



Address: **Official Correspondence Team**
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Website: www.dwp.gov.uk

Date: 3 September 2015

Frank Zola
Sent by email

Dear Mr Zola

Freedom of Information Act - Request for Internal Review
Our Reference: IR 0455 (FOI 3153)

Thank you for your request for an Internal Review received on 13th August 2015, following our response to your Freedom of Information request. Your request asked:

"I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'DWP spends £48,000 on Chrysalis Effect, NLP, Hypnosis & Time Line Therapy - 95% success'.

When you send a final reply to an FOI request, you usually include a full copy of the FOI request, in this instance you did not, consequently you did not provide any response to the following:

"Please disclose the documents and information you hold that confirm you have "Approved" SSA [Start Smiling Again] 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."

and

"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-ling...>*

*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 [stress and anxiety management]"

and

"Please also disclose any information you hold that corroborates SSA's [Start Smiling Again] 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"."

and

"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 ."

A fully copy of my FOI request is shown below.

A full history of my FOI request and all correspondence is available on the Internet at this address:

https://www.whatdotheyknow.com/request/dwp_spends_ps48000_on_chrysalis"

In response to your request, we can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

As a result of this review I am satisfied that the original response was handled properly and that the outcome of your request was correct. The reasoning behind this decision is as follows.

The request you have quoted at the opening of this request was **FOI 3039** (received 19/07/15) and had not been answered at the time you submitted the review request. FOI 3039 was answered on the following day 14/08/15.

FOI 3153 (received 20/07/15) to which you are raising the IR against was answered in your response letter issued on 13th August 2015 and consequently you received this prior to the response for FOI 3039.

Therefore we did answer your request in full. As your complaint relates to the fact that we didn't answer another request at the same time, the decision is correct.

Yours sincerely

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

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