



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Owen Stevens
ostevens@cpag.org.uk

[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2020/66861 and
IR 81608

14 January 2021

Dear Owen Stevens,

Thank you for your Freedom of Information review request which we received on 18 December 2020. I acknowledge that in this instance, the Department failed to respond within the 20 working days and DWP apologise for the delay. Furthermore, we apologise for not keeping you updated of the progress of your request. DWP is working to avoid any such errors occurring in the future.

In reviewing your request the reviewing officer upholds your complaint as the Department failed to respond to your request within 20 days.

The response to your original request received on 3 November 2020 is set out below. You asked:

"I have been sent ESA, UC, and PIP case conferencing guidance - see IR2020/46517

The ESA guidance is very clear about when it might be appropriate to carry out a case conference (e.g. failure to attend a WCA). The UC and PIP guidance are not clear about this - please provide any documents which set out when a UC or PIP claimant should be referred for a case conference."

DWP Response

We can confirm that we have already provided you with all the recorded information held within the scope of your request as per response IR2020/46517.

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745