Department for Work & Pensions

Address: Finance Group | Department for Work and Pensions | 5th Floor, Caxton House, Tothill Street, London SW1H 9NA

Website: www.dwp.gov.uk

Date: 2nd September 2020

(REDACTED)
Capita Business Services Limited
(REDACTED)
(REDACTED)
(REDACTED)

Dear (REDACTED),

Personal Independence Payments (PIP) Assessment Service Lot 2

Contract Reference: UI_DWP_100430

Subject: COVID-19 Service Impact – Update on Face to Face Reintroduction

Further to our e-mail correspondence of 20th August regarding the re-introduction of face to face consultations, I am writing to confirm that all referrals that Capita receive from 5th October 2020 will be eligible to be considered for a face to face assessment in an assessment centre. This consideration will be subject to the Department's segmentation guidance which our policy colleagues are currently working with you to develop.

Thank you for your feedback highlighting what this would mean in terms of the lead time for the scheduling of the first face to face assessments, we will continue to work with you in coming weeks to support delivery of this timeframe.

Yours sincerely,

(REDACTED)
(REDACTED)

(REDACTED)
(REDACTED)