

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

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 171, IR76 & IR87

Date: 20 February 2018

Dear Fred Jordan,

Thank you for your Freedom of Information review requests which we received on 9 & 13 February 2018. I acknowledge that in this instance, the Department failed to respond within the 20 working days and DWP apologise for the delay. Furthermore, we apologise for not keeping you updated of the progress of your request. DWP is working to avoid any such errors occurring in the future.

In reviewing your request the reviewing officer upholds your complaint as the Department failed to respond to your request within 20 days.

The response to your original request is set out below.

Thank you for your Freedom of Information request received on 14 January 2018.

You asked:

Please could you provide all relevant training materials used to ensure that UC Sanction Decision Makers have a good level of understanding and knowledge of:

- What the law requires to be decided; and
- How to establish the relevant facts to which the law should be applied.

DWP Response:

Please find enclosed the current version of the documents you requested. Please note that all examples contained within the learning products are illustrative.

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 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 or telephone 0303 123 1113 or 01625 545745