



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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[DWP Website](#)

Our Ref: FOI2020/79534

6 January 2021

Dear Mary Green,

Thank you for your Freedom of Information (FoI) request received on 12th December. You wrote:

“Regarding Mandatory Reviews/Appeals against PIP decisions

You recently replied to an FOI as follows: 'The number of referrals by Decision-makers to Medical Services for Clarification or advice on the HCP report...'

My question is who/what are the Medical Services you mention and what do you mean by 'clarification'?"

### **DWP Response**

I can confirm that your request forms a part of another customer's request for information, therefore we are unable to define what is meant by another customer.

However, it may be helpful if I explain the DWP interpretation of Medical Services was in this instance referring to the Assessment Providers who deliver Personal Independence Payment(PIP) assessments on behalf of DWP. The Assessment Providers delivering PIP assessments are Capita and Independent Assessment Services (IAS).

Information on why Case Managers can access advice and the reasons (clarification) can be found in the PIP Assessors guide section 1.13 via this link:

<https://www.gov.uk/government/publications/personal-independence-payment-assessment-guide-for-assessment-providers/pip-assessment-guide-part-1-the-assessment-process#requests-for-supplementary-advice>

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

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

## **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.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745