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Information request

“Please provide me with any internal communications (memoranda for example) and guidance that includes within its content reference to internal targets/performance indicators as proposed, and/or in working use, for establishing timescales on Mandatory Reconsideration decisions.”

DWP response

A copy of the information is below:

There is currently no time limit imposed for DWP to complete a mandatory reconsideration but the process should be completed without any unnecessary delay. The intention is to set an internal target in due course once we have processed more volumes of mandatory reconsiderations and we have more data on which to base an internal target.

There is no statutory time limit. We deliberately do not have one because each case will be considered on its merits. Some will require just days, others the full one month (or longer) whilst the claimant obtains new evidence - and all time periods in between.

There are therefore no documents specifically setting out targets for timescales on Mandatory Reconsiderations Decisions.