

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

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

**Our reference:** VTR 3971 & 3972

**Date:** 22 September 2015

Dear Peter

Thank you for your Freedom of Information requests received on 19 September 2015. You asked:

3971

*My work capability assessment declared me as being fit for work despite my GP stating otherwise. I was informed that I had to claim Job Seekers Allowance and that special considerations would be given to me in respect of my illness and disability (mental health).*

*Having had a mental breakdown at 2 Job Centres, whilst crying at one job centre, I would like to know the following:*

- 1. What guidance do your Job Centre staff have in relation to dealing with a vulnerable person with mental health problems?*
- 2. What "special considerations" are given to people who have been declared fit for work and are forced to attend Job Centres (despite this being a difficult process).*

3972

*I received a letter from yourselves a number of weeks ago which stated that I can ask for form "INF2" in respect of other financial help.*

*Upon asking for "INF2" I was told that this form no longer exists.*

*Please will you confirm or deny whether this form exists.*

**DWP Response:**

We are sorry but on this occasion the Department will not be processing your requests further. This is because your requests do not comply with Section 8(1)(b) of the FOI Act. This means that to comply with your request the department requires that you give your real name. The Information Commissioner (ICO) has issued guidance for public authorities on this topic. The ICO considers that "the name of the applicant refers to the real name of the applicant. You can see the guidance issued by the ICO here:

[http://ico.org.uk/for\\_organisations/guidance\\_index/~media/documents/library/Freedom\\_of\\_Information/Research\\_and\\_reports/recognising-a-request-made-under-the-foia.pdf](http://ico.org.uk/for_organisations/guidance_index/~media/documents/library/Freedom_of_Information/Research_and_reports/recognising-a-request-made-under-the-foia.pdf)

If you would like to submit your requests again using a name that satisfies the above requirement DWP will be pleased to consider it.

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

Yours sincerely,

DWP Central Fol Team

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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@dwpgsi.gov.uk](mailto: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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745