

Dear Mr Harris

Thank you for your Freedom of Information request received on 12 January 2017. You asked for:-

“The DWP Work Programme provider guidance on participant complaints refers to the possibility of a provider being required to contribute £5000 costs for each complaint you uphold. Please tell me for each provider:

- *The number of complaints escalated to ICE*
- *The number of complaints upheld, partly upheld or not upheld*
- *The amount of costs they had to contribute”.*

Our response

The Freedom of Information Act gives any person legal right of access to any and all recorded information which is held by a public authority. The Act does not require the Department to provide opinions or explanations, generate answers to questions, or create or obtain information it does not hold. In cases where a person asks a question, rather than requests recorded information, we do our utmost to provide the recorded information that best answers the question. Once the public authority has provided the recorded information, it has met its obligations under the Act; interpretation of the information provided is left to the requestor.

The Independent Case Examiner’s Office (ICE) have investigated complaints against employment services contracted by the Department for Work and Pensions (DWP) since June 2011. We only record data on the prime providers because they are accountable for their partner providers with whom they subcontract. We do not record the costs providers have had to contribute, since this is a contractual matter between the provider and DWP.

The attached annex provides information on the number of complaints escalated to ICE and findings in respect in those complaints that resulted in an ICE report during the reporting years 2011/12 through to 2015/16 (information in respect of the 2016/2017 reporting year is not yet available). Please note that the number of cases cleared in any reporting year may be higher than the number of cases accepted for investigation, for one of two reasons: the complaint may have been resolved or settled without the need for an ICE Report; or a case accepted in one reporting year may have been cleared in the following reporting year.

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

Annex

2011/2012						
Contractor	Received	Accepted	Cleared	Upheld	Partially upheld	Not upheld
A4e Ltd	20	1	14	0	0	0
Advance Housing & Support	0	0	0	0	0	0
Avanta Enterprise Ltd	8	1	6	0	0	0
Business Employment Services Training Ltd	0	0	0	0	0	0
Careers Development Group (CDG)	3	0	0	0	0	0
CDG – Wise Ability Ltd	0	0	0	0	0	0
EOS	2	0	2	0	0	0
Fourstar Employment & Skills Ltd	0	0	0	0	0	0
G4S	6	2	3	0	0	0
Ingeus UK Ltd	18	2	17	0	0	1
JHP Group Ltd	1	0	1	0	0	0
Maximus Employment UK Ltd	6	0	4	0	0	0
Momentum	0	0	0	0	0	0
Newcastle College Group	3	0	2	0	0	0
Pertemps	0	0	0	0	0	0
PLUSS	1	0	1	0	0	0
Prospects Services Ltd	2	0	2	0	0	0
Reed in Partnership	0	0	0	0	0	0
Rehab JobFit	0	0	0	0	0	0
Seetec	16	1	13	0	0	0
Serco Ltd	2	0	1	0	0	0
Shaw Trust	0	0	0	0	0	0
Unknown	0	0	0	0	0	0
Working Links	9	0	8	0	0	0
Totals	89	7	75	0	0	1

2012/2013						
Contractor	Received	Accepted	Cleared	Upheld	Partially upheld	Not upheld
A4e Ltd	46	4	47	0	0	4
Advance Housing & Support	0	0	0	0	0	0
Business Employment Services Training	1	0	1	0	0	0
Avanta Enterprise Ltd	18	1	20	0	0	2
Careers Development Group (CDG)	7	0	6	0	0	1
CDG – Wise Ability Ltd	5	1	3	0	0	0
EOS	7	0	7	0	0	0
ESG	4	0	5	0	0	1
Fourstar Employment & Skills Ltd	0	0	0	0	0	0
G4S	23	7	20	0	0	5
Ingeus UK Ltd	48	6	42	0	0	1
Interserve Working Futures	3	0	3	0	0	0
JHP Group Ltd	6	1	5	0	0	0
Maximus Employment UK Ltd	15	7	13	0	0	4
Momentum	0	0	0	0	0	0
Newcastle College Group	8	2	7	0	0	1
Pertemps	8	0	7	0	0	0
PLUSS	1	1	0	0	0	0
Prospects Services Ltd	9	1	8	0	0	0
Reed in Partnership	12	4	7	0	0	0
Rehab JobFit	1	0	0	0	0	0
Remploy	1	1	0	0	0	0
Seetec	52	9	46	0	0	6
Serco Ltd	7	3	6	0	0	0
Shaw Trust	2	0	1	0	0	0
Unknown	8	0	6	0	0	0
Working Links	24	6	22	0	0	2
Totals	316	55	282	0	0	27

