

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

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 2249

Date: 27 June 2016

Dear Mr Kelly,

Thank you for your Freedom of Information request received on 22 June 2016.

You asked: "I would like to know why i was removed from esa without a mental health welfare check being carried out before the decision was made which the dwp should try to do three times before completely stopping my money and leaving me in genuine hardship, in effect breaking your own rules as i am in a support group and even though i have explained this error to several different dwp departments the decision isn't reversed even though dwp know they have broken their own esa rules".

Please note that personal information about you is treated as exempt information under section 40(1) of the Freedom of Information Act 2000 (FOIA). This is because you are normally entitled to a copy of the personal information that the Department holds about you under the Data Protection Act 1998 instead. By handling your request under the provisions of the Data Protection Act 1998, DWP are protecting your rights over your own personal information.

Full details of how to obtain information held about you by DWP are available on the Department's pages on Gov.uk (link attached below):

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter#ask-for-a-copy-of-the-information-we-hold-about-you>

Please remember not to include your personal information on Whatdotheyknow.com (WDTK) as it will be visible to the public.

Whilst we cannot comment on your own individual circumstances, in the interests of customer service and outside of our obligations under the Fol Act please see the following link which provides information on how to appeal a decision and the attached criteria:

<https://www.gov.uk/social-security-child-support-tribunal>

If you have any queries about this response 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