

To: A Javadi
request-511281-21712975@whatdotheyknow.com

DWP Central Freedom of Information Team

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

Our Ref: FOI 3655

15 October 2018

Dear Ali Javadi,

Thank you for your Freedom of Information (FOI) request which we received on 17 September 2018.

You asked:

'As per the Freedom of Information Act 2000 I am requesting the DWP to provide the following information: The contract price and name of each company that carries out medical examination and whether complaints have been made against the companies (if yes, what was the nature of the complaint and the outcome). Also, I would like to know the mortality rate of claimants since PIP and Universal Credit was introduced (if you can provide this data please, if possible, state the reason of death).'

DWP Response:

I can confirm that we hold information falling within the description specified in your request. However, we estimate that the cost of complying with your request would exceed the appropriate limit for central Government, set by regulations at £600. This represents the estimated cost of one person spending 3½ working days in determining whether the Department for Work and Pensions (DWP) holds the information, and locating, retrieving and extracting it.

Under section 12 of the FOI Act, DWP is not therefore obliged to comply with your request and we will not be processing it further.

Under section 16 of the Act we should help you narrow your request so that it may fall beneath the cost limit.

Details of the companies and contract prices can be provided as requested, however although complaints are made against Assessment Providers (AP) and we can advise of the categories that they are recorded under and are held in accordance with the DWP data retention policy. In addition to this, the categories of complaints are very wide and vary for each AP. Furthermore, the outcomes of the complaints are not recorded centrally; they are recorded on individual cases. This means that every complaint would need to be accessed and reviewed to determine and collate the outcomes and this would be over the cost limit.

With regard to the mortality rate, we may be able to provide a figure for how many claimants have died while in receipt of benefit but would have to access each case to establish whether the cause of death is held and therefore this would also be over the cost limit.

You may wish to consider re-submitting your request for the requested contract details; complaint categories only as it is unlikely that the outcomes could be provided within the cost

limit and a narrower time frame, such as the last year for the number of claimants that have died while in receipt of benefit.

If you have any queries about this letter please contact us 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