2013/2014						
Contractor	Received	Accepted	Cleared	Upheld	Partially upheld	Not upheld
A4e Ltd	38	10	32	1	2	2
Advance Housing & Support	0	0	0	0	0	0
Avanta Enterprise Ltd	12	2	11	0	0	0
Careers Development Group (CDG)	4	1	6	0	0	3
CDG – Wise Ability Ltd	7	2	5	0	0	1
EOS	0	0	0	0	0	0
ESG	0	0	0	0	0	0
Fourstar Employment & Skills Ltd	0	0	0	0	0	0
G4S	3	2	7	0	1	4
Ingeus UK Ltd	33	13	24	0	0	8
Interserve Working Futures	5	0	4	0	0	0
Learndirect	1	0	1	0	0	0
Maximus Employment UK Ltd	17	4	17	0	0	5
Momentum	0	0	0	0	0	0
Newcastle College Group	1	0	2	0	0	1
Pertemps	4	1	5	0	0	2
PLUSS	0	0	1	0	0	0
Prospects Services Ltd	10	3	10	0	0	3
Reed in Partnership	8	2	10	0	2	3
Rehab JobFit	2	1	2	0	0	0
Remploy	1	1	1	1	0	0
Seetec	51	17	40	1	1	5
Serco Ltd	3	2	4	0	0	2
Shaw Trust	4	1	3	0	0	0
St Loyes Foundation	1	1	0	0	0	0
Unknown	6	0	6	0	0	0
Working Links	25	12	19	0	1	6
Totals	236	75	210	3	7	45

2014/2015						
Contractor	Received	Accepted	Cleared	Upheld	Partially upheld	Not upheld
A4e Ltd	14	4	23	0	3	5
Advance Housing & Support	0	0	0	0	0	0
Avanta Enterprise Ltd	13	6	10	0	1	2
Careers Development Group (CDG)	0	0	2	0	1	1
CDG – Wise Ability Ltd	3	0	4	0	0	0
EOS	1	0	1	0	0	0
ESG	4	2	2	0	0	0
Fourstar Employment & Skills Ltd	0	0	0	0	0	0
G4S	4	1	5	0	1	1
Ingeus UK Ltd	19	12	28	0	5	14
Interserve Working Futures	5	2	5	0	1	1
Learndirect	2	1	2	0	1	0
Maximus Employment UK Ltd	15	8	17	2	1	4
Momentum	1	1	1	0	0	1
Newcastle College Group	5	3	3	0	1	0
Pertemps	6	3	5	0	0	1
PLUSS	0	0	0	0	0	0
Prospects Services Ltd	1	1	2	0	0	2
Reed in Partnership	6	2	9	0	0	1
Rehab JobFit	5	3	3	0	0	1
Remploy	0	0	1	0	0	1
Seetec	30	12	43	4	10	9
Serco Ltd	1	0	3	0	0	1
Shaw Trust	2	2	3	1	0	1
St Loyaes Foundation	0	0	1	0	0	1
Unknown	7	0	6	0	0	0
Working Links	9	5	15	0	1	8
Totals	153	70	194	7	26	55

2015/2016						
Contractor	Received	Accepted	Cleared	Upheld	Partially upheld	Not upheld
A4e Ltd	6	5	6	0	0	2
Advance Housing & Support	0	0	0	0	0	0
APM	1	0	1	0	0	0
Avanta Enterprise Ltd	6	3	9	0	3	2
Careers Development Group (CDG)	0	0	0	0	0	0
CDG – Wise Ability Ltd	0	0	0	0	0	0
EOS	0	0	0	0	0	0
ESG	1	1	2	0	1	1
Fourstar Employment & Skills Ltd	0	0	0	0	0	0
G4S	9	7	4	0	0	1
Gloucestershire Enterprise Ltd	1	1	0	0	0	0
Ingeus UK Ltd	11	3	16	0	1	7
Interserve Working Futures	3	1	4	0	1	0
In Training	3	2	3	0	0	0
Learndirect	5	2	4	0	0	0
Maximus Employment UK Ltd	5	2	6	0	1	0
Momentum	0	0	0	0	0	0
Newcastle College Group	0	0	2	1	0	0
People Plus	5	0	2	0	1	0
Pertemps	1	0	3	0	0	0
PLUSS	0	0	0	0	0	0
Prospects Services Ltd	1	0	1	0	0	0
Reed in Partnership	4	1	4	0	0	1
Rehab JobFit	3	2	7	0	2	1
Remploy	0	0	0	0	0	0
Seetec	11	6	12	0	3	1
Serco Ltd	0	0	0	0	0	0
Shaw Trust	12	5	7	0	0	1
St Loyaes Foundation	1	1	1	0	0	0
Unknown	9	0	8	0	0	0
Working Links	5	3	4	0	1	1
Totals	103	45	106	1	14	18