



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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Alan Barclay  
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[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2020/60377

14 October 2020

Dear Alan Barclay,

Thank you for your Freedom of Information (FoI) request received on 11th October. You wrote:

“After a recent Independent case examination, I note there is a large number of discrepancy.

I need to request a large number of things.

1. I subject data requested 2x items , individually and handed them to the local area office for CLACKMANNAN, in Alloa.

This was back in 2017 , and prompted a letter from the council trying to explain , the initial housing benefit claim closure.

However failed to answer the request.

2. I did not receive any of the said correspondence from the council, despite receiving my Employment and support Allowance award and further confirmation of my claim status. Information council holds pertaining to this.

3. Any of the information from DWP from ESA Bristol between myself and themselves, recorded calls, notes from my continuing calls and correspondence sent to me at FK101HR. Marr street Alloa.

4. Who or what closed my Housing benefit claim.

I had correspondence from the council, stating it was a DWP list. Any copy's or notes pertaining to this closure .

5. DwP , Alloa jobcentre any information relating to my being a change of circumstances, despite being in award for ESA from 17 July and not changing circumstances to prompt a need for a universal credit claim.

6. The number of claims, and subsequent changes to my appointment. As it takes 28xdays to make a UC application , subsequent appointments would need to be 6x weeks approximately after every such application.

The above information is from 17 July 2017 to August 2017.

5. Recorded calls between myself and universal credit made between July 24 2017 and

December 2017. Requesting more information regarding my said change of circumstances.

6. Independent examination report states that the DWP have my having 2x change of address.

After my initial move , what was the second change of circumstances.

I will have posted 2x other requestes for information as it is from different organisations.

Thankyou for your time.”

## **DWP Response**

You have not supplied enough information for us to process this request. However, had you done so you should note that personal information about you is exempt under S.40(1) of the Freedom of Information Act 2000. This is because you are normally entitled to a copy of the personal information that the Department holds about you under the General Data Protection Rules 2018 (GDPR) instead. By handling your request under the provisions of GDPR, DWP are protecting your rights over your own personal information.

Requests for personal information are dealt with by Rights of Access Officers within DWP. You can find more information on how to make a request for personal information here: [DWP Personal information Charter](#)

To allow your request to be processed you should also provide your current address and date of birth.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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## **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@dw.gov.uk](mailto:freedom-of-information-request@dw.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745