Dear Mr Lonsdale,

Freedom of Information Request – Seeking Clarification

Thank you for your Freedom of Information request received on 6th April 2012. You asked:-

*When attending the Work Programme can it be a Mandatory Activity, that does not require my consent, to video record me as an individual, without getting my prior written consent? Is not telling me that the resulting video recording is processed for the DWP, so when made and kept it then belongs to them a breach of basic Data Protection Act principles? How long will the DWP keep a copy of the video recording and can I refuse to be videoed without losing by welfare benefits?*

Unfortunately, I am unable to proceed with your request without clarification of the information you wish to receive. To help me do so, could you please confirm the video recording you are referring to, for example, is it whilst attending induction with others present, is it through a training session being delivered or perhaps CCTV in the building where the provision is delivered. If you could expand on exactly where and under what circumstances you are being videoed it may help to respond to your request.

It may be helpful if I also explain that in April 2011 the Department introduced a new provider complaint process, which is applicable to all DWP service providers with contracts that were let or renewed on or after 1st April 2011. The new process is designed to ensure that:

- those providing services to DWP customers are responsible and accountable for the quality of the service they provide, including the full and timely resolution of service complaints; and
- service users have access to a clear, simple escalation route in the event that they are unhappy with the provider’s final response to their complaint.
Under the new process, individuals who are dissatisfied with the service they have received must complain to the service provider in the first instance.

If after complaining to the provider, an individual is still not satisfied with the level of service received, they can escalate the issue to the Independent Case Examiner (ICE). The purpose of ICE is to act as an independent referee for people who may feel that Government Agencies or Businesses have not treated them fairly or have not dealt with complaints in a satisfactory manner. Further information can be found at www.ind-case-exam.org.uk

Please note that if I do not receive appropriate clarification of your information requirements within three months from the date of this letter, then I will consider your request closed.

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

Yours sincerely,

DWP FOI Correspondence

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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@dwp.gsi.gov.uk or by writing to DWP, Central FoI Team, 2nd Floor The Adelphi, 1-11, John Adam Street, London WC2N 6HT. 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