



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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Owen Stevens

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

[DWP Website](#)

Our Ref: FOI2021/79071

27 October 2021

Dear Mr Stevens

Thank you for your Freedom of Information (FoI) request received by The Department for Work & Pensions (DWP) on 29 September 2021 when you wrote: -

The Q&A from the OSEF conference call on 09/09/21 refers to a triage process for the DWP visiting service.

Please provide the document(s) which sets out factors to be considered by DWP when triaging a case to decide whether or not to carry out a home visit.

DWP Response

We confirm that we do hold the information you have requested.

Please see attached a blank visit sign-off template which supports our decision making and outlines the factors considered when triaging a case to decide whether or not to carry out a home visit.

Supporting Information

All routine face-to-face visits continue to be suspended as a result of Departmental easements under Covid – with the exception of those customers who are most vulnerable - in order to ensure that benefit payments can be made or welfare checks undertaken.

We have continued to undertake a risk based assessment on all visit referrals to ensure that they meet the above criteria, with clear controls and guidance in place to protect the wellbeing of our Visiting Teams who need to continue to carry out essential visits.

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 FoI 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.