



Department
for Work &
Pensions

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

Our Ref: FOI2021/52054

19 July 2021

Dear Michael Carroll-Owen,

Thank you for your Freedom of Information (Fol) request received on 28 June. You wrote:

“Between Jan 2017 - Jan 2021

How many PIP claimants/customers have been referred 'internally' by DWP staff to DWP Vulnerable Customer Champions?”

DWP Response

We do not hold statistical data for all internal VCC referrals within Disability Services prior to 23rd November 2020.

Therefore, from 23rd November 2020 up to 31st January 2021 Disability Services has received 208 PIP referrals internally from DWP staff.

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 or by writing to: DWP Central Fol 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.