



Department
for Work &
Pensions

Central FoI Team
Caxton House
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London
SW1H 9NA

www.gov.uk/dwp

Email:

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

request-638415-
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Our Ref: FOI2020/03164

Date 21 February 2020

Dear ,

Thank you for your Freedom of Information (FoI) request received on 23 January. You asked for:

"On 15 June 2018, the National Audit Office (NAO) published a report entitled "Rolling Out Universal Credit." The report discusses the Department's efforts to identify vulnerable claimants, and states on page 32 that:

"In 2017 the Department issued guidance to staff, instructing them to record information on a claimants' needs using a text box in their journal ... The Department is developing an approach to allow work coaches to pin this text to the top of a claimant's journal, so it is more obvious to staff picking up a claimant's case ... The Department has told us it is developing a text-mining approach to allow it to identify different vulnerability groups within the pinned information."

<https://www.nao.org.uk/wp-content/uploads/2018/06/Rolling-out-Universal-Credit.pdf>

In light of the report above, we specifically request copies of the following:

1)All privacy impact assessments, data protection impact assessments, data sharing agreements, or Memoranda of Understanding of or related to the "text-mining approach" described on page 32 of the NAO report; and

2)All training manuals or operational guidance materials provided to DWP staff for recording, pinning and text-mining information about claimants' vulnerabilities as described on page 32 of the NAO report."

DWP Response

In response to your first request, I can confirm that we do not hold the recorded information to respond to your request.

In response to your second query, I can confirm that we hold the recorded information to respond to your request.

Please see attached, guidance, complex needs training manual and material.

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

Yours sincerely,

Policy Group Fol Team
Department for Work and Pensions

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@dp.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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745