



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

William Thornton
request-988934-c6940a1c@whatdotheyknow.com

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

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

Our Ref: FOI2023/44272

23 June 2023

Dear William Thornton,

Thank you for your Freedom of Information (FoI) request received on 9 June. You wrote:

“Please could you provide the current processing times for personal independence payment claims that have been sent to independent assessment services for consideration and how long on average it takes DWP to receive a recommendation”

DWP Response

We are unable to deal with your FoI request without clarification of the information you seek.

Please clarify whether you wish to know the average time taken from Independent Assessment Services (IAS) receiving a request for an assessment from Department for Work and Pensions (DWP) to IAS returning the Personal Independence Payment (PIP) assessment report back to DWP.

Or are you asking for the average time taken from IAS receiving a request for an assessment from DWP, to a decision being made by DWP.

Alternatively, you may want a response to both questions.

Please note, Health Professionals (HPs) carrying out assessments, only provide the relevant assessment reports to DWP decision makers. They do not make recommendations to DWP, and they play no part in the actual decision-making process.

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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@dpw.gov.uk or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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 FOI and EIR complaints](#) or telephone 0303 123 1113.