

DWP Central Freedom of Information Team
e-mail: freedom-of-information-request@dwpgsi.gov.uk

Our Ref: Fol 0029

Date: 22nd February 2018

Dear Glenys Harriman,

Thank you for your Freedom of Information request of 03 January 2018. Please accept our apologies for the long delay in replying to your request.

You asked:

I would be grateful if you could supply the following documents (training materials for Work Coaches)

UCFS55 Complex Needs

JCP1382 Intro to working with Customers with a Mental Health Condition

UCFS25 Part 1 Sanctions Overview

UCFS25 Part 2 Referring Sanction Doubts

UCFS25 Part 3 Failure to Attend

UCFS16 Work Coach - Self Employment

UCFS16A Work Coach - Advanced Self Employment in UCFS OLT 2159 Supporting Customers with a Vulnerability

DWP Response

Please see attached guidance as requested.

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

Yours sincerely,

DWP Strategy 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