

Department for Work and Pensions (DWP)
Central Freedom of Information Team

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk

Our reference: VTR 3091

Date: 25 July 2014.

Dear Mr Jordan,

Thank you for your Freedom of Information (Fol) request received on 08 July 2014. You asked:

Dear Department for Work and Pensions,

*With respect to a non English speaking claimant of JSA.
Please provide detailed guidance and information on the following:*

- i) Use of Interpreters
- ii) Diagnostic interviewing
- iii) Drawing up a Claimant Commitment
- iv) Job Search Reviews
- v) Ensuring that a claimant has understood what is expected of them
- vi) Support to meet eligibility/conditionality requirements
- vii) Sanctions
- viii) Due regard to Public Sector Equality Duty to reduce Disadvantage and Promote Equality of opportunity

Please see copies of our guidance that we feel best answers your questions attached separately in the covering email for this request, under the following headings:

- 1) Use of Interpreters
- 2) Diagnostic interviewing

DWP does not have any other procedural guidance which is specific to non English speaking claimants of JSA. However we have included the generic guidance which relates to your request

- 3) Drawing up a Claimant Commitment
- 4) Job Search Reviews
- 5) Ensuring that a claimant has understood what is expected of them
- 6) Support to meet eligibility/conditionality requirements
- 7) Sanctions

A complete guide to the JSA Sanctions regime is available on the Internet [here](#):

Decision Makers Guide Chapter 34 JSA Sanctions

8) Due regard to Public Sector Equality Duty to reduce Disadvantage and Promote Equality of opportunity.

If you have any queries about this letter please contact us 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, 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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745