



Department  
for Work &  
Pensions

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## Digital Group - Parliamentary Business

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Date: 18 May 2018

Ref No: FOI 2261

Sent by e-mail

Dear Mr Durrant,

Thank you for your Freedom of Information request received on 8 May. You asked for:-

1) Is a WAR always sent by DLA when a claim is terminated to ESA or just sometimes?

**Whenever a claim is terminated in ESA, an electronic notification is sent to several of the other benefit systems. Those receiving systems (DLA in your example) trigger actions on those benefits. This negates the need for a Work Available Report (WAR) for inter system communication. WAR's are still generated for other purposes.**

2) What other parts of the DWP are notified when a benefit stops or starts? E.g. does PIP send a similar notification to ESA when a PIP claim is stopped or begins? Does Carers Allowance get informed? And so on, for other benefits and Tax Credits.

**Other benefits are affected by these notification including JSA & PIP. Where a person's Carer's Allowance record is registered as having an interest in another benefit the Carer's Allowance system is notified when that benefit stops or starts.**

3) Are these notifications done automatically or is it a manual process that could conceivably be overlooked by a worker?

**These notifications are generated automatically and passed through a dedicated system designed to share appropriate notifications across DWP.**

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

Yours,

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**DWP Digital, Parliamentary Business Focal Point**

## **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you can ask for an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally the ICO cannot make a decision unless you have exhausted our own complaints procedure. The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745