

Dear Finn Keaney,

Thank you for your Freedom of Information request received on 11 May June 2020. You asked for:

*"I understand that the DWP gives detailed guidance and training to their staff, and similarly ensures through guidance and training a uniform level of service across contractors such as assessment providers. Given the large change to the way claims are being processed additional guidance must have been given.*

*I would like to see all such guidance. This could include any internal DWP comms, any internal DWP guidance or guidance provided to contractors, any new training that has taken place, or any change in policy or in the contract requirements for contractors relating to this change.*

*As was noted in the original request, I would like to ask in particular for those changes which have been made to ensure that you/your contractors are able to safely and accurately determine substantial risk under the new approach.*

*If no such guidance or changes have been issued, please can you clearly state that.*

*This request is pertaining to the reaction to COVID-19 and as such does not relate to any guidance issued prior to 01/03/2020.*

*A full history of my FOI request and all correspondence is available on the Internet at this address: [https://www.whatdotheyknow.com/request/health\\_and\\_work\\_capability\\_asses](https://www.whatdotheyknow.com/request/health_and_work_capability_asses)"*

## **DWP FOI Response**

Please accept our apologies for the delay in responding to your Freedom of Information request, however due to the current Covid-19 situation we are focusing resources on frontline high-priority areas and responding to FOI requests as soon as we are able to do so.

I confirm that we hold the recorded information to respond to your request.

I have attached the following material:

- Training material used for learning and development sessions for the Centre for Health and Disability Assessments (CHDA) Healthcare Professionals
- Guidance provided to CHDA Healthcare Professionals for paper-based and telephone assessments
- Advice for DWP Health and Work Decision Makers

Our approach to telephone assessments remains under development and this guidance may be revised in due course.

Given your reference to substantial risk (ESA Regulations 2008, Regulations 29 and 35) in your original request, the information provided is for telephone Work Capability Assessments.

If you have any queries about this letter, please contact the Department quoting the reference number above.

Yours sincerely,  
Policy Group FOI Team  
Department for Work and Pensions

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**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.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to DWP, Central FOI 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

Web: [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745