Department
for Work &
Pensions

(REDACTED)
(REDACTED)
Contract Management & Partner Delivery

Level 3, Hartshead,
1 Hartshead Square,
Sheffield S1 2FD 9NA

Email: (REDACTED)

Date: 28th September 2020

Dear (REDACTED)

RE: Resumptions of Face to Face Assessments

Many thanks for your letter dated 22nd September with regards your continued support of the requirement to return to face-to-face assessments. The Department acknowledges the concerns you have raised within this letter and appreciate the changing public health landscape and the impact this has on the PIP assessment process.

In light of changing Government guidance, the Department would like to work with Capita to re-examine the approach for the resumption of face-to-face assessments, which may include a revised go live date and lower initial numbers until such a time as the approach to Covid safety is amended. This does not impact our Step-In under Clause F10 of the contract nor does it constitute completion of Required Action.

(REDACTED) will continue to have weekly discussions with your teams to discuss an approach that works for both Capita and the Department taking into account the concerns you have raised.

Yours sincerely,

(REDACTED)