



City of Westminster

Mr Jonathan May-Bowles

Revs and Benefits  
Westminster City Council  
5 Strand  
London  
WC2N 5HR  
**Telephone** 0207 641 3921  
**Email** xxx@xxxxxxxxxxxxx.xxx.xx

**Our ref:** 7830433

**Your ref:**

**Date:** 18 October 2018

Dear Mr May-Bowles

### **Freedom of Information Act 2000**

Thank you for your recent Freedom of Information request. You asked to be provided with the following information:

*Dear Westminster City Council,*

*Was, at any point, a health and safety risk assessment carried out to ensure the way you treat people would not adversely affect their mental health? If so, what was the date of this assessment? What was it's outcome? Should the costs of answering these questions become prohibitive, please answer as many as possible in the order they were asked.*

*Clarification Received 28/07/2018*

*Dear Westminster City Council,*

*To clarify: Your organisation deals with a large number of individuals who do not work for the council. For example, you may be collecting council tax or processing claims for Housing Benefit. By what means, if any, has the council ensured that these interactions do not produce effects (for example, undue stress, particularly to people with mental health issues) that would breach the relevant legislation?*

*For example, there would normally have been a risk assessment carried out for any interaction with a member of the public.*

*If you require me to produce additional FOI's for each relevant department, please do say so.*

*Dear Westminster City Council,*

*It is the statutory responsibility of all organisations to ensure that their interactions with the public comply with Health And Safety legislation. A risk assessment or similar is usually carried out in order to satisfy these statutory obligations. During these risk assessments, what conclusions were drawn about the potential mental health impact of interactions between Westminster Council and members of the public? If you can find no such considerations in any risk assessments you review, please state this in your response.*

### **Response**

No risk assessment has been undertaken in relation to the Housing Benefit Service and any link with claimants' mental health.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Information Management Team  
5 Strand  
London  
WC2N 5HR  
xxx@xxxxxxxxxxx.xxx.xx

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information is also available from the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 or 01625 54 57 45  
Fax: 01625 524510  
Web: [www.ico.org.uk](http://www.ico.org.uk)

I will now close your request as of this date.

Yours sincerely

Westminster City Council