

Her claim for Income Support/ Incapacity Benefit was migrated to income related ESA [REDACTED] 2013. Her claim remained in payment until she was added to her husband's Pension Credit claim [REDACTED].

We are unable to say why her claim was not changed to an ESA national insurance credits only award. It could be due to the fact that there was a break in her CA credits and she didn't qualify. She did not claim CA for looking after her husband until [REDACTED] 2014.

It may be that as it would have only been an ESA credits only award she elected not to continue with the claim once she was added to her husband's award. [REDACTED] would not have been required to attend any further Work Capability Assessments if she no longer had an ESA credits only award.

I am sorry to send what I know is a disappointing reply. I am unable to clarify anything further as we do not have any information left on the ESA system. We hope we have explained the position in this case.

Yours sincerely,

[REDACTED]

[REDACTED]

DWP Complaints Team

More information

If your constituent would like more information about their Universal Credit claim, they can write in their journal or call 0800 328 5644 (textphone: 0800 328 1344). For information about Employment and Support Allowance they can call 0800 169 0310 (textphone: 0800 169 0314). If [REDACTED] requires information about Personal Independence Payment, she can call 0800 121 4433 (textphone: 0800 121 4493).

We have many different ways we can communicate with you

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

Treating people fairly

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