Dear Trudy Baddams,

Thank you for your Freedom of Information request of 25 March 2018. You asked:

What is the role of the DWP Decision Maker?
i.e obviously he/she makes the decision to grant or not grant benefits but what does this entail?
and
When a decision is questioned and a claimant seeks a Mandatory Reconsideration how does the role of the decision maker change, or does it change?
or
Is it the Decision Makers job to collect evidence? Whether it be first decision or MR decision?

DWP Response

The answers to these questions are in the links below:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/597322/dmgch01.pdf

Making a decision – see paras 01001 – 01006
Evidence – see para 01300 and following

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/642270/dmgch03.pdf

Mandatory Reconsideration (MR). The principles of decision making as explained above still apply. But see also par 03000 – 03003 and para 03032 and following. It should also be noted that the MR decision is made by a different decision maker – a fresh pair of eyes.

Yours sincerely,

DWP Strategy FoI 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@dwp.gsi.gov.uk or by writing to DWP, Central FoI 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