



Department
for Work &
Pensions

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

Our Ref: FOI2023/41322

23 June 2023

Dear Kieran Williams,

Thank you for your Freedom of Information (FoI) request received on 27 May 2023.

You wrote:

“Can you please send me a timeline of the various contracts with Capita in regards to Personal Independent Payments, and any relevant documentation (e.g., tender documents, service agreements and evaluations)”

DWP Response

The Department has completed its search for the information you have requested and we are able to confirm that we do hold information you have requested.

However, in relation to your request for Service Agreements, the information is exempt under Section 21(1) of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain (please see paragraph 2 below).

1. Capita have one contract only in respect of Personal Independent Payments (PIP). This contract was awarded in 2012 for a 5-year period (2012 – 2017). However subsequent to this period, the contract has been extended on four further occasions, the periods for which are shown below.

2017 - 2019

2019 – 2021

2021- 2023

2023 to March 2024

2. In relation to your request for service agreements, you can find the information you seek at [Publication of Redacted Contract - Contracts Finder](#) & <https://www.find-tender.service.gov.uk/Notice/034759-2022>.

Appendix 14 provides details of the Service Levels and Termination Thresholds (Page 248).

“any relevant documentation (e.g. evaluations)”

Please note that some of the information cannot be disclosed and is being exempt from release for the reasons below.

DWP is not obliged to confirm or deny that it holds the personal information you seek but in any event, even if it was held, the Department would not disclose it to you and would cite an exemption from disclosure under section 40(5B) of the FoI Act.

In line with guidance from the Information Commissioner Freedom of Information requests and responses constitute the personal information of the requester.

Personal information about a third party is treated as exempt information under the Freedom of Information Act. This is because access to personal information is treated under the provisions of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and can only be released to you where such disclosure would not breach that person's right to privacy.

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 FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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 FOI and EIR complaints](#) or telephone 0303 123 1113