

To: Thelma Jennings
request-328656-e30835ab@whatdotheyknow.com

DWP Central Freedom of Information Team

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

Our Ref: FOI 1550

23 June 2016

Dear Thelma Jennings,

Thank you for your Freedom of Information request which we received on 15 April 2016.

You asked:

'The recently broadcast Dispatches Investigation aired on channel 4, showed video with synced audio of a Health Professional named by channel 4's Dispatches programme as Alan, who stated that he sometimes carried out large parts of the face to face medical assessments before the appointment and also saying he once completed one on a one-legged man before he even met him. Alan no longer works for Capita because they were appalled by his disrespectful comments and actions.

1. Please tell me how many Medical Assessments did this Health Professional named as Alan by Channel 4's Dispatches programme, carry out during his time with Capita on behalf of the DWP?

2. Of all the Medical Assessments this Health Professional named as Alan by Channel 4's Dispatches programme, carried out during his time with Capita on behalf of the DWP how many of them have now been looked at again in light of what he said to the undercover reporter.

3. Are ALL the Medical Assessments carried out by the Health Professional named as Alan by Channel 4's Dispatches programme, now to be looked at again afresh in light of what he said to the undercover reporter.'

In response to Question 1, I can advise that the Health Professional to who you refer completed 869 Personal Independence Payment Assessments during his employment with Capita.

In reply to Questions 2 & 3, all Health Professionals are subject to on-going quality audit to ensure they continue to deliver high quality assessments. Capita, along with the DWP have reviewed the data in relation to the work of this Health Professional.

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 happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, London, SW1H

9NA. Any review request should be submitted within two months of the date of this letter. Please remember to quote the reference number above in any future communications.

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