



Department
for Work &
Pensions

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www.gov.uk/dwp

FOI2020/41894 &
IR2020/57930

5 January 2021

Dear Owen Stevens,

Thank you for your Freedom of Information (Fol) internal review request received on 2 October 2020. You stated:

"I have not received a response either to my original request or to the follow up querying when I should expect a reply.

I would like to complain about the handling of this FOI as, even allowing for delays due to coronavirus, this has been an unreasonable delay. Please investigate this complaint and provide a response".

DWP Response

In reply to your internal review request, we can confirm that the handling of your original request has now been appropriately reviewed by someone unconnected with it.

As a result, the reviewing officer upholds your complaint and acknowledges that in this instance the Department failed to respond within the requisite 20 working days as outlined in Section 10(1) Freedom of Information Act 2000. Furthermore, we apologise for not keeping you updated with the progress of your request. We are working to avoid any such errors occurring in the future.

The response to your original request received on 3 August 2020 is set out below.

You asked:

"During the Work and Pensions Committee oral evidence session on 22/7/20 into safeguarding vulnerable people the Secretary of State and the Permanent Secretary referred to escalation processes involving 'safeguarding leads'. Please provide the guidance, for both ESA and UC (and identifying which is which where appropriate), which is given to:

*A)Staff on when to escalate a case; and
B)Any guidance provided to the safeguarding leads on the escalation process”.*

Please accept our sincere apology for the delay in our response.

We can confirm that the Department holds some information falling within the scope of your request.

In response to part A of your request, please see attached the following attachments; the first is the Employment and Support Allowance (ESA) Core Visits guidance and the second is the equivalent Universal Credit (UC) guidance.

In relation to part B of your request, we have completed a search of our electronic and clerical records and can confirm that we do not hold any information relating to this element of the request. The FOIA 2000 does not oblige a public authority to create new information to answer questions; nor does it require a public authority to give advice, opinion or explanation, generate answers to questions, or create or obtain information it does not hold.

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

Yours sincerely,

DWP Operations
Freedom of Information 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.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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625