

DWP Central Freedom of Information Team

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

Our Ref: FoI 3071

DATE: 26 September 2016

Dear Anita Bellows,

Thank you for your Freedom of Information request of 23 August 2016. You asked:

According to a previous response from DWP to a FOI request, DWP is collecting the following information about Mandatory Reconsiderations:

- 1 Number of Mandatory Reconsiderations requested;*
- 2 Number of Mandatory Reconsiderations requested following request for statement of reasons;*
- 3 Whether Mandatory Reconsiderations requested by phone, letter, form or digitally;*
- 4 Number of cases where new evidence received with Mandatory Reconsideration;*
- 5 Number of cases where Decision Maker telephones claimant for new evidence;*
- 6 Number of cases where Decision Maker requests advice from Assessment Provider;*
- 7 Number of case cleared in % of days – actual percentage figure will be proposed at a later date;*
- 8 Number of Mandatory Reconsiderations revised favourably/unfavourably or no change to decision;*
- 9 Total number of Mandatory Reconsiderations made.*

I would like first to have some clarification about the Number of Mandatory Reconsiderations requested (1). Are they Mandatory Reconsiderations requested solely by claimants, or does the figure include Mandatory Reconsiderations performed by a Decision Maker, without the claimant being informed. There has been several cases of claimants learning about the outcome of a Mandatory Reconsideration before they had time to request one.

Ideally I would like the data related to all the 9 points above, but as it might exceed the cost limit, I would like to know first the Number of Mandatory Reconsiderations requested (1) and the Total number of Mandatory Reconsiderations made (9). And then, in this order 4, 5, 6, 2, 3 until the cost limit is reached.

As you surmised, the cost of obtaining all the information requested would exceed the FOI maximum. We have provided information for 1, 8 and 9 because this is readily available.

The Table below is for claimant applications only. In law only a claimant can request a Mandatory Reconsideration.

1. & 9. Please find table below for Mandatory Reconsiderations received and cleared.

	Oct - Mar 2013-14 YTD	Apr - Mar 2014-15 YTD	Apr - Mar 2015-16 YTD	Apr - Aug 2016-17 YTD
Total Received	126,710	371,205	464,397	242,564
Total Cleared	96,314	396,440	445,198	221,440

Notes:

Data is only available from October 13 as this was when the Mandatory Reconsideration process was changed as part of Welfare Reform.

PIP data only available from April 14

Pension data only available from April 15.

Child Maintenance Group data only available from April 15.

8. Please find table below for Mandatory Reconsiderations upheld and overturned.

	Oct - Mar 2013-14 YTD	Apr - Mar 2014-15 YTD	Apr - Mar 2015-16 YTD	Apr - Aug 2016-17 YTD
Total Upheld in Departments Favour	54,351	264,398	361,324	179,287
Total Overturned in Customers Favour	39,003	106,995	69,102	34,467

Notes:

The data in the table above cannot be added together to equal decisions cleared as certain decisions cleared do not fall under Upheld or Overturned, (i.e. disqualified).

Data is only available from October 13 as this was when the Mandatory Reconsideration process was changed as part of Welfare Reform.

PIP data only available from April 14.

Pension data only available from April 15.

There is no decision outcome data available for Child Maintenance Group.

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

Yours sincerely,

DWP Strategy 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