

DWP Central Freedom of Information Team

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

Our Ref: Fol 4605/IR 809

15 November 2013

Dear Mr Rotheram,

Thank you for your Freedom of Information request 4605 and the subsequent Independent Review request 809. We take our responsibilities regarding Freedom of Information seriously and strive to respond within the time limits set out in the Freedom of Information Act. I apologise that on this occasion we failed to reply to your original request within the 20 working day time limit and that it has taken some time to respond to your requests for an internal review.

I have now considered your request and am able to provide the following response.

You asked for:-

Dear DWP freedom-of-information-requests, Thank you for your reply (IR690). In that reply you state "If claimant makes telephone contact the Contact Centre Agent will use the scripted diagnostic questions to make that assessment based on the responses provided by the claimant;"

With this(your)statement in mind could you please supply me with any written information that this process is voluntary and consensual for the claimant? or Not voluntary and consensual for the claimant? Could you please supply me with a copy of the "scripted diagnostic questions" as mentioned in your statement? Thank you.

1) Any written information that this process is voluntary and consensual for the claimant;

and / or,

2) Any written information that this process is not voluntary and consensual for the claimant;

There is no information available about the JSA Online process being voluntary. Using the JSA Online service is one of the options available to claimants who want to make a claim for JSA. Claimants will be able to make a telephony claim if they are not eligible to use, or have significant barriers to using, the JSAOL service (e.g. vulnerable claimants who have no ability

to make an online claim such as those with literacy and numeracy difficulties, those who are blind or visually impaired, language barriers, homeless customers with no contact details etc). If claimants are unwilling to use the JSA Online service then they can make a paper-based claim instead.

3) Copy of the "scripted diagnostic questions" mentioned in original FOI response.

The current "scripted diagnostic questions" utilised by Contact Centre Agents are attached as per your request.

If you have any queries about this letter please contact me 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@dwpgsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, 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