

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

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

Our reference: VTR 252

Date: 3 February 2015

Dear Ms Baddams,

Thank you for your Freedom of Information request received on 20 January 2015. You asked:-

What qualifications do DWP job centre decision makers have ?

DWP confirms that it may hold the information that you seek. However, this information is held in personnel files which will have to be accessed individually in order to extract the information required (where it exists).

For this reason we estimate that the cost of complying with this request 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 3.5 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.

We have considered, as required by S.16 of the FOI Act, how we might help you to bring your request within the cost limit. However, because your request is so specific we are unable to help you do this.

To be helpful we can confirm that there are no specific external qualifications required for the decision making role. All Decision Makers go through a training programme that supports the individual in their role. The Decision Maker consolidates this learning with mentor support.

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