

DWP Central Freedom of Information Team

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

Our Ref: VTR IR708

DATE: 24 October 2013

Dear Mr Davies

I am writing in response to your review request received on 9th September. Please accept my apologies for the delay in responding.

An internal review has been carried out by someone of a senior grade to the person who dealt with your original request. I am now in a position to respond to you. In your review request you said:

"I do not accept your reasoning behind the refusal to provide the information requested. The Claimant Commitment is already in use in pilot areas and will be rolled out to 100 more Jobcentres per month from October. The fact that it is in full and continually increasing use with claimants is sufficient reason for you to disclose the requested information so that those claimants have full knowledge of the process of committing to a Claimant Commitment and I would be grateful if you would reconsider your response."

As you know, the reply you received explained that "We are continuing to develop the KM" (Knowledge Management guidance) "building on learning from Pathfinder and other ongoing work. KM products are therefore constantly being amended and reviewed before publication. In the interests of transparency, it is our intention to make KM products accessible to staff and the wider public via a dedicated portal." I understand that publication is currently planned for Spring 2014.

In these circumstances, the review concluded that it is reasonable to withhold the information prior to publication, under the terms of Section 22 of the Freedom of Information Act.

The review has therefore concluded that the original decision was reasonable and balanced, and should stand.

You stated in your review request that "*The Claimant Commitment ...will be rolled out to 100 more Jobcentres per month from October*". The position is that the Universal Credit Claimant Commitment (which is the subject of your Freedom of Information request) is only being used in Pathfinder offices, for those claimants covered by the Pathfinder. The Claimant Commitment that is being introduced into other offices covers Jobseeker's Allowance claimants only.

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 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