



a) A Jobcentre Workcoach decides that they are unhappy with the effort that they perceive a Claimant is putting in to look for work - they decide to "keep them busy" with a 4 week MWA placement. Can a Jobcentre Workcoach and/or Jobcentre office ignore published DWP policy and carry on this line of activity?

b) A Jobcentre Workcoach misleads a Claimant by stating that a voluntary training course is actually mandatory at the time of offering it to the Claimant, pressurising them into accepting it when the Claimant doesn't actually have to. Can a Jobcentre Workcoach and/or Jobcentre office ignore published DWP policy and present this misrepresentation as "fact"?

2 - Why haven't you answered the specific questions posed from the 5th December 2014?

#### Response

I am content that your original request was dealt with in accordance with DWP guidelines for FoI requests. To help clarify the information we sent you previously there is no immediate scope for Jobcentre staff to ignore DWP policy. There is scope via the Freedoms and Flexibilities framework for staff to raise suggestions for local improvements. We have previously provided you with a copy of the Freedoms and Flexibilities Framework and the associated catalogues. When an individual takes an idea through the framework, risks and business benefits must be identified and key stakeholders consulted. A decision is not made in isolation. Once the change has been agreed it must be delivered in a consistent approach and monitored and evaluated.

A review request we received from you on 5 December 2014. We sent you a response explaining the outcome of this review (reference IR613).

I hope this is helpful but if you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely

DWP Central Freedom of Information Team

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#### **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](http://www.ico.gov.uk)