

To: Mr P.V Sutton

xxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxx

DWP Business Management Team
Health & Disability Assessments (Operations)

e-mail: freedom-of-information-xxxxxxx@xxx.xxx.xxx.xx

22 January 2013

Dear Mr Sutton

Freedom of Information Act – Request for Information
Our Reference: FOI 4754

Thank you for your Freedom of Information request which we received on 29 November 2012.
I apologise for the delay in responding to you.

You asked:

Are those who make appointments, not just for WCA assessments but all the other interviews, document checks etc, trained to ask for every appointment whether the person is capable of descending stairs in a brisk, safe and orderly fashion in the event of a fire or other emergency. This would be necessary if they ever had to work in offices on upper floors which the public might need to access.

In answer to your question:

Atos Healthcare does not ask for this information on every point of contact. When a claimant is contacted by Atos Healthcare to arrange an appointment for a medical assessment the claimant has the opportunity to advise the scheduler that they have mobility difficulties at which point the scheduler will make alternative arrangements with them. Additionally the appointment letter sent to the claimant to confirm an appointment (whether they have contacted Atos or been contacted by Atos via the phone) contains advice to the claimant to contact Atos if they have mobility difficulties.

The only document checks are those undertaken on the arrival at the examination centre to verify a claimant's identity. The claimant also has the opportunity to advise the receptionist of any mobility problems at this point.

Once an examination or scrutiny of the medical referral is completed Atos play no further role in the work placement of claimants found fit for work.

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

Yours sincerely,

DWP Business Management Team
Health & Disability Assessments (Operations)

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, London 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.gov.uk