

Department for Work and Pensions (DWP)
Central Freedom of Information Team

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

Our reference: VTR 5484

Date: 31 December 2014

Dear Glynne Powell,

Thank you for your Freedom of Information request received on 26/12/2014.
You stated:

Please would you kindly provide the guidance and procedures for disabled or sick people to submit their evidence of sickness to the DWP in a secure online portal. This is mainly for use by people physically unable to submit medical evidence in the traditional manner.

It was also underpinned by law in Equality Act 2010 section 20 "reasonable adjustment" for people unable to submit their evidence in the traditional manner.

I was previously informed by a member of the DWP around 2012 that such a system was in development but see no mention of it on their website.

Of course there are many advantages of an electronic submission system of evidence to the DWP themselves too as a cost effective solution so no wonder it was already being worked on back in 2012 thereabouts.

Guidance is not available on this process as a secure gateway is currently not available for transmission of evidence into DWP.

The Department is continuing to explore options for secure communications from claimants and GPs to support delivery of Employment and Support Allowance and Personal Independence Payments.

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

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dpw.gsi.gov.uk or by writing to: DPW, Central FoI Team,

Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF

www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745