

DWP Central Freedom of Information Team

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

Our Ref: VTR 4022

28 November 2012

Dear Mr Zola,

Thank you for your Freedom of Information request received 9 October 2012. You asked:-

Please email a copy of all the standard Jobcentre Plus or Decision Makers and Appeals (DMA) template letters they issue to Work Programme (WP) participants to inform them that a JSA 'entitlement doubt' or a WP 'compliance doubt' has been raised by a WP Provider. Plus information you hold that when a WP Provider JSA entitlement or WP doubt is raised JSA is immediately stopped. Together with any internal guidance you hold that covers these doubts and when JSA can be or should be stopped, in response to these doubts.

When a Work Programme provider raises a compliance doubt for non-participation they send details of how and when the claimant failed to participate to a DWP decision maker. The decision maker will then write out to the claimant to seek their reasons for their non-participation. This is done on form WP12 for JSA claimants and on form WP13 for those claiming ESA. As requested, copies of these forms are attached.

If the provider considers that there is a JSA entitlement doubt, they will refer the matter to the Jobcentre for further investigation. The Jobcentre will normally interview the claimant to establish the facts of the case and determine whether an entitlement doubt actually exists. The claimant will be made aware of the issue at this interview. If an interview does not take place, the Jobcentre will either telephone or write to the claimant to establish the facts. If the latter, there is no standard template that is used; the sender will construct a personalised letter asking for the information required tailored to the circumstances of each particular case.

If after investigation, the Jobcentre decides that an entitlement doubt does exist, (because the claimant may not be available for or actively seeking work) the JSA claim will be suspended and referred to a decision maker for determination. In order to do this the information gathered from the claimant will be used to populate a template which is sent to the decision maker. Copies of these templates are attached below. If the decision maker requires more information from the claimant, again, they will construct a letter rather than use an existing template.

Also attached as requested is a copy of Jobcentre guidance covering suspension of claims.

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, 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