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Date: 19 01 2017

A Silva  
Sent via email

Dear A Silva,

**Freedom of Information Act - Request for Information**  
**Our Reference: FOI 4063**

Thank you for your Freedom of Information request received on 24 Oct 2016. You asked:

I would like the following information on Prospects Group, sub-contracted by you to deliver work-programme:

- 1- How much does the DWP pay Prospects per letter sent?
- 2- How much does the DWP pay Prospects per phone call to those on work-program?
- 3- How much does the DWP pay Prospects once Prospect finds employment?

If the 3 questions above dont apply, in case of a flat fee per client Prospects deal with,

- 1- How much does DWP pay prospects Group per month?

Further to the above figures I also require further information on what kind of training the DWP provide to Prospects agents to deal with sensitive cases and with people with a mental health issue.

In respect of points 1-3, payment information for Work Programme is already in the public domain and can be accessed from the hyperlink below. However, DWP does not make payments per letter or per phone call and I cannot disclose the specific job outcome payments that Prospects Services receive as these are commercially sensitive within their tender bid and are excluded under 43 of the FOI Act but they are no more than the maximum sum in the link below.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/49884/the-work-programme.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/49884/the-work-programme.pdf)

In respect of your fourth question, details of the agreement between DWP and Prospects Services is already in the public domain and can be accessed from the hyperlink below. However, this excludes details of how much DWP pays Prospects per month. This information is commercially sensitive and is excluded under 43 of the FOI Act.

<https://data.gov.uk/data/contracts-finder-archive/contract/166510/>

DWP does not provide training to its contracted providers and ensuring staff are appropriately skilled to deliver the service rests with the provider. If you have a complaint about the service you have received this should be lodged with Prospects Services.

The specification for Work Programme provides further information and is in the public domain. This can be accessed by following the hyperlink below:

<http://webarchive.nationalarchives.gov.uk/+/http://www.dwp.gov.uk/docs/work-prog-itt.pdf>

Where it is stated that the information is commercial in confidence, we can confirm that the Department holds the information you are seeking. However, the information you have requested is commercially sensitive and is therefore exempt from release under Section 43 of the Freedom of Information Act.

Section 43 (2) of the Act exempts information which, if disclosed, would be likely to prejudice the commercial interests of any person. It protects not only the commercial interests of third parties but also the commercial interests of the Department. It is intended to protect the ability of a public authority like DWP to obtain goods or services on the best possible commercial terms and to protect the legitimate commercial interests of its suppliers. The information you seek falls into this category.

As required by the FoI Act the use of this exemption requires the public interest for and against disclosure to be assessed. Generally speaking there is a public interest in the disclosure of commercial information to ensure transparency in the accountability of public funds and to show that public money is being used effectively. Conversely, there is a public interest in ensuring that disclosure does not compromise an existing competitive market environment or the Department's ability to secure best value for money for the taxpayer. On balance we are satisfied that, in this instance, the public interest in applying the exemption outweighs the public interest in disclosure.

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

Yours sincerely

**DWP Caxton House Commercial Directorate Correspondence Team**

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**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](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to DWP, Central FoI Team, Caxton House, 6-12 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](http://www.ico.gov.uk)