

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: 2112

23 May 2014

Dear Bryan Rylands

Thank you for your Freedom of Information (Fol) request received on 2 May 2014. You asked:

*We would like to know how many thank you cards have been received by each individual Jobcentres in Kent. If it's possible, please be specific about how many of those cards were sent by recipients of benefit sanctions.*

*Mr Couling says the DWP employs qualified psychologists in its jobcentres. We'd like to know how many qualified psychologists the DWP employs in jobcentres throughout the country, and in which jobcentres such staff are employed. Please also tell us about the role of psychologists in Jobcentres. Is there guidance for Jobcentres about how to use the psychologists they employ?*

Jobcentres receive many hundreds of thank you cards and letters every year. We do not hold the information you requested and to gather this information would incur unreasonable costs to the department. We estimate that the cost of gathering the information you have requested would exceed the appropriate limit of £600.

The appropriate limit has been specified in regulations and for central Government it is set at £600. This represents the estimated cost of one person spending 3½ working days in determining whether the Department holds the information, and locating, retrieving and extracting the information. . Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing this part of your request further.

In order to comply with Section 16 of the FOI Act and to bring your request within the appropriate cost limit you may wish to limit your request. We suggest that you might do this for example by asking for the information relating to a particular Jobcentre. DWP will then be happy to consider your request afresh. However, we should advise that DWP cannot guarantee that any revised request will be within the cost limit.

On your second question DWP Work Psychology Services has 36 qualified psychologists (that is HCPC Registered Occupational Psychologists) working in jobcentre offices. Work Psychologists work across a number of jobcentres. Their role includes:

- one-to-one interventions to enable claimants with needs (for example, disabled people, people with health conditions or offender backgrounds) to progress toward or obtain employment,
- providing advice to jobcentre staff about helping claimants with needs, through case conferences or by providing training, and,

- contributing to jobcentre development or evaluation.

Work Psychology Managers regularly update their Work Service Directors and District Managers about service performance and delivery options.

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

Yours sincerely,

DWP Central FoI Team

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#### **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](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central FoI 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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745