

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 2312 & IR 337

DATE: 6th July 2017

Dear Frank Zola,

Thank you for your Freedom of Information request of 28 May 2017. Please accept our apologies for the delay in responding. Your request for a review is therefore upheld.

You asked:

Dear DWP Strategy Freedom of Information,

" in order to comply with section 16 of the FOI Act and to bring your request within the appropriate cost limit you may wish to limit your request. We suggest that you might do this by restricting the documents requested."

https://www.whatdotheyknow.com/request/full_copies_of_your_health_and_w

At your request below is my new restricted request, all of the information being mentioned below is discussed on page 9 of the DWP presentation slides for your Operational Stakeholder Engagement Forum - ESA Health and Work Conversation and Claimant Commitment - 6 March 2017

https://www.rightsnet.org.uk/?ACT=39&fid=3&aid=1382_PrQFpKZ5glzep5qgAENk&board_id=1

Please email me details of the content included in the work coach "training package comprising on-line pre-training". If not too expensive please email all of the "on-line pre-training" information.

The information given to work coaches before and during the one day's face to face training with BIT-trained Learning Delivery Officers.

A summary of past, current and future BIT training for Learning Delivery Officers.

If possible the short video developed to support HWC training, that includes feedback, good news stories and "hints and tips" from work coaches who are already delivering the HWC in our test and learn sites. You can use your online social media channels to upload videos to and I will be happy for video disclosure made this way.

As well as the operational instructions available to staff supporting staff delivering the HWC.

RFI 1: Please email me details of the content included in the work coach "training package comprising on-line pre-training". If not too expensive please email all of the "on-line pre-training" information.

Please find attached to this response the e-learning training package for the HWC.

RFI 2: The information given to work coaches before and during the one day's face to face training with BIT-trained Learning Delivery Officers.

I have attached the e-learning training for the HWC in our response to RFI 1. This is the information given to work coaches before their one day face to face training. Please find attached the training materials that are used for the one day face to face training that is delivered to work coaches.

RFI 3: A summary of past, current and future BIT training for Learning Delivery Officers.

The information that you have requested is not held by the Department.

RFI 4: If possible the short video developed to support HWC training, that includes feedback, good news stories and "hints and tips" from work coaches who are already delivering the HWC in our test and learn sites. You can use your online social media channels to upload videos to and I will be happy for video disclosure made this way.

I can confirm that the Department holds the information falling within the description of your request. However this information is exempt under Section 40(2) of the Act and the Department will not be processing it further. This is because the staff who agreed to participate in the video took part on the understanding that the video was to be used for internal purposes only.

RFI 5: As well as the operational instructions available to staff supporting staff delivering the HWC.

Please find attached to this response the operational instructions for the HWC. The operational instructions and training materials used for the HWC are continuously reviewed as part of the test and learn approach to the rollout of the HWC.

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

Yours sincerely,

DWP Strategy 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@dwpgsi.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.gov.uk