

Dear Department for Communities (Northern Ireland),

RFI: From the introduction of Personal Independence Payment in Northern Ireland, how many allegations of professional malpractice against an HP (classed as a 'serious complaint') have been recorded, and how many of these serious complaints were upheld?

Yours faithfully,

Reference: DFC/2021-0099

Date: 2 July 2021

Dear

**Freedom of Information Act 2000**

I wish to confirm that the Department has now completed its search for the information which you requested on 4 June 2021:

*From the introduction of Personal Independence Payment in Northern Ireland, how many allegations of professional malpractice against an HP (classed as a 'serious complaint') have been recorded, and how many of these serious complaints were upheld?*

**Response:**

Since the introduction of the Personal Independence Payment in Northern Ireland Capita have carried out 266,729 assessments from June 2016 to the period ending May 2021. A total of 17 serious complaints have been recorded against Health Professionals. Of these, one complaint was upheld.

If you are dissatisfied with this response and wish to request a review of our decision or make a complaint about how your request has been handled, you may ask for an internal review within two calendar months of the date of this letter. You should write to the

Information Access Manager, Department for Communities, Level 5, Nine Lanyon Place, BELFAST, BT1 3LP, or send an email to [foi@communities-ni.gov.uk](mailto:foi@communities-ni.gov.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a review of our original decision.

The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications. Yours sincerely