



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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[DWP Website](#)

Our Ref: FOI2020/82965

11 January 2021

Dear A Gilbert,

Thank you for your Freedom of Information (Fol) request received on 23rd December. You wrote:

“This request concerns the internal notification processes between Carer's Allowance and Income Support in operation during 2005.

- 1) When an award of Carer's Allowance (CA) (including an 'underlying entitlement' award) was made, revised, superseded or otherwise amended what paper, electronic or other internal communication systems would have notified Income Support (IS)? Would that process have include, for example, the Departmental Central Index (DCI), Customer Information System (CIS), General Matching Service (GMS) or Work Availability Report (WAR).
- 2) When an award of CA (including 'underlying entitlement') ended because, for example, that person was no longer caring for the 'disabled person' (DP), or the DP had entered residential care or had died what notification would have been sent from CA to IS?
- 3) Would these notifications have been made automatically by the relevant system or would they have required the intervention of a person to initiate the notification?
- 4) If possible please provide a copy of the form(s) of notifications sent by / between these systems.
- 5) How long were the internal notification processes used between CA and IS in 2005 in place for? ie. is the same process in place today.”

DWP Response

We can confirm that we hold information falling within the description specified in your request. However, we have estimated that the cost of meeting your request would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. This represents the estimated cost of one person spending 3½ working days (equivalent to 24 staff-hours) in determining whether the Department holds the information, and locating, retrieving and extracting it.

Under section 12 of the Freedom of Information Act the Department is not obliged to comply

with your request and we will not be processing your request further.

In order to comply with Section 16 of the FOI Act, and to bring your request within the appropriate cost limit, you may wish to limit your request. We suggest that you might do this by asking: -

- 1) When an award of Carer's Allowance (CA) (including an 'underlying entitlement' award) was made, revised, superseded or otherwise amended what paper, electronic or other internal communication systems would have notified Income Support (IS)? Would that process have included, for example, the Departmental Central Index (DCI), Customer Information System (CIS), General Matching Service (GMS) or Work Availability Report (WAR).
- 2) When an award of CA (including 'underlying entitlement') ended because, for example, that person was no longer caring for the 'disabled person' (DP), or the DP had entered residential care or had died what notification would have been sent from CA to IS?
- 3) Would these notifications have been made automatically by the relevant system or would they have required the intervention of a person to initiate the notification?

We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit as each Fol request is judged on its own merits.

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

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@dwp.gov.uk or by writing to: DWP Central Fol 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