

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: IR 4 + IR 91 + IR 214

Date: 18 May 2018

Dear Mr Gwillam,

Thank you for your Internal Review requests received on 4 January 2018, 15 February 2018 and 18 April 2018. An internal review has been carried out by someone of a senior grade to the person who dealt with your original request. I am now in a position to respond to you. Please accept our apologies for the delay in replying. In your review request you said:

*"Please pass this on to the person who conducts Freedom of Information reviews.*

*I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Work & Health Programme Provider Guidance (again)'.*

*Your reply states that the guidance requested is exempt from publication due to section 22 of the FOI Act 'Material to be published at a future date', and that it is not in the public interest to release the information at this time.*

*As pointed out in my original request the 'Work and Health programme' to which the guidance applies is now live.*

*Benefit claimants are currently being referred to this programme.*

*That being the case then there is no reasonable excuse as to why the guidance that applies to this programme should be kept secret from the public.*

*Presumably the programme Providers have been issued with the completed guidance to enable them to perform their duties correctly.*

*If not then just what are they currently working to?*

*The providers of the previous 'Work Programme' were (and still are) notorious for mandating claimants to perform unreasonable tasks, often tasks that did not comply with the guidance for that programme, and indeed often did not comply with benefit legislation.*

*By keeping this W&HP guidance a secret from the public you are denying any claimant referred/mandated to this programme their rights to know just what rules they are expected/required to comply with.*

*ie. How can a claimant know if their referral/mandation is proper (and legal).*

*How can a programme participant know if what they are being asked to do is proper (and legal) if the rules and guidance that apply to the programme are being kept secret?*

*Please reconsider your stance and provide the requested guidance”.*

*A full history of my FOI request and all correspondence is available on the Internet at this address:*

*[https://www.whatdotheyknow.com/request/work\\_health\\_programme\\_provider\\_g](https://www.whatdotheyknow.com/request/work_health_programme_provider_g)*

In response to your request, I can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

In reviewing your request I uphold the decision of the Freedom of Information Officer in full. I maintain that Section 22 of the Freedom of Information Act exempts this information from disclosure as it was intended that this information would be published at a later date. I can confirm that the information has now been published and can be found at - <https://www.gov.uk/government/publications/work-and-health-programme-provider-guidance>

I can confirm that programme providers have access to the Work & Health Programme Provider Guidance.

Work Coaches will discuss individual needs with the customer and consider the range of support available, including Work and Health Programme. Information about eligibility to participate in the Work and Health Programme is available on gov.uk via the attached link. [Work & Health Programme](#)

Please be assured that your request has been given our full consideration and that all aspects of your review were taken fully into account.

You also wrote on 15 February 2018

*Dear Department for Work and Pensions,*

*Please pass this on to the person who conducts Freedom of Information reviews.*

*I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'JSA and UC rollout'.*

*I will need to request a better answer on this issue as it is completely unreasonable to claim that there is nothing planned on whether JSA claimants will be forced to move to UC this close to its planned implementation lest the government wants appear to be severely incompetent.*

*A full history of my FOI request and all correspondence is available on the Internet at this address: [https://www.whatdotheyknow.com/request/jsa\\_and\\_uc\\_rollout](https://www.whatdotheyknow.com/request/jsa_and_uc_rollout) and 18 April 2018*

*Dear Department for Work and Pensions,*

*Please pass this on to the person who conducts Freedom of Information reviews.*

*I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Work & Health Programme Provider Guidance (again)'.*

*Please reply to my request for internal review, dated 15 February 2015, without further delay.*

*A full history of my FOI request and all correspondence is available on the Internet at this address:*

[https://www.whatdotheyknow.com/request/work\\_health\\_programme\\_provider\\_g](https://www.whatdotheyknow.com/request/work_health_programme_provider_g)

We apologise and acknowledge in this instance we have not met our obligation as required under section 10 (1) FOIA and did not provide a response within 20 working days and therefore uphold your subsequent review requests.

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

Yours sincerely,

DWP Strategy Fol Team

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**Your right to complain under the Freedom of Information Act**

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)