

DWP Central Freedom of Information Team

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

Our Ref: VTR 5158

14 January 2013

Dear JR Mattheson

Thank you for your Freedom of Information request received on 28 December. You asked:

Re: Preston Benefit Centre, Jobcentre Plus, Pittman Way, Preston PR11 2BJ

Please provide me with the fax number for the Employment Support Allowance section for the above office.

In response to your request, Preston Benefit Centre does not have a fax number for the sole use of the Employment and Support Allowance (ESA) section. The available fax facility is shared by several other teams within the office. For Data Protection reasons, and given the sensitive and often confidential nature of the information they handle, the ESA team ask claimants to post documents to them clearly marked for their attention. However, if a claimant wishes to fax documents to them, their standard practice is to ask the claimant to make an appointment at their local Jobcentre. The Jobcentre will contact the Employment and Support Allowance team before faxing the documents to ensure that someone on the team is on hand to receive the information.

If you have any queries about this letter please contact me 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.gov.uk