reasonably expected of them to find work. As part of this, we would expect them to look for work through as many different sources as possible.

We are introducing 6,000 new computers into Jobcentre Plus offices to support claimants to access digital technology (including websites such as Universal Jobmatch).

Advisers can ask Jobseeker's Allowance claimants to use various methods, irrespective of any other channels the claimant may have chosen to use if this will improve the claimants chances of finding work. If they refuse, the adviser

may then consider whether it is reasonable to issue a Jobseeker's Direction to mandate them to do so.