



Department
for Work &
Pensions

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[DWP Website](#)

Our Ref: FOI2023/07461

10 February 2023

Dear Lewis Talliferro,

Thank you for your Freedom of Information (Fol) request received on 29 January. You wrote:

“Please can clarification be given. if clients are put on schemes who have mappa status is all information now just given over the phone ? as to not be a security risk to mappa clients. as mappa j referrals include home address which puts them at risk.

as seems to be conflicting information.

generic guidance

87. Jobcentre Plus will notify you of any restrictions you need to be aware of and where appropriate they may share the MAPPA J / referral forms with you, these will be sent via secure post.

Restart guidance

2.63. As soon as practically possible after the referral has been made, but before the initial Face to Face meeting, the local Job Centre Plus MAPPA SPOC will contact the Provider MAPPA SPOC by telephone and disclose any restrictions that might be in place for the participant.

MAPPA J forms will no longer be posted out in line with security advice.

work health programme

Actions

The nominated officer from Jobcentre Plus will contact your nominated officer to give contact details and any restrictions that may be imposed on the Participant. (is this given over the phone or posted ?)”

DWP Response

It may be helpful if we explain the role of the Fol Act. It provides a legal right of access to recorded information held by a public authority like the Department for Work and Pensions (DWP), subject to certain exemptions that may apply. The Act does not oblige a public authority to create new information to answer questions; nor does it require a public authority

to give an opinion or explanation, generate answers to questions, or create or obtain information it does not hold.

If you ask a question, rather than requesting recorded information, we will provide you with the recorded information that best answers the question. Once we have provided the recorded information, we have met our obligations under the Act; interpreting the information provided is up to you.

However, you may find the following explanation useful. We have provided this outside our obligations under the FoI Act.

Where a claimant with Multi-Agency Public Protection Arrangements (MAPPA) restrictions has been referred to the Restart Scheme, the work coach will inform the Jobcentre Plus (JCP) MAPPA Single Point of Contact (MAPPA SPoC).

The JCP MAPPA SPoC will contact the provider SPoC by telephone, prior to the participants initial assessment appointment, to discuss the claimant's restrictions. Following this discussion, the JCP MAPPA SPoC will then decide if it is appropriate to post the MAPPA J form directly to the provider using secure / tracked Royal Mail delivery. To explain, the nominated officer in JCP will be notified by the offender manager / police officer on the referral form MAPPA J, of the restrictions placed upon the claimant.

For the Work and Health Programme (WHP), in circumstances where a claimant with MAPPA restrictions has been referred, the DWP nominated officer will contact the provider's nominated officer, by telephone, to discuss any restrictions that should be in place for each MAPPA referral. If appropriate, they may decide to forward the provider a copy of the MAPPA J form which will detail the restrictions.

Risks or restrictions will be different for every MAPPA case. The MAPPA J form and any other clerical documents for each claim must be held securely, with restricted access. If a MAPPA J is sent to the provider this will be via secure / tracked Royal Mail delivery.

As we outlined in our previous response of 26 January 2023 (FOI2023/00884), the sections in the Restart Scheme and WHP provider guidance covering MAPPA are still under review. Once this review is completed, the published guidance will be updated with any changes.

Section 22 of the FoI Act exempts this information from disclosure as it is intended for future publication as any changes made to either guidance will be published on gov.uk.

Any exemption under Section 22 requires DWP to weigh up the public interest for and against disclosure. There is a public interest in information being released as soon as possible. However, there is a strong public interest in permitting public authorities, such as DWP, to publish information in a manner and form and at a time of their own choosing. It is a part of the effective conduct of public affairs that the general publication of information is a conveniently planned and managed activity within the reasonable control of public authorities. Therefore, in this instance, DWP has a reasonable entitlement to make its own arrangements to publish information.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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 FOI and EIR complaints](#) or telephone 0303 123 1113.