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*Sent electronically*

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*Jean Meg*

## **TM 15 – UPDATE**

I am writing to update you on the department's progress in implementing recommendations 4b and 7 of the Committee's report into DWP Employment Support (HC177).

### **Recommendation 4b - Supporting people in low-pay employment to progress**

In-work progression remains a key priority for the Government. We agreed to respond to the recommendations made by the In-work Progression Commission and have been carefully considering them. Although we were on track to publish our response before the latest Treasury Minute update, publication is now taking longer than planned for which the department apologises. We have revised the target implementation date to February 2023 and expect to be able to publish our response shortly.

### **Recommendation 7 - Evaluation of how well work coaches provide employment support and how consistently they apply their judgement**

In the [Government's response published 8 November 2021](#), we explained how the department systematically gathers feedback on customer satisfaction through its Customer Experience Survey. This measures customers' satisfaction and experience of the services that DWP provides. The latest data from the Customer Experience Survey which covers the first three quarters of 2021-22 can be found in the department's [Annual Report and Accounts 2021-22](#).

The Government is committed to ensuring appropriate evaluation of its employment support programmes and service to claimants. We agreed with the Committee's recommendation to undertake and publish an evaluation of the service which work coaches provide. The department continues to gather evidence of how effectively work

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coaches provide employment support. We apologise that this work is taking longer than planned. This work will help us to further develop our evidence base on how employment support has been delivered during and following the COVID-19 pandemic. We aim to publish the report in Spring 2023.

I will keep the Committee updated on progress on the remaining recommendations.

Yours sincerely Peter Schofield

**Peter Schofield CB**  
Permanent Secretary