

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gov.uk

Our Ref: IR2019/33499

6 November 2019

Dear Sean Brawley,

Thank you for your Freedom of Information (Fol) internal review request received on 10 September. You asked for:

An internal review of Department for Work and Pension's handling of my FOI request 'ATOS and Capita Posts'.

In your request for a review you cited the following reasons:

1. the Section 31(1)(a) exemption does not cover the contents of the request given, as reference is made to a BBC story on fraud in this request, only to identify the internal message board referenced within it;
2. your request is not specifically aimed at the topic covered within that story, but rather at other communications on the board; and
3. the majority of posts matching the strings "ATOS" or "Capita" will be discussions of the performance of, or interactions with, those companies as experienced by DWP staff, not of fraud or criminal activity.

DWP Response:

In response to your request, we can confirm that the handling of your original request and response has now been appropriately reviewed. That review was undertaken by someone unconnected with the handling of your original request.

As a result of this review, we find that the original decision was not correct and so your complaint is upheld. After consideration of all the circumstances, and with the balance of public interest in mind, we are releasing the information requested.

The information you requested is enclosed in the attached annex. This is based on your original Fol request (FOI2019/26275):

Recently, a number of quotes from an internal message board for DWP staff were shared as part of a BBC news story.

Please provide all posts from this message board containing the words "Capita" or "Atos".

Please note, the Department will not disclose personal information to you about members of staff in this instance. Personal information about a third party is treated as exempt information under section 40(2) of the Freedom of Information Act 2000. This is because personal information is treated under the provisions of the Data Protection Act 1998 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 the Department quoting the reference number above.

Yours sincerely,

DWP Central FoI Team

Your right to complain under the Freedom of Information Act

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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745

Information referring to Capita from the message board

NAME REDACTED

06 December 2018 - 14:23

"The decision has been made by OET to delete all Capita call recordings at contract exit. NAME

REDACTED sent out a communication to all OET colleagues. I have attached an excerpt:

We will shortly see our contract with Capita formally end. In light of this and through acceptance of the risks highlighted previously we have agreed that all call recordings held by Capita will be deleted.

Capita have been advised of our position and will be progressing this activity in the next few weeks

Therefore any call recordings held by Capita prior to June 2018 will not be available"

Any observations/comments?

NAME REDACTED

06 December 2018 - 13:47

JSA voice recording request

I made a request today and received the following reply

"The decision has been made by OET to delete all Capita call recordings at contract exit. NAME

REDACTED sent out a communication to all OET colleagues. I have attached an excerpt:

We will shortly see our contract with Capita formally end. In light of this and through acceptance of the risks highlighted previously we have agreed that all call recordings held by Capita will be deleted.

Capita have been advised of our position and will be progressing this activity in the next few weeks

Therefore any call recordings held by Capita prior to June 2018 will not be available"

NAME REDACTED

08 May 2018 - 08:01

I am attempting to obtain a copy of a JSA voice recording that I believe are dealt with by capita. 2 documents held in DRS, 1 destroyed on 08/01/18 ESA50 and the other live, appears that the JSA related document was the one that was destroyed in error.

Customer attended IUC and said he made JSA voice claim, does anyone have a copy of the JSA retrieval from to use with Capita.

Information referring to ATOS from the message board

NAME REDACTED

12 December 2017 - 09:01

MG11 from ATOS Healthcare

I have had an MG3 from the CPS asking me to obtain an MG11 from the ATOS Healthcare Professional who carried out the medical consultation with the claimant. The reason being that the claimant was working at the time and this has not been mentioned in the report (the implication being that the claimant did not tell them).

Has anyone else approached ATOS for a witness statement. If so I would be grateful if you can give me details of who I should contact to try and track down the person who carried out the assessment and where they are based etc.

Any help would be greatly appreciated.

NAME REDACTED

12 December 2017 - 09:11

On the ESA medicals there used to be a section about a "typical day" this was where the healthcare professional wrote what the customer had told them they did & often included when they last worked.

Im not sure if its on the current medical forms. I would think the ESA sections will have a contact number for ATOS in your area, as they have to send the files when the medicals are due.