

DWP Central Freedom of Information Team

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

Our Ref: 2790

03 July 2013

Dear Mr Horrocks,

Thank you for your Freedom of Information request received on 18 June 2013. You asked for:-

Under the freedom of information act 2000 I would like to make a formal request for the following information.

Who is responsible for the CCTV recordings at your job center plus buildings?

Is facial recognition software used in conjunction or relation to the CCTV systems or recordings at your job center plus buildings?

Who can job center plus share anyone's personal information with?

How is personal information stored at job center plus?

What measures are taken to protect this information?

How does personal information get used by job center plus?

Why does job center plus refer to the people they help as "customers"?

Specifically in relation to the Brighton job center plus:

What information gets passed to "pinnacle people" (who are a training provider who work with job center plus customers) in relation to customers who are sent to them?

How much does pinnacle people get paid per customer for the customers of job center plus who attend a back to work day course?

How much money has been paid to pinnacle people from the Brighton job center plus for any services that they have provided?

Who is in charge of making a decision with regards to spending money on a training provider at Brighton job center plus?

What criteria is assessed regarding training providers to ensure that they are suitable and to ensure that the cost is justified?

In response to your requests:

Who is responsible for the CCTV recordings at your job center plus buildings?

The landlord of the building, which is usually Trillium for Jobcentre Plus offices, is responsible for CCTV footage.

Is facial recognition software used in conjunction or relation to the CCTV

DWP does not hold this information. You should contact the landlord of the building with your request. Contact details are available on CCTV notices displayed in all buildings occupied by Jobcentre Plus.

Who can job center plus share anyone's personal information with?

Our Privacy Policy explains how we will use and protect any information we collect about you, including who DWP might share personal information with.

<http://www.dwp.gov.uk/privacy-policy/>

How is information stored?

The way in which information is stored by Jobcentre Plus depends upon its format. Information recorded in documents, etc, is stored in paper records, either locally or in archived files.

Information that is recorded electronically is stored on secure computer servers.

What measures are taken to protect this information?

Jobcentre Plus is part of the DWP, and is required by law to comply with the Data Protection Act. The Seventh Data Protection Principle places a legal obligation on the DWP to ensure that appropriate technical and organisational measures are taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of personal data.

The Department takes most seriously its statutory responsibilities to protect information.

The Department complies with the law in a number of ways, and the following are a just few examples of the technical, physical and personnel controls that are applied):

- The Department follows security policies published centrally by HMG that require certain minimum security standards across central Government departments.

- All DWP employees are subject to certain background checks on first appointment to confirm their honesty and integrity.
- Employees are required to follow the DWP standards of behaviour policies that are built into their terms of employment, and which cover the protection of information.
- Information is stored in secure buildings/secure computers with access carefully controlled.
- Only authorised individuals are able to access information held in documents and computer systems.
- Access to computer-held information is controlled by computer tokens and passwords.
- Only the Department's IT systems are used for accessing and storing information.
- Only encrypted removable media (laptops and memory devices) are permitted.
- Employees are instructed on data security awareness and complete annual refresher training.
- Checks are conducted into employee use of computer systems. Where individuals are found not to have followed the rules, then disciplinary action is taken and this may lead to dismissal.
- Information is not provided to third parties except where this is permitted in law.
- Contracts with third party data processors specify the security standards that such organisations must follow when handling the Department's information.

How does personal information get used by job center plus?

Jobcentre Plus uses personal information to support people who can work off benefits and into work, and to ensure those who cannot work receive the right benefit.

Why does job center plus refer to the people they help as "customers"?

The language we use was reviewed some time ago at the request of our ministers.

Externally, we aim to write in a way directly addressing the reader, using 'you' and 'we'. In most cases this avoids the need to use words like claimant or customer entirely.

Where it's necessary to refer to a specific group, the following applies:

- Anyone getting one or more DWP benefits (including working-age benefits, disability benefits or Carer's/Attendance Allowance) is a claimant;
- Anyone getting State Pension is a 'pensioner';
- In most other cases, we should say 'people who are...';
- We only use the word customer when referring to customer service (the general term).

Whilst it is therefore policy to use 'claimants' directly rather than 'customers' - given that we previously advised staff to use 'customers' it is not unreasonable that the practice continues in part.

Specifically in relation to the Brighton job center plus:

What information gets passed to "pinnacle people" (who are a training provider who work with job center plus customers) in relation to customers who are sent to them?

DWP is able to disclose information relating to social security and employment and training to persons providing services to DWP for use for those purposes, under section 3 of the Social Security Act 1998. Welfare to Work providers including Pinnacle People are carrying out work on behalf of DWP and require access to individuals' personal data and information held by DWP to be able to provide the required services. In this situation, DWP remains the data controller and the provider acts as the data processor as defined by the Data Protection Act; therefore there is no breach of the principles of the Data Protection Act as DWP remains the data controller.

The following is a non-exhaustive list of the types of information DWP may send to training providers:

- full name including title
- national insurance number
- full address including post code
- telephone number including std code
- other telephone number (mobile)
- qualifications
- driving licence
- aims
- job preferences
- employment history
- preferred hours
- if the participant is voluntary or mandatory
- disability status - notification that the participant has informed Jobcentre Plus that they are disabled
- childcare needs/arrangements e.g. lone parent, preferred working pattern
- participant's signing cycle
- participant's claim pattern
- voluntary early entry category
- Jobseekers Allowance signing day
- Jobcentre Plus agreed employment restrictions on availability
- date of referral

How much does pinnacle people get paid per customer for the customers of job center plus who attend a back to work day course?

This is commercial in confidence information.

How much money has been paid to pinnacle people from the Brighton job center plus for any services that they have provided?

This is commercial in confidence information. The money is actually paid by the Department for Work and Pensions not "Brighton job center plus".

Who is in charge of making a decision with regards to spending money on a training provider at Brighton job center plus?

The Department for Work & Pensions (DWP) buy services under contract, this function is undertaken using a competitive tendering process, this includes for training provision at Brighton Jobcentre Plus. Our approach to sourcing, procuring and managing employability provision was announced in [DWP's Commissioning Strategy](#).

What criteria is assessed regarding training providers to ensure that they are suitable and to ensure that the cost is justified?

Competitive tendering is a key feature of our contracting process. We will take account of an organisation's previous performance when they are bidding for our contracts. This need not necessarily be in the welfare to work market. We would also look at previous performance of constituent parts of an organisation, enabling consortia or new organisations created following mergers and acquisitions to provide the evidence needed. In deciding how much business we should award to providers, we will make assessments of organisations' perceived ability to stretch in terms of financial, risk and management systems and capability. There will be regular points at which contracts can be either terminated or adjusted in line with performance.

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, 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