



Department
for Work &
Pensions

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~~XXXXXXXXXX~~

Your ref: ~~XXXXXXXXXX~~

Our ref: ~~XXXXXXXXXX~~

Chris Loder MP
House of Commons

1 December 2021

Dear Mr Loder

Thank you for your letter of 22 July to the Minister for Welfare Delivery on behalf of ~~XXXXXXXXXX~~ of ~~XXXXXXXXXX~~ Bridport about domiciliary visits for Attendance Allowance.

I would like to begin by apologising for the length of time it has taken us to reply to your letter and for any inconvenience this may have caused.

Initially it took some time to find the right colleague to look into the matters raised as the circumstance of the case are highly unusual. Such a handling request from the First-tier Tribunal has not been received in relation to Attendance Allowance for many years. However, that does not excuse what followed once the request was made.

Part of the problem with this case is that the process for commissioning an assessment in this situation with the contracted Providers has changed, which initially caused some confusion. However, its resolution then simply dragged on, with the both the department and the Provider missing opportunities to bring the matter to a determination until recently when a referral was made to the Provider for the assessment to be done.

My colleague informs me that an assessment for ~~XXXXXXXXXX~~ has now been arranged and that this will now be held in December and it will be a face to face appointment at an Assessment Centre – home visits are not being done because of Covid.

I hope this reply is helpful in updating you on ~~XXXXXXXXXX~~ case and shows that matters are now progressing. I would like to apologise to ~~XXXXXXXXXX~~ for the way in which this matter has been dealt with.

Yours sincerely

~~XXXXXXXXXX~~

Minister for Pensions Correspondence manager.