

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/24949

2 August 2019

Dear Amber Mehmood,

Thank you for your Freedom of Information (Fol) request received on 4 July 2019. You asked:

Please can you provide me with the number of complaints made about Personal Independence Payment assessments for the following years.

- 2014 to 2015
- 2015 to 2016
- 2016 to 2017
- 2017 to 2018
- 2018 to June 2019

Please can the data be broken down into separate regions in England and finally, please can you break down the data into complaints made to the companies Atos and Capita for the years shown above.

DWP Response:

Please see below the number of complaints relating to Personal Independent Payment (PIP) assessment providers which has been broken down by England region and provider as requested:

Year	2014-15	2015-16	2016-17	2017-18	2018-19
Region					
North East	560	530	960	1210	1570
North West	610	520	830	980	1470
Lot 1 Total	1,460	1,320	2,210	2,740	3,770
East	330	250	420	530	760
London	360	220	340	460	670
South East	800	560	860	1100	1370
South West	350	340	630	640	980
Lot 3 Total	1,830	1,370	2,250	2,740	3,780
East Midlands			790	1250	1010
West Midlands	incomplete data		1380	1400	1320
Lot 2 Total	incomplete data		3,420	3,650	3,410
IAS total	3,290	2,690	4,450	5,480	7,540
Capita total	incomplete data		3,420	3,650	3,410

Please note; the 'regional' level data is supplied by the assessment providers, and therefore may not map precisely to other regional breakdowns for government data.

We do not hold regional or monthly level complaints data for Capita for 2015 and 2016 due to a pilot reporting system being in use at the time.

You have asked specifically for England regions and national totals, so we have removed the Scotland and Wales regional level data that we hold from these tables, although these regions are included in the provider level totals. This means the regional breakdowns do not equal the Lot totals for Lots 1 and 2. Regional figures may not sum exactly to Lot totals due to rounding. To be helpful I have provided a link to the gov.uk website that contains a PIP postcode map <https://www.gov.uk/government/publications/PIP-postcode-map-uk>

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

Yours sincerely,

DWP Central FoI 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.gov.uk or by writing to DWP, Central FoI Team, Caxton House, 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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745