

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

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk

Our reference: FOI 1533

Date: 19 May 2016

Dear Mr Willingham,

Thank you for your Freedom of Information request received on 13 April 2016.

Your Request

How many job centres have staff with the specialist training to support unemployed people with a mental health condition into finding gainful employment?

How many job centres have staff with the specialist training to support unemployed people with a neuro-diverse or developmental difference condition (for example aspergers, autism, dyslexia, dyscalculia, or touretts) into finding gainful employment?

Please detail the specialist training or qualifications that staff have, and the number of job centres with this support and the total number of job centres.

Please list all job centres in Gloucestershire with specialist mental health or developmental difference support services.

Our Response

Across our network of over 700 Jobcentres, there are around 11,000 Work Coaches who all complete training that has been designed specifically for their role. This learning combines the knowledge, skills and behaviors they need to coach claimants effectively so that they are able to identify for themselves what they need to do to find work and includes working with claimants who have a mental health condition.

We have Disability Employment Advisors (DEAs) who work alongside Work Coaches to provide additional professional expertise and local knowledge across the health issues spectrum,. We currently have one DEA to every three Jobcentres, which will increase to two DEAs to every three Jobcentres in 2016/17, however any claimant who requires access to the specialist support offered by DEAs is given access

We also have Work Psychologists who work collaboratively with work coaches to progress claimants who have complex employment related issues. They can help identify what is hindering a claimant's progress towards work or work related activity, directly support a claimant in making changes to help

themselves as well as clarify the solutions that can be put into place to support them.

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

Yours sincerely,

DWP Central Fol 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@dpw.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 or telephone 0303 123 1113 or 01625 545745