

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

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 3993

Date: 10 October 2017

Dear Frank Zola

Thank you for your Freedom of Information request received on 27 September 2017. You asked:

Please provide an email copy of all the information documents mentioned below and accessible via your [http:// np-uc-ikb . link2 . gpn . gov . uk : 81 / Pages / Sanctions_Hub .aspx](http://np-uc-ikb.link2.gpn.gov.uk:81/Pages/Sanctions_Hub.aspx) intranet http://np-uc-ikb.link2.gpn.gov.uk:81/Pages/Sanctions_Hub.aspx

"Summary

Information to help agents identify the correct instructions concerning sanctionable failures Content The Sanctions Hub is a central information source to assist agents with identifying the correct Knowledge Management instructions when considering sanctionable failures. This could include identifying, explaining, referring and notifying sanction decisions. The sanctions flowchart is for reference only and is there to give an overview of the sanctions process:

· for sanctionable failures relating to Fail to Attend for claimants in the All Work Related Requirements (AWRR) Intensive Work Search and AWRR Light Touch conditionality regimes see FTA Process Overview · for sanctionable failures relating to Providers such as the Work Programme or Community Work Placement, see Provider sanctionable failure referrals Identifying, explaining and referring sanctionable failures Identifying a sanctionable failure Explaining a sanctionable failure and gathering good reason Recording a sanctionable failure on the Work Services Platform Escalation of sanctionable failures Gathering evidence for a sanctionable failure from an inbound call Checking for evidence for a sanctionable failure Completing system checks when a sanctionable failure has been identified Agent considers compliance following a sanctionable failure

Referring to a decision maker and making a decision Referring a sanctionable failure to a decision maker Gathering additional evidence on a sanctionable failure Making a decision on a sanctionable failure Entering a sanctionable failure decision on Universal Credit Agent Portal Entering a sanctionable failure decision on the Work Services Platform Notifying a claimant of a sanctionable failure Notification of sanctionable failure decisions Notifying a claimant with complex needs of a sanction decision Explanations, reconsiderations and appeals MRN - Claimant requests a Mandatory Reconsideration MRN - Mandatory Reconsiderations decision maker action

MRN - Claimant appeals MRN - Account developer action following a Mandatory Reconsideration Explanations, reconsiderations and appeals following a sanction decision Recording the outcome of a sanction reconsideration Recording the outcome of a sanction revised decision Consider sanctions and notify the outcome of reconsiderations or revised decisions Referring a reconsideration or revised decision to a decision maker Supporting documents Work Services Platform AR codes Escalation table Escalation flowchart Migrated sanction desk aid Sanctions notifications Completing Sanction Notifications - Hints and Tips Sanctions data gather templates"

DWP Response:

I have enclosed copies of the relevant instructions.

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