Department
for Work &
Pensions

(REDACTED)
(REDACTED)
Contracted Health and Employment Services
5th floor, Caxton House,
Tothill Street
London
SW1H 9NA
(REDACTED)
(REDACTED)

Dear Capita

I am writing to inform you that a decision was taken this afternoon that you may commence a telephony assessment procedure for PIP Claimants in LOT 2 from Monday 23/03/20.

I recognise that this is a change to the normal PIP Assessment procedure and my team will help you through this with support and increased monitoring during the implementation period.

Please note that DWP reserves all its rights under the contract and reserves the right to change its approach and stop telephony assessments if deemed necessary.

Yours sincerely

(REDACTED)