

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

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

Our reference: Fol 1374

Date: 28 April 2017

Dear Ms Sunley,

Thank you for your Freedom of Information request received on 4 April 2017.

You asked the following questions with regard to Personal Independence Payments:

“What action does the DWP take when a claimant disputes what was said and what happened in a face to face assessment .Does your department inform ATOS and CAPITA asking them to address the issue .

Does your department keep records of the number of claimants who have cited this in their reasons for a mandatory reconsideration and also included this as part of their appeal .

Do you al;so keep records of the number of claims where the assessment provider has scored nil points in the descriptors but the decision maker at the DWP has disagreed and awarded points before the mandatory reconsideration stage” .

DWP response:

If DWP receives a complaint which refers to the particulars of an assessment we will forward the complaint to the relevant Health Care Provider and advise the claimant that we have done so. The Health Care Provider will then respond directly to the claimant.

We do not keep records of the number of claimants who have cited this particular reason in a mandatory reconsideration or appeal. It is possible to determine the number of these cases but this would require interrogation of a large number of records.

We estimate that the cost of complying with your request would therefore 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 and we will not be processing your request further.

We do not keep specific records of the number of claims where the Health Care Provider has scored nil points but the decision maker disagrees and awards points.

It is possible to determine the number of these cases but this would require interrogation of a large number of records. We estimate that the cost of complying with your request would therefore 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 and we will not be processing your request further.

There are a variety of statistics on PIP published online, you may wish to view what is currently available at the following link:

<https://www.gov.uk/government/collections/personal-independence-payment-statistics>

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

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@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 or telephone 0303 123 1113 or 01625 545745