



Department  
for Work &  
Pensions

Adran Gwaith  
a Phensiynau

18 12 14

To: Mr Peter Turville  
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Barton Neighbourhood Centre  
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From: Operations FOI Team  
Caxton House  
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Date: 15/12/14

FOI Reference Number 5038

Dear Mr Turville,

Thank you for your Freedom of Information request received on 18/11/2014.

You asked for:-

*A copy of the procedural guidance referring to the "Look Again" Stage of the appeals / Mandatory Reconsideration process.*

*Confirmation that we will now withdraw any guidance regarding the "look again stage of the appeals process.*

Our response:

I would first like to confirm that there is no such official stage in the appeals /Mandatory Reconsideration (MR) process called the "Look Again Stage". I apologise if the information provided to you was misleading in any way.

I believe that in this instance our previous correspondence refers to a current process whereby a Decision Maker in our benefit centre can re look at an application prior to a Mandatory Reconsideration request. This would only take place should new / fresh information be provided by a customer that could change the outcome of the decision.

In every instance we attempt to resolve a customer's claim and/or appeal at the earliest possible stage. By using Decision makers in benefit centres to consider new information prior to a mandatory reconsideration we hope to prevent (where possible) customers from being required to go through the MR/Appeal process.

In this instance the following procedural guidance refers:

*"New evidence provided prior to a Mandatory Reconsideration*

*7. When the claimant provides new evidence, irrespective of whether they have verbally asked to dispute the decision, the decision should be looked at again. The DM or Adviser from the originating office should review the new information/evidence and consider if their decision is still correct."*

With the above information in mind I can confirm that as there is no "look again" process we have no guidance to withdraw. Moreover the procedure where we consider new evidence in an attempt to resolve the customer's case at the earliest opportunity I believe to be fair, reasonable and favourable to the customer. Therefore at this time I see no reason to withdraw the guidance.

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

Yours sincerely

DWP Central Freedom of Information Team