

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

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

Our reference: IR2019/32899

Date: 3 October 2019

Dear Michael Carroll-Owen

Thank you for your Freedom of Information review request received on 5 September. You asked:

The role of 'Vulnerable Customer Champion' as I have been told it is called by the 'HEO VCC' assigned to my case in December 2018 or also known as 'Vulnerable Claimant Champion' or 'Mental Health Champion' is a role within the Department for Work & Pensions.

*Here is also an article also showing they exist
<https://www.disabilitynewsservice.com/dwp-waited-18-months-to-take-safety-action-on-vulnerable-claimant/>*

The 'Vulnerable Customer Champions' were implemented after a Juridical Review in 2015 in which a Man took his life.

DWP Response:

I am of a senior grade to the person who dealt with your request, I was not involved previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

I can now provide additional information originally requested and apologise that this was not sent originally.

Personal Independence Payment - Benefit Centre Champions for Vulnerable Claimants.

Scotland	19
England	67
Wales	10

(as of 17/09/2019)

The Northern Irish Assembly has devolved responsibility for social security benefits. As such any questions relating to staff roles should be directed to the Department for Communities in **Northern Ireland**.

I hope this is helpful but 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 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 or telephone 0303 123 1113 or 01625 545745