



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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SW1H 9NA

Anthony Collins
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[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

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

Our Ref: FOI2021/30850

04 May 2021

Dear Anthony Collins,

Thank you for your Freedom of Information (Fol) request received on 19 April. You wrote:

"Please can you attach a copy of the
"Personal Independence Payment Instruction"
which consists of Chapters 1 to 45"

DWP Response

I can confirm we hold information relating to your request.

Please find attached the complete Personal Independence Payment operational instructions. Your request asked for chapters 1-45, there have been 2 further chapters published since the date of your request, these have been added to the response for your convenience. The first PDF includes chapters 1-39 and 41-45. The second PDF includes chapters 40, 46 and 47.

The information requested in the FOI contains internal telephone numbers, individual and shared internal email addresses, and staff names. These are found throughout the document and have been redacted prior to producing the PDF's. Personal information about a third party is treated as exempt information under section 40(2) of the Freedom of Information Act 2000. This is because personal information is treated under the provisions of the Data Protection Act 1998 and can only be released to you where such disclosure would not breach that person's right to privacy.

Sections that detail the process for verifying identity over the phone have also been removed to reduce the risk of identity theft by bogus callers. This falls under the exemption in Section 31 of the Freedom of Information Act 2000. This exemption covers potential serious fraud. In applying this exemption, the department has balanced the public interest in withholding the information against the public interest in disclosing the information and on balance we find that withholding the information from release outweighs our obligation to release.

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

Yours sincerely,

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 FoI 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.