

Department for Work and Pensions (DWP)
Central Freedom of Information Team

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

Our reference: VTR FOI 95 / 96

Date: 20 January 2015

Dear Ms St-Mart,

Thank you for your Freedom of Information requests received on 9 January 2015.

You stated: *Please supply the most up to date versions of the Customer Compliance Guidance (in full) for:-*

1. *Employment Support Allowance Contribution-Based*
2. *Employment Support Allowance Income-Related*

In response to your request, I attach a copy of the Local Service Compliance Guide. The Compliance guidance details the procedures which are to be followed when completing Compliance activity, as these actions are not benefit specific, references to individual benefits such as ESA are made only where necessary,

Some information in this document has been excluded under Exemption 40 - Personal information in relation to members of staff as disclosure would breach one of the Data Protection Principles

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@dwpgsi.gov.uk or by writing to: DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

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