

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: 2217

23 May 2014

Dear Jim Stones

Thank you for your Freedom of Information (Fol) request received on 13 May 2014. You asked:

In a report issued by the Scottish Parliament Welfare Reform Committee (link below), Neil Couling, your Work Services Director is quoted as saying:

1. "Yes, that's not so remarkable [that jobcentres are inundated with thank you cards from claimant's that have been sanctioned].

I would like to know how many thank you cards have been received by Leigh Jobcentre, 2-10 windermere road, WN7?

Please be specific about how many of those cards were sent by recipients of benefit sanctions.

2. Mr Couling says the DWP employs qualified psychologists in its jobcentres.

Is there a qualified psychologists based at Leigh Jobcentre, 2-10 windermere road, WN7?.

Please also tell us about the role of psychologists in Jobcentres. Is there guidance for Jobcentres about how to use the psychologists they employ?

In the last 6 months Leigh has received around 11 such cards or letters. We don't have the information on whether these were from people who had been subject to a sanction at some point.

There is no work psychologist based at Leigh jobcentre; the DWP Work Psychology Services has 36 qualified psychologists (that is HCPC Registered Occupational Psychologists) working in jobcentre offices. Work Psychologists work across a number of jobcentres. Their role includes:

- one-to-one interventions to enable claimants with needs (for example, disabled people, people with health conditions or offender backgrounds) to progress toward or obtain employment,
- providing advice to jobcentre staff about helping claimants with needs, through case conferences or by providing training, and,
- contributing to jobcentre development or evaluation.

Work Psychology Managers regularly update their Work Service Directors and District Managers about service performance and delivery options.

If you have any queries about this letter please contact me 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@dwpgsi.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