

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xxx.xx

Our Ref: FOI 3473.

7 December 2011

Dear Mr Abdul Hai

Thank you for your Freedom of Information request of 17 November 2011

You requested the following information:

Can you give me the performance targets set in the 2011 financial year and when are they checked and whether they have been met?

Please find attached to this response the performance statistics relating to City Jobcentre.

District Operations Managers discuss performance outcomes with the Customer Service Operation Manager for each Jobcentre on a monthly basis and agree measures to be implemented if they identify that expectations are not being met.

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, 5th Floor The Adelphi, 1-11, John Adam Street, London WC2N 6HT. 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