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Mr Terry Moran
Chief Operating Officer
Department for Work and Pensions
Caxton House
Tothill Street
London
SW1H 9NA

24 October 2011

BY REGISTERED POST

Dear Mr Moran

Thank you for your letter dated 18 October 2011 signed on your behalf by DWP Director Matthew Nicholas. I can confirm that I have complained to the Independent Case Examiner (ICE) about the way in which my complaint about my claim for Jobseeker's Allowance and my training programme with Action for Employment (A4E) has been dealt with.

Please find enclosed a copy of my e-letter of 1 August 2011 to my MP, Equalities Minister Lynne Featherstone, about A4E titled "Action for Employment (A4E): Breaches of Contract 1-132".

You assert that I did not wish to fully participate in A4E's training programme because I would not agree to be trained as a warehouse operative at Booker Cash and Carry. This assertion in your letter is evidently a gross misrepresentation of facts, as indeed is your additional reference to my decision not to sign the Action Plan – a copy of which I retain and is itself actionable for fraudulent misrepresentation (see the last 10 breaches of contract listed in the aforementioned e-letter to Minister Featherstone) - when leaving A4E on 1 August.

Private companies are contracted by DWP to provide "the right support to the individual needs of each customer" (to quote from the DWP website on the Work Programme). I believe my extensive correspondence with Minister Featherstone about A4E substantially debunks your claims regarding mine.

My wife and I have been informed by letters dated 20 October 2011 from Highgate Jobcentre Plus that our contact details have been passed on to Reed in Partnership, a private-sector provider of the DWP Work Programme. The day previous, on 19 October, I sent (by registered post) my application to the European Court of Human Rights regarding the interception of my communications and directed surveillance. Paragraph 17 clarifies my claims against Highgate Jobcentre Plus and A4E. It provides as follows:

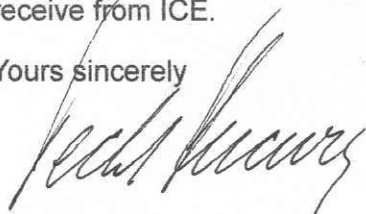
On 4 April 2011 the applicant renewed his claim for judicial review in the above-mentioned *Heavey v. Highgate Jobcentre Plus* in order to challenge his lack of remedy under welfare law for discriminatory practice by private companies delivering welfare-to-work programmes. From 27 July 2010 to 26 July 2011, the applicant and his wife were mandated by Highgate Jobcentre Plus to participate in one such programme delivered by Action for Employment (A4E). During this period Highgate Jobcentre Plus ignored all four of the formal complaints the applicant lodged with the jobcentre against breaches of contract by A4E. Perhaps even more concerning, the applicant was also complaining to the chairman of A4E, the chief executive of Jobcentre Plus, the Secretary of State for Work and Pensions, Prime Minister David

Cameron, and throughout the period to Minister Featherstone, all to no avail. The applicant's renewal hearing in *Heavey v. Highgate Jobcentre Plus* is scheduled for 22 November 2011. The applicant and his wife remain deeply concerned about what lies in wait for them with the next private-sector provider of a welfare-to-work programme.

Your final response to my complaint does nothing to alleviate our concerns that Highgate Jobcentre Plus has selected Reed in Partnership to use us as cheap labour for dead-end jobs. While A4E were insisting that I be trained as a warehouse operative if not prepared to accept a 'work boost' (ie a four-week mandatory work related activity) in a supermarket, they were also refusing to follow up on any of the letters I had written to the Human Resources managers of 11 non-profit organisations inquiring about the possibility of a 'work boost'. This despite that A4E state in their booklet, "Welcome Aboard!", page 18, that, "Together with your Employment Coach, you'll decide when and where the best place to take your Work Boost will be."

I understand that Minister Featherstone can refer my complaint to the Parliamentary and Health Service Ombudsman, for the second time, if I remain dissatisfied with the response I receive from ICE.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Declan Heavey', written in a cursive style.

Declan Heavey

Encl