Dear Amanda Hart,

Thank you for your Freedom of Information (FOI) request received on 2 April. You wrote:

“Part 1 of 2
Please kindly provide a COPY of the most recent report viewed by the Secretary of State which shows her how well jobcentres are performing around the country.

Part 2 of 2
Please kindly provide the titles of reports which the department expects job centre managers to use in order to tell them how well their staff are performing.”

DWP Response

We are unable to deal with your FoI request without clarification of the information you seek.

To help us do so, we would like to know for what area of DWP business you have an interest:

Part 1 of 2
It is not clear what you mean by “performance” as the Department does not have performance targets. Are you seeking information regarding Work Coach performance; Estates; Health and Safety; Finance or another matter?

Part 2 of 2
As there are no performance targets, are you requesting reports that measure how well staff are working in relation to the service/journey they are offering to customers in individual Jobcentres or reports that tell Jobcentre managers how well staff are performing individually?

Under Section 16 of the FOI Act we should assist you in helping you focus your request.

You may wish to clarify your request by advising what area of the business you have an interest in and whether you would like information concerning performance reports related to customers or performance outcomes in relation to DWP officials.

We will consider any revised request however we cannot guarantee that any revised request will fall within the cost limit.
If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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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.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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. Website: ICO Contact Information or telephone 0303 123 1113.