

Department for Work and Pensions (DWP)
Central Freedom of Information Team

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: VTR 5274

Date: 26 February 2016

Dear Mr Dutton

Thank you for your Freedom of Information request received on 29 December 2015. You asked:

"I wish to ask what procedure is followed when an ESA claimant in the Work Related Activity Group is first of all required to attend a Work-Focused Interview and then required to attend the Work Programme.

- *What is recorded in the course of a Work-Focused Interview?*
- *In what format?*
- *Who has access to this?*
- *Is the claimant given a copy?*
- *Is an Action Plan drawn up by Jobcentre Plus in each case?*
- *What is the format and required content of an Action Plan drawn up by JC+?*
- *What information is the claimant given about their right to request reconsideration of the Action Plan?*
- *What guidance exists for staff about what to put in an Action Plan and how to inform the claimant? I wish this to be made available*

On referral to the Work Programme, what information is the WP provider given:

- *A copy of the ESA Work Capability Assessment points?*
- *A copy of the Health Care Professional assessment?*
- *GP or other medical evidence used in the ESA decision?*
- *The DM's full decision and reasoning?*
- *The record of any WFI and Action Plan drawn up by JC+?*
- *Other?*

If the provider then draws up its own Action Plan:

- *Is this required to take JC+ information in to account?*
- *Does the claimant have the same legal right to request reconsideration of the plan?*
- *Who makes any decision upon such a request?"?*

We apologise for the delay in our response. We are providing the recorded information that we hold in relation to your request in the order you asked:

*What is recorded in the course of a Work-Focused Interview?
In what format?*

The Work Coach will record details of the discussion with the claimant within an action plan. The action plan is a record showing the actions both the claimant and Work Coach agree the claimant will undertake in order to move closer towards the labour market.

The action plan charts the progress made and gives the customer a framework to help focus on what they need to do. Each step, building on the one before, enables the progress to be measured. The action plan, in addition, ensures information is not lost so that the claimant does not have to answer the same questions again.

The following further detail is recorded on the action plan to ensure the claimant's individual circumstances are taken into account in discussions with their Work Coach:

- Aims – what work is the claimant interested in, when possible.
- Employment history
- Personal Circumstances – details of children, driving license, housing costs
- Qualifications
- Information – free text

Who has access to this?

The Work Coach and the claimant (printed copy)

Is the claimant given a copy?

Yes.

Is an Action Plan drawn up by Jobcentre Plus in each case?

Yes.

What is the format and required content of an Action Plan drawn up by JC+?

The Action Plan is an electronic document which is completed with the Labour Market System, and is able to be printed. There are some mandatory elements to the action plan, but the majority of detail is free text to capture the discussion accurately.

What information is the claimant given about their right to request reconsideration of the Action Plan?

When setting any mandatory Work Related Activity (WRA) with the claimant, the Work Coach will record in the Action Plan:

- The WRA the claimant is required to undertake,
- How the WRA will be met (it can consist of several steps),
- When it must be done by, and
- Any other information the Work Coach considers appropriate.

What guidance exists for staff about what to put in an Action Plan and how to inform the claimant? I wish this to be made available

See also the following attachments:

The guidance for staff with regards to conducting Work focused interviews with ESA Work Related Activity Group (WRAG) claimants – instructions for carrying out a Work Focused Interview along with the relevant guidance for staff on how to approach these interviews; the instructions detailing what the Jobcentre Plus offer provides and what it means for ESA claimants and Guidance on completion of an Action Plan,

On referral to the Work Programme, what information is the WP provider given:

1. *A copy of the ESA Work Capability Assessment points?*
2. *A copy of the Health Care Professional assessment?*
3. *GP or other medical evidence used in the ESA decision?*
4. *The DM's full decision and reasoning?*
5. *The record of any WFI and Action Plan drawn up by JC+?*
6. *Other?*

Work Programme providers receive a purchase order that is sent electronically via the Provider Referrals and Payment system (PRaP). The purchase order contains information that includes data fields taken from the claimant record such as:

- Name, address, phone number
- National Insurance number
- Signing day
- Childcare requirements
- Date of referral and whether it is mandatory

The Action Plan is drawn up in conjunction with the claimant and they sign it to show they are content with the details and tasks. A copy is given to the claimant and we advise that this is taken along when they have the initial WP provider meeting.

There's also a section taken from free text boxes within the claimant's Action Plan that provides information regarding the claimant's aims, job preferences and previous employment.

If the provider then draws up its own Action Plan:

- *Is this required to take JC+ information in to account?*
- *Does the claimant have the same legal right to request reconsideration of the plan?*
- *Who makes any decision upon such a request?*

Details of provider requirements in drawing up action plans and a claimant's rights to complain can be found in Chapter 3b and Chapter 4 of Work Programme provider guidance through the following link:

<https://www.gov.uk/government/publications/work-programme-dwp-provider-guidance>

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

Yours sincerely,

DWP Central Fol 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@dwp.gsi.gov.uk or by writing to: DWP, Central Fol 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
www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745