

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

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

Our reference: VTR 2501

Date: 6 July 2015

Dear Mr Zola

Thank you for your Freedom of Information request received on 21 June 2015. You asked

RE: Entrenched Worklessness Provision

Reference number: UI_DWP_101412

Estimated length of contract: 12 Months

Awarded value £165,000

<https://online.contractsfinder.businesslink.gov.uk/Common/View%20Notice.aspx?site=1000&lang=en¬iceid=1649703&fs=true>

For the above contract awarded to Veda who deliver provision through Action Plans and has mandatory exercises and activities, such as:

- 1. Sundial Activity: customers to complete based on their personal circumstances.*
- 2. Laws of Attraction & how behaviour is key to success.*
- 3. Life Steps – to look at life and setbacks. How to deal with these events and the processes/techniques used to build back up the steps.*
- 4. Barriers & Hurdles – identifying barriers and hurdles. How to overcome barriers etc.*
- 5. Positive Thoughts Story - Trainer*
- 6. Past, Present & Future – ‘Past’ - customers identify what has happened in the past that has brought them here today, ‘Present’ – what the customer is doing now to move towards achieving their goal or work and ‘Future’ – where the customer wants to be and how they expect to feel.*
- 7. Brain Training Exercises – look at skills lost when not in work and carry out several exercises to enhance these skills, i.e. pattern recognition and problem solving etc.*
- 8. Skills Bank & Transferable Skills– identifying life and work skills and match to job roles.*
- 9. Long-Term Change & Life Expectations – what is needed and can be achieved to gain long-term change.*

10. *Self-Awareness and Awareness of others.*

11. *Confidence – Myths – true & false.*

12. *Body Language – how to read body language signs & gestures, body language signals – eyes, mouth, head, arms, hands, handshakes, legs & feet & personal space. Mirroring body language. Cultural differences.*

13. *Self Confidence – preparing for the journey, changing perspectives, positive thinking, building self-confidence.*

14. *Addressing Fears – overcoming obstacles*

15. *Breaking Traditions – changing patterns of behaviour, routine, stepping out of the comfort zone.*

16. *Goal Setting – short, medium and long term goals. SMART objectives.*

17. *Financial Planning & Budgets – address benefit dependency, planning to come off benefits, calculate how much money needed to live on, planning finances for interviews i.e. clothing, bus fares etc and how to manage finances in first month in work. Money Advice Service.*

18. *CV Building – Personal profile, different CV styles, CV template, covering letters.*

19. *Workplace behaviours – communication, team working, attendance, timekeeping, self-presentation, attitude and time management.*

as all of the above require participants to disclose personal data to engage, including sensitive personal data, that can be recorded or shared by default with other participants in group sessions or with Veda's staff and entered into or be used to inform the development of Action Plans, please disclose a copy of the materials worksheets, questionnaires, sundials etc [information] created by Veda's and used by participants to help them complete and engage in items 1 to 19 above.

With regards Benefit Sanctions please state which of items 1 to 19 are mandatory or participants face sanctions?

In response to the first part of your request I can confirm that the Department holds the information you are seeking. However, the information you have requested is commercially sensitive and is therefore exempt from release under Section 43 of the Freedom of Information Act.

Section 43 exempts information which, if disclosed, would be likely to prejudice the commercial interests of any person. It protects not only the commercial interests of third parties but also the commercial interests of the Department. It is intended to protect the ability of a public authority like DWP

to obtain goods or services on the best possible commercial terms and to protect the legitimate commercial interests of its suppliers. The information you seek falls into this category.

As required by the FoI Act the use of this exemption requires the public interest for and against disclosure to be assessed. Generally speaking there is a public interest in the disclosure of commercial information to ensure transparency in the accountability of public funds and to show that public money is being used effectively. Conversely, there is a public interest in ensuring that disclosure does not compromise an existing competitive market environment or the Department's ability to secure best value for money for the taxpayer. On balance I am satisfied that, in this instance, the public interest in applying the exemption outweighs the public interest in disclosure.

In response to the second part of your request it should be noted that this information was provided in our response to your previous FOI request 1763. I have attached the relevant section below:

Any claimant who is eligible to be referred and take part in a provision may discuss their objections with their Work Coach in the Jobcentre. If these are not resolved during discussion, a question of failing to make themselves available to a training provision that will increase their prospects of finding work, may be raised. In that circumstance, operational guidance is available and discussed with the claimant that a Decision Maker will look at the situation, and decide on the evidence provided if there is a risk to benefit.

Information on 'What must I do to keep my benefit payment' can be found on gov.uk via the following link:

<https://www.gov.uk/government/publications/jobseekers-allowance-sanctions-leaflet/jobseekers-allowance-sanctions-how-to-keep-your-benefit-payment>

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

Yours sincerely,

DWP Central FoI 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@dwp.gsi.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