



Department
for Work &
Pensions

Name: Billy Durrant
e-mail: request-483126-
a2d0094c@whatdotheyknow.com

Digital Group - Parliamentary Business

Address: Level 7, Caxton House
Tothill Street
London SW1H 9NA
E-mail: [Technology Freedom of Information
Mailbox](mailto:Technology.Freedom.of.Information@DWP.gov.uk)

Sent by e-mail

Website: www.dwp.gov.uk
Date: 18 May 2018
Ref No: FOI 2261

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,

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@dwp.gsi.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 or telephone 0303 123 1113 or 01625 545745



Department
for Work &
Pensions

Name: Billy Durrant
e-mail: [request-483126-
a2d0094c@whatdotheyknow.com](mailto:request-483126-a2d0094c@whatdotheyknow.com)

Digital Group - Parliamentary Business

Address: Level 7, Caxton House
Tothill Street
London SW1H 9NA
E-mail: [Technology Freedom of Information
Mailbox](mailto:Technology.Freedom.of.Information@DWP.gov.uk)

Sent by e-mail

Website: www.dwp.gov.uk
Date: 20 June 2018
Ref No: IR 267 (FOI 2661) & IR306

Dear Mr Durrant,

Thank you for your Freedom of Information request received on 22 May 2018.
You asked for:-

IR267

I am writing to request an internal review of Department for Work and Pensions' handling of my FOI request 'Notification of benefits ending/starting'.

The wording of my question was not very clear - apologies for the confusion that this may have caused. What I meant to ask was:

- 1) *If a DLA or PIP claim is terminated, will ESA/JSA/Income Support/Guaranteed Pension Credit be notified? (you seem to have understood my question to be the other way round - i.e. if ESA stops is DLA notified?)*
- 2) *If the answer to my question is yes, please explain how they are notified, if not by a WAR?*
- 3) *You state that "an electronic notification is sent to several other benefit systems". Please explain what you mean by this?*
- 4) *What do you mean by 'several other benefit systems'? Different computer systems or different benefit sections or both? Please give as much detail as possible including the names given to these notifications.*
- 5) *Please also tell me exactly which benefit sections are notified of which benefits ending/starting under what circumstances? I need you to be more precise than 'several other benefit systems'. Who exactly is notified by who under what circumstances? It would be helpful if you could set it out something like this:
It would be helpful if you could set it out something like this:*
 - *Claimant's DLA is terminated. ESA notified by means of WAR or [other name of electronic notification].*
- 6) *For clarity, please could you clearly specify in your response which non-DWP administered benefits are included in this automatic notification? E.g. is Tax Credits notified of PIP being awarded or terminated? Or Housing Benefit?*

DWP Response – IR267

In response to your request, I can confirm that the handling of your original request and response has now been appropriately reviewed and that I was unconnected with the handling of your original request.

As a result of this review I am satisfied that the original response was handled properly and that the outcome of your request was correct. This is because you have asked for us to consider revised questions to your initial inquiry rather than to review the original responses given. The responses to your revised questions are shown below.

- 1) *If a DLA or PIP claim is terminated, will ESA/JSA/Income Support/Guaranteed Pension Credit be notified? (you seem to have understood my question to be the other way round - i.e. if ESA stops is DLA notified?)*

When a DLA or PIP claim is terminated on the system, a notification will automatically be broadcast to the systems for ESA, JSA, Income Support and Guaranteed Pension Credit if those systems have an active interest in the same National Insurance number. These broadcast only advise that a claim termination has been recorded and do not provide any additional personal details.

This broadcast will trigger a Work Available Report (WAR) to be produced to notify the benefit sections for ESA, JSA, Income Support and Guaranteed Pension Credit to take relevant action on the claim. Please note that the term 'system' refers to the computer system and the term 'section' refers to the benefit section or team.

- 2) *If the answer to my question is yes, please explain how they are notified, if not by a WAR?*

Please see the answer to question 1.

- 3) *You state that "an electronic notification is sent to several other benefit systems". Please explain what you mean by this?*

When a DLA or PIP claim is terminated on the system, an electronic notification (or message) will automatically be issued to the systems for ESA, JSA, Income Support and Guaranteed Pension Credit if those systems have an active interest in the same National Insurance number. If more than one system has an active interest, more than one system will be notified.

- 4) *What do you mean by 'several other benefit systems'? Different computer systems or different benefit sections or both? Please give as much detail as possible including the names given to these notifications.*

Notification is sent to both the computer system (by an electronic notification known as a CIS broadcast) and the benefit section (who receive notifications on a WAR).

5) *Please also tell me exactly which benefit sections are notified of which benefits ending/starting under what circumstances? I need you to be more precise than 'several other benefit systems'. Who exactly is notified by who under what circumstances? It would be helpful if you could set it out something like this:*

It would be helpful if you could set it out something like this:

- *Claimant's DLA is terminated. ESA notified by means of WAR or [other name of electronic notification].*

When either DLA or PIP system reports a new claim or a claim termination, the systems for ESA, JSA, Income Support and Guaranteed Pension Credit are notified if those systems have an active interest in the same National Insurance number.

This broadcast will trigger a Work Available Report (WAR) to be produced to notify the benefit section dealing with changes of circumstances for ESA, JSA, Income Support or Guaranteed Pension Credit to take relevant action on the claim. The WAR is only produced if there is an active interest in the National Insurance number for that benefit.

6) *For clarity, please could you clearly specify in your response which non-DWP administered benefits are included in this automatic notification? E.g. is Tax Credits notified of PIP being awarded or terminated? Or Housing Benefit?*

The Non-DWP Systems that are notified are:

- Local Authorities – for the assessment and maintenance and claims to Housing Benefit and Council Tax; and
- Ministry of Defence – for the Assessment and Maintenance of War Pensions.

Please note that the notification is sent only if there is an active interest in the same customer. Only the start and end of interest data is broadcast to these systems. No Claim/Assessment or Award data is included.

IR306

You also emailed on 11 June 2018 asking:-

I would be grateful for a response to my question as your response is overdue.

DWP Response – IR306

I have also reviewed this request. I am satisfied that the response has been handled properly and that the outcome of your request is correct. The suggestion from your correspondence was that the above response (IR267) was overdue. However, I can confirm that the deadline for responding to this

is Wednesday 20 June (today) so I am satisfied that this response is not overdue.

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

Yours,

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@dwp.gsi.gov.uk or by writing to DWP, Central FoI 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 or telephone 0303 123 1113 or 01625 545745