



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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Finn Keaney
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[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2020/77215

5 January 2021

Dear Finn Keaney,

Thank you for your Freedom of Information (FoI) request received 4 December 2020. You wrote:

"I do not accept that the request I have put in is so broad that it would take 3 and a half days to comply with it. I have asked you for new safeguarding guidance / procedure around what to do before stopping payments to claimants, particularly vulnerable claimants, in the wake of the death of Errol Graham and the safeguarding failures which were found to have taken place in that instance. This is a very specific set of guidance which, as noted, Peter Schofield himself has directly referred to in testimony to the Work and Pensions Committee and so in the absolute worst case I can see no reason why it would take 3.5 days to ask Peter Schofield or a member of his team for copies of whichever guidance or policy it was that he was referring to.

I am also aware that in an organisation as large as yours there will be rigorous document control procedures to ensure the correct distribution of documents such as these. This should also provide answers as to who this information was distributed to and when.

I am happy to remove the request for 'training materials pertaining to the above' from this FOI, as well as the request for the recipient lists of this information, should that keep this under the limit of hours but beyond that I do not accept that my having asked for confirmation of a very specific piece of documentation or policy, to whom it was sent, and when, should take an inordinate amount of time as you have suggested.

I trust that the above is sufficient for you to now provide the information requested and I will look forward to your reply."

DWP Response

We can confirm that we hold information within the scope of your request. Please see attached as separate annexes the guidance requested; the first is the Employment and Support Allowance (ESA) Core Visits guidance, the second is the equivalent Personal Independent Payment (PIP) guidance and the third is the equivalent Universal Credit (UC) guidance.

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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@dw.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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745