



Department
for Work &
Pensions

Minister for Disabled People,
Health and Work
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3rd February 2022

Rt Hon Stephen Timms MP
Chair, Work and Pensions Committee
House of Commons, London, SW1A 0AA

Dear Stephen,

Thank you for your letter dated 19 January about the report from the Parliamentary and Health Service Ombudsman, published on Thursday 13 January, entitled "*An investigation into DWP's handling of migration to Employment and Support Allowance*".

You ask particularly about the PHSO recommendation that the Government: reports to the Work and Pensions Select Committee (copied to the Public Administration and Constitutional Affairs and Public Accounts Select Committees) on its progress and what decisions it makes about how to remedy its failings.

I would like to reassure you that the Department has accepted the recommendations on the individual case and issued an apology, a consolatory payment and an interest payment to the claimant concerned.

We are considering the other recommendations in the report. The Department will respond to the PHSO within their recommended timeframe of 3 months (by 12 April 2022). I will ensure that you receive a full response to your letter to the same timescale.

Yours ever,

A handwritten signature in black ink, appearing to read 'Chloe Smith', with a long horizontal line underneath.

Chloe Smith MP
Minister for Disabled People, Health & Work



Work and Pensions Committee

House of Commons, London, SW1A 0AA

Tel 020 7219 8976 Email workpencom@parliament.uk

Chloe Smith
Minister for Disabled People, Health and Work
Department for Work and Pensions

19 January 2022

Dear Chloe,

I am writing about the report from the Parliamentary and Health Service Ombudsman, published on Thursday 13 January, entitled [An investigation into DWP's handling of migration to Employment and Support Allowance](#).

That report made a finding of maladministration against DWP and recommended that "DWP should seek to remedy all those who suffered an injustice as a result of the maladministration we identify." We know from DWP's own figures that 118,000 people were affected by the same error as the complainant in this case.

PHSO's report included a recommendation that the Government:

"reports to the Work and Pensions Select Committee (copied to the Public Administration and Constitutional Affairs and Public Accounts Select Committees) on its progress and what decisions it makes about how to remedy its failings."

Does the Government accept this recommendation? If so, when can we expect to hear from you?

I would be grateful for a reply by Wednesday 2 February.

Yours sincerely,

Rt Hon Stephen Timms MP

Chair, Work and Pensions Committee

Cc: Dame Meg Hillier, Chair, Public Accounts Committee

William Wragg, Chair, Public Administration and Constitutional Affairs Committee