

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

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk

Our reference: FOI 4803

Date: 9 January 2017

Dear Mr James,

Thank you for your Freedom of Information request received on 16 December 2016. You asked;

Could the DWP Dept responsible for assisting deaf and other clients with learning and communication issues, give me details as to:-

(1) How many clients requested sign language support to fill in PIP forms?

(2) Which areas e.g. Charities, individuals (NO personal details required), requested that support?

(3) How many BSL - booked sign language interpreters, failed to initially turn up after being booked to support those claimants by the DWP itself?

(4) Atypical recorded delays to form filling, whilst awaiting support, which resulted in a claim re

DWP Response

(1)How many clients requested sign language support to fill in PIP forms?

Requests for such support are received by other organisations as well as the DWP. Therefore this data is not formally recorded. The cost of complying with your request would exceed the appropriate limit. 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 locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act (FOIA) the Department is not obliged to comply with your request and we will not be processing this request any further.

(2) Which areas e.g. Charities, individuals (NO personal details required), requested that support?

This information is not recorded, and as in question 1 the cost of complying with your request would exceed the appropriate limit.

(3) How many BSL - booked sign language interpreters, failed to initially turn up after being booked to support those claimants by the DWP itself?

This information is not centrally recorded. However I can advise that since 25th April 2016, PIP new claim, reassessment and Special Rules Terminally ill telephony teams have offered a Video Replay Service (VRS). This service allows deaf clients who use BSL to use video technology to communicate via a sign language interpreter where the caller and the interpreter are in different places.

The latest rolling 3 month data recorded is 1st September 2016 to 30th November 2016. During this period a total of 781 VRS calls were handled.

(4) Atypical recorded delays to form filling, whilst awaiting support, which resulted in a claim re

This question appears to be incomplete and may need re-submitting as required.

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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745