

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xxx.xx

Our Ref: FOI 3323 (IR 695)

DATE: 30 November 2012

Dear Mr Slater

Thank you for your Freedom of Information request received on 27 August 2012. You asked:

"I understand that the DWP contracts with various commercial companies to provide postage services on its behalf (e.g. Balfour Beatty Workplace, Royal Mail, etc).

For the avoidance of doubt by postage services I mean:

- *Opening letters / packages (sent by normal mail, recorded deliver, special delivery or courier).*
- *Processing any documents sent by ESA claimants whether that be copying/scanning into a computer system, redirecting to appropriate DWP department or Atos Healthcare.*
- *Storing documents into a manual filing system.*
- *Destroying documents (by shredding or placing into bins/bags to be destroyed by others.*

Please provide the following data in relation to ESA (including migration from IB) post and commercial companies contracted by the DWP:

Question 1: Please provide the names of the companies that the DWP currently contract to carry out postage service.

Question 2: What services are provided by each contractor?

Question 3: Please provide copies of each contract (including all security and audit processes). These can obviously be redacted as per the medical services contract with Atos Healthcare to avoid the problem with disclosing commercially sensitive information. This will avoid the DWP claiming an exemption then going through the IRR route and eventually to the ICO. There is a clear public interest in seeing the contracts as the information being processed by them is of the highest sensitivity and people will need to be absolutely certain that it is safe. Given recent media coverage of highly sensitive data being available illegally it is essential that people can be certain that their most intimate details are secure.

Question 4: How many people who carry out postage services have been disciplined in 2012 for data security breaches (including dismissal and criminal prosecution)?

Question 5: What is the range of offences committed in question 4.

Question 6: Are there any pieces of post that the contractors are not allowed to open and process?

Question 6.1: What kind of post are the contractors not allowed to open / process?

Question 7: What DWP systems to the contractors have access to and are they able to search DWP systems?"

Further to our letter dated 14 November 2012, we can now provide a further response to the three questions as they relate to Atos Healthcare.

4. None.

5. Not applicable.

7. In order to input customer details, search and extract relevant customer data. Atos Healthcare has access to the following DWP systems:

Medical Services Referral System (MSRS): Shared system in order to receive and track a referral from DWP concerning Work Capability Assessments. DWP enter claimant details and Atos Healthcare update with appointment information and medical outputs. Atos Healthcare log all phone calls made and received.

Complaint Management System (CMS): To record and track all complaints and enquiries received by the Customer Relations Team. CMS enables Atos Healthcare to reply to a complaint and conduct an investigation.

Logic integrated Medical Assessment (LiMA): Enables the Health Care Professional (HCP) to record an assessment.

Stakeholder Management Relationship Tool (SMART): Enables Atos Healthcare to record customer details for all benefit types

Atos Healthcare only accesses these systems if there is a business need in accordance with data protection principles.

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@dwpgsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, 6-12 Tothill Street, London. 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.gov.uk