



Department
for Work &
Pensions

Mr. Owen Stevens
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Operations FOI Team
Caxton House
Tothill Street
LONDON
SW1H 9NA

8 August 2014

www.gov.uk

Dear Mr. Stevens,

Thank you for your Freedom of Information requests received on 14 July 2014. You asked for:-

3166	<p>See internal DWP staff bulletin 29/00 dated 14th July 2000 with the subject 'Benefit Claims From Customers With A History Of Mental Health'.</p> <p>In this bulletin reference is made to a 'Customer Service Matters' newsletter (april 2000 edition) and letters from Trish Pitt.</p> <p>Please release a PDF of the newsletter and the letters from Trish Pitt.</p>
3167	<p>See internal DWP staff bulletin 10/01 dated 12/2/2001 with the subject 'Guidance on customers with mental health problems'.</p> <p>The bulletin refers to amendment 3 of the Customer Service Manager pack. Please release that amendment and any subsequent updates to that amendment.</p>
3169	<p>See internal DWP staff bulletin 29/00 dated 14th July 2000 with the subject 'Benefit Claims From Customers With A History Of Mental Health'.</p> <p>It refers to a workshop held on 24 May 2000 by the Benefits Agency Chief Execs Office with further guidance due to be issued as a result.</p> <p>Please release the guidance issued following the workshop and any subsequent updates to that guidance.</p>
3172	<p>See internal DWP staff bulletin 29/00 dated 14th July 2000 with the subject 'Benefit Claims From Customers With A History Of Mental Health'.</p> <p>In this bulletin reference is made to a 'Customer Service Matters' newsletter (april 2000 edition).</p> <p>Please release PDFs of any subsequent Benefit Agency/DWP newsletters making reference to Mental Health Safeguards.</p>

Your requests make reference to staff bulletins and products issued in July 2000 and February 2001. We would like to note that DWP did not exist as a department until June 2001. It appears that the bulletins you refer to will have been issued by either the former Employment Service agency or The Benefits Agency. The Employment Service and Benefits Agency were themselves amalgamated into the Jobcentre Plus agency in 2002. The Jobcentre Plus agency ceased to exist in 2011; its services are delivered directly by the Department for Work and Pensions. Jobcentre Plus is now a brand name only and represents the high street presence of the department.

We have checked with those areas of DWP that may have inherited responsibility for these documents from its predecessor legacy. We have no central record of the information for which you are looking.

Additionally a search of our corporate intranet, using the terms specified by yourself, does not return any results for the documents you have specified. Please see screenshots at Appendix 1.

As DWP is such a large organisation it is not without the bounds of possibility that hard (printed) copies, of the information you seek, may still exist somewhere in the department. However, in order to locate these we would be required to initiate a manual, department wide, search. We estimate that the cost of doing so would exceed the appropriate limit of £600. The appropriate limit has been specified in regulations and for central Government it is set at £600. This represents the estimated cost of one person spending 3.5 working days in determining whether the Department holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing them any further.

We have considered, as required by S.16 of the FOI Act, how we might help you to bring your queries within the cost limit. However, because your requests are so specific we are unable to aid you in doing this.

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

Yours sincerely,

DWP Operations Freedom of Information Team

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 or by writing to DWP, Central FOI 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 or telephone 0303 123 1113 or 01625 545745

If you contact us, use this reference:
FOI 470



Mr Owen Stevens
(By email)

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13 February 2015

Dear Mr Stevens,

Thank you for your Freedom of Information request received on 5th February 2015. You asked for:-

- 1) Please release figures showing the results of these visits e.g. sanctioned, claimant did not understand responsibilities so not sanctioned.
- 2) Please detail what outcomes are recorded by DWP following these visits. I have seen the information completed by the visiting officer on the MF37 so am not interested in this stage. I would like to know about the information recorded by whoever receives or processes the visit report.

DWP confirms that it may hold the information that you seek. However, this information is held in individual clerical files which will have to be accessed individually in order to extract the information required (where it exists).

For this reason we estimate that the cost of complying with this request would exceed the appropriate limit of £600. The appropriate limit has been specified in regulations and for central Government it is set at £600. This represents the estimated cost of one person spending 3.5 working days in determining whether the Department holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing this part of your request further.

We have considered, as required by S.16 of the FOI Act, how we might help you to bring your request within the cost limit. However, because your request is so specific we are unable to help you do this.

Information regarding the results of home visits are used to consider whether or not a labour market sanction is appropriate. The information from the MF37 is not recorded on any IT system meaning that it is not possible to extract electronic statistical data to help answer your specific queries.

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

Yours sincerely,

DWP

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