



Department  
for Work &  
Pensions

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Sent by e-mail

## Digital Group - Parliamentary Business

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Date: 25 April 2018

Ref No: FOI 1276

Dear Mrs Hunte,

Thank you for your Freedom of Information request received on 21 March. Firstly, can I apologise for the lateness of this reply. You asked for:-

*Please tell me how many assistive technology users there were in the DWP with licenses to use or adjustments to use Dragon Naturally Speaking, JAWS and Zoom text from 01/01/2012 to 01/01/2018.*

*Please if possible break down the totals for each software, and any reasons for no longer using the software, for instance, reasons users left the department, problems with the software causing users to stop using it, or any other recorded reasons, for each year.*

### **DWP Reply**

**Records are not available prior to 2014. Average annual figures for the number of users in the years following that are shown in the tables below.**

	<b>2014</b>
<b>Dragon</b>	299
<b>JAWS</b>	52
<b>ZoomText</b>	402

	<b>2015</b>
<b>Dragon</b>	318
<b>JAWS</b>	53
<b>Zoom Text</b>	410

	<b>2016</b>
<b>Dragon</b>	306
<b>JAWS</b>	53
<b>Zoom Text</b>	381

	<b>2017</b>
<b>Dragon</b>	285
<b>JAWS</b>	381
<b>Zoom Text</b>	317

**The reasons for colleagues no longer using Assistive technologies are not currently captured.**

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

Yours,

**DWP Digital, Parliamentary Business Focal Point**

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

If you are not happy with this response you can ask for 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 Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally the ICO cannot make a decision unless you have exhausted our own complaints procedure. The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745