



Address: **Official Correspondence Team**
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Date: 14 August 2015

Frank Zola
Sent via email

Dear Mr Zola

Freedom of Information Act - Request for Information
Our Reference: FOI 3039

Thank you for your Freedom of Information request received on 19th July 2015. You asked:

"RE: £48,000 of Public Funds spent by DWP on Start Smiling Again's Chrysalis Effect, NLP, Hypnosis and Time Line Therapy - South West Wales - Stress Management Programme - with a "95%" rate of success.

<https://www.contractsfinder.service.gov.uk/Notice/977bdd97-bcdc-4bfe-81e9-5f219d5ebdde>

With regards the self-proclaimed "Harley Street Therapist" David Rahman of 'Start Smiling Again' (SSA) [1], he states on his website <http://startsmilingagain.com/> that SSA is:

"Approved UK Government provider for stress and anxiety management (SAM). An official provider for stress and anxiety management for the UK Government Department For Work And Pensions (DWP)."

Please disclose the documents and information you hold that confirm you have "Approved" SSA and endorse SSA as an "official provider for stress and anxiety management".

together with a list of other SAM providers you have "Approved" and details of how to apply for such DWP and UK Government approval and endorsement.

Please also disclose details of the evidence based research you have conducted into the use of:

Chrysalis Effect – M.E. & Chronic Fatigue <http://www.thechrysaliseffect.org/>

*NLP (Neuro-Linguistic Programming)
https://en.wikipedia.org/wiki/Neuro-linguistic_programming*

*Hypnosis
<https://en.wikipedia.org/wiki/Hypnosis>*

Time Line Therapy
<http://www.timelinetherapy.com/>

for your 'customers', per use by DWP providers like SSA for SAM.

Please also disclose any information you hold that corroborates SSA's claim, with regards clinical depression and SAM, that being:

"95% of my clients have returned to normal health following a battle with clinical depression" and "95% of my clients have found the solution in Blueprint Therapy & Coaching".

Please also disclose a copy of Start Smiling Again's general, Data Protection and Consent information and forms provided to DWP 'customers', with regards your £48,000 Stress Management Programme contract, awarded to SSA."

In response to your request;

Start Smiling Again was awarded a contract with DWP on 9th March 2015 to deliver a voluntary Stress Management Programme, providing mentoring for Participants with anxiety and depression related barriers to work, so they could move closer to finding employment. The provision is aimed at delivering a bespoke stress management programme that will facilitate more effective coping strategies, enabling readiness for greater engagement in work-focused options, such as vocational training, volunteering or work placements and facilitating readiness to start or return to paid employment.

The contract was awarded to one supplier following a procurement exercise; we do not have a list of "approved" suppliers. However, once a bid is successful, the supplier is providing a service under contract to DWP, and, as such, is approved for the purposes of that provision.

All documents relating to this contract including the contract award criteria can be found on Contracts Finder SID4GOV website -
<https://www.contractsfinder.service.gov.uk/Notice/977bdd97-bcdc-4bfe-81e9-5f219d5ebdde>

All future procurement opportunities are published through Contracts Finder SID4GOV website. To access this, potential bidders must register on this website which is free of charge.

We can confirm that the Stress Management Programme provision did not contain specific requirements for the use of the Chrysalis Effect, NLP (Neuro-Linguistic Programming) Hypnosis or Time Line Therapy. Our evaluation of bids therefore did not require research of the evidence base for these processes.

As the Stress Management Programme's aim is to progress participants with anxiety- and depression-related barriers to work towards labour market readiness, the Authority does not hold any information about Start Smiling Again's health claims with regards to clinical depression.

General, Data Protection and Consent Information Forms – a copy of the form used by Start Smiling Again to secure consent information is attached as a separate file.

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

Yours sincerely

**Official Correspondence Team
People, Communication and Capability**

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 FoI Team, Caxton House, 6-12 Tothill Street, London. 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.gov.uk