

To Mr J Newman
C/o xxxxxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxxxxxxