

To: Karen Lorenz
request-311431-84fd36cb@whatdotheyknow.com

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwpgsi.gov.uk

Our Ref: FOI206

10 February 2016

Dear Ms Lorenz,

Thank you for your Freedom of Information request which we received on 18 January 2016.

You asked:

How many ESA assessment appointments are cancelled by Maximus?

Do Maximus have any targets contained in their contract for waiting times?

Do Maximus have any targets contained in their contract for the amount of times they can cancel an appointment?

In response:

Q1 Due to the broad nature of your question we estimate that the cost of complying with your request would exceed the appropriate limit of £600. The appropriate limit has been specified in regulations and for central Government it is set at £600. This represents the estimated cost of one person spending 3½ working days in determining whether the Department holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request therefore it cannot be answered. However, under section 16 of the FOIA we are obliged to assist you in providing options to narrow your request, by reforming or refocusing it, so that we may be able answer it. It may therefore help if you narrow the area of the UK, the date range of your request or the specific reasons for cancellations etc. The DWP will then be happy to consider your request afresh. However, we should advise that the DWP cannot guarantee that any revised request will be able to be answered.

Q2 In answer to your question, the Centre for Health and Disability Assessments do have targets contained within their contract for waiting times.

Q3 In answer to your final question the Centre for Health and Disability Assessments do not have targets contained within their contract for the amount of times they cancel an appointment.

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

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@dwp.gsi.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. Please remember to quote the reference number above in any future communications.

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