

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwpgov.uk

Our Ref: FOI2020/42056

Date: 20 August 2020

Dear Ann-Marie Bradley,

Thank you for your Freedom of Information request received on 3 August 2020. You asked for:

I would like a copy of your work coach and case manager guidance on reimplementation of claimant commitments from July 1st 2020

DWP Response

I confirm that we hold the recorded information to respond to your request.

Please find enclosed the relevant UC guidance which explains the reintroduction of claimant commitments (Spotlight on: First commitments by phone).

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

Yours sincerely,
DWP Central FOI 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@dwpgov.uk or by writing to DWP, Central FOI 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

Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745