

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

freedom-of-information-request@dwp.gsi.gov.uk

**Our reference:** Fol 2164

**Date:** 6 June 2017

Dear Glenys Harriman

Thank you for your Freedom of Information request received on 19 May 2017. In that request, you asked:

*I understand regulation 35 of the UC,PIP,JSA & ESA (Claims & Payments) regs 2013 requires a UC claimant to "attend at such place and on such days and at such times as the Secretary of State may direct, for the purpose of supplying any information or evidence" and that a claimant will usually have to attend a new claim interview; therefore a claim has not been validly completed until the claimant fulfils such requirements.*

*I have been unable to find any regulations or guidance that define how long (and under what circumstances) after an appointment date it is reasonable for the DWP to deem that a claimant has arrived too late for their appointment/interview and that the claim will be closed.*

*I have heard of a claimant being deemed too late when they arrived five minutes BEFORE the allotted time. Their claim was closed and they had to reclaim meaning several days' lost income.*

*I there is any guidance on what is reasonable - both in terms of claimant action / inaction, and in terms of when it is reasonable to close the claim.*

**DWP Response:**

There is no formal definition of a reasonable period of time during which a claimant can be accepted as attending late for, as opposed to having failed to attend, a mandatory appointment. This is determined locally, depending on whether the claimant has complex needs that affected their ability to attend on time and the capacity to undertake the interview that day. Therefore, there is no recorded information that provides a definition of late attendance.

If you have any queries about this letter please contact me 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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to: DWP, 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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745