

To J Newman  
C/o request-93607-a5711260@  
whatdotheyknow.com

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-xxxxxxx@xxx.xxx.xx](mailto:freedom-of-information-xxxxxxx@xxx.xxx.xx)

Our Ref: VTR 2803-IR32

DATE 15<sup>th</sup> February 2012

Dear Mr Newman,

Thank you for your Freedom of Information request dated 19 January 2012 that was received by Department for Work and Pensions (DWP) Adelphi and forwarded for response by DWP Medical Services Contracts Correspondence Team (MSCCT) Freedom of Information Officer. In your email you asked to be provided with information answering the following questions:-

*In your reply you acknowledge "A claimant may also bring additional evidence to the assessment; it is the responsibility of the individual to decide whether there is any further medical evidence in addition to that already provided with the ESA 50. Any evidence brought by the claimant must be read by the HCP and the report should make reference to the evidence that has been considered, the evidence will also be copied for the DWP Decision Maker."*

*But nowhere in information sent to claimants does this appear. It is particularly relevant given that there can be several months between returning the ESA50 and the WCA appointments.*

*We are told that DWP is intent on improving customer service, but you do not seem at all interested in the one (small) opportunity you have here. The positive effect would undoubtedly be more "right first time" decisions and less appeals.*

I have reviewed your case and note that in a previous response (reference 2699-VTR IR324) dated 18 January 2012 we explained that the Limited Capability for Work Questionnaire (ESA 50) is the claimants' opportunity to tell us how they are affected by their illness or disabling condition and explains they should submit any further medical evidence along with the questionnaire. The form WCA AL1C that is sent out with the appointment letter also provides information about the medical assessment.

I should note that your internal review is not challenging whether we provided the information requested, but rather, wants us to confirm your opinion regarding improvements to customer service. As Freedom of Information is not about creating more information or entering a debate on current Departmental procedures, none of this is Freedom of Information related.

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

Yours sincerely,

DWP Central Fol 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 [www.ico.gov.uk](http://www.ico.gov.uk)