

6 July 2009

Dear Mr White

FOI Request : Jobcentre Plus Managers' Updates

Thank you for your requests for information of 2 May 2009, which asked for the following documents.

- Copy of Jobcentre Plus Managers' Update May 2009 (Annex A) [our ref: FOI 796]
- Copy of Jobcentre Plus Managers' Update April 2009 (Annex B) [our ref: FOI 795]
- Copy of Jobcentre Plus Managers' Update March 2009 (Annex C) [our ref: FOI 794]
- Copy of Jobcentre Plus Managers' Update February 2009 (Annex D) [our ref: FOI 793]
- Copy of Jobcentre Plus Managers' Update January 2009 (Annex E) [our ref: FOI 792]
- Copy of Jobcentre Plus Managers' Update December 2008 (Annex F) [our ref: FOI 791]
- Copy of Jobcentre Plus Managers' Update Special: Accessing Jobcentre Customer Services (AJCS) (Annex G) [our ref: FOI 789]
- Copy of Jobcentre Plus Managers' Update May 2006 (Annex H) [our ref: FOI 782]
- A list of all the 'Managers' Update Special' documents, including date of publication for the last five years. Please see list below [our ref: FOI 787]

- May 2009: Learning and Development
- December 2008: Information Security
- September 2008: The Employer Offer
- June 2008: Child Maintenance Redesign and Lone Parent Obligations
- May 2008: Employment and Support Allowance
- May 2008: Accessing Jobcentre Plus Services
- February 2008: Child Poverty
- November 2007: Local Employment Partnerships
- November 2007: Attendance Management
- August 2007: Sustainable Development
- June 2007: Safety Management System
- May 2007: Standard Operating Model - New and Repeat Claims
- March 2007: Resource Management

- November 2006: Resource Management
- March 2006: Delivering JSA Interventions
- February 2006: Finance Transformation
- February 2006: Job Outcome Target
- October 2005: Job Outcome Target
- August 2005: National Job Entry Action Plan
- May 2005: Centralisation of Benefit Processing

These Bulletins are designed to update staff in Jobcentre Plus about Agency and wider Departmental topics that are relevant to the work that they do. Some of the topics are therefore somewhat technical to a reader outside that Agency or the wider Department. The Bulletins are made available to Jobcentre Plus staff on the Department's intranet site and refer to other intranet documents via a large number of electronic links which, of course, cannot function outside the DWP intranet.

Caution needs to be applied in using Management Information contained in the documents. This is because some of the data comes from operational processes and has not been subjected to the rigorous quality assurance checks that apply to published official statistics.

Please note that some personal information has been removed under Section 40(2) of the Freedom of Information Act. This constitutes names and contact details of junior members of staff which are intended for use by internal staff only. This data is being withheld because disclosure would compromise the right to privacy of the individuals concerned.

If you are not satisfied with my handling of your request please tell me why within two calendar months of the date of this letter. I will then arrange for someone to conduct an internal review of your request and my handling. The review will be conducted by another officer, usually of a more senior grade to myself. This person will have taken no part in my original decision. You will be advised of their decision in writing.

If you are still not content with the outcome of the internal review you have the right to apply directly to the Information Commissioner to look into the way your request has been handled. Please note that generally the Commissioner cannot make a decision unless you have first exhausted DWP's own complaints procedure. The Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline Telephone: 01625 545 745

Fax: 01625 545 510

email:xxxx@xxx.xxx.xxx.xx

Yours sincerely

DWP Central Fol Team