



Department
for Work &
Pensions

DWP Visiting
Visiting Support

Owen Stevens
[By email]

03 July 2015

Ref: 2386

Dear Owen Stevens,

Thank you for your Freedom of Information request received on 11 June 2015. You asked for the following:-

How many visits were carried out by the Pension Service for the following periods:

- April 12 – March 13
- April 13 – March 14
- April 14 – March 15

DWP Response

DWP Visiting does not hold figures going back to the beginning of the requested periods but can provide the following information about total visits undertaken across all relevant customer groups

Number of Visits Undertaken

Period - Nov 2013 to March 2014	Period – April 2014 to March 2015
138,490	314,571

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

Yours sincerely,

Martyn Kerry
DWP Visiting
Visiting Support



Department
for Work &
Pensions

DWP Visiting
Business
Services

Owen Stevens
[By email]

17 June 2015

Ref: 2033

Dear Owen Stevens,

Thank you for your Freedom of Information request received on 15 May 2015.
You asked for the following:-

Please supply national figures showing the number of visits to people at home to set up a new appointee on a claim. Please supply data for the following periods:

*December 2011-march2012
April 2011 – march2012
apr12-march13
apr 2013 – march 2014
april14 to Dec2014
april 14- march14*

DWP Response

DWP Visiting does not hold or record the number of visits involving the setting up of appointees.

Referrals are received from all business areas of the department to specifically undertake appointee action but the need for an appointee may also arise during a visit originally referred for a separate reason.

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

Yours sincerely,

Martyn Kerry
DWP Visiting Business Services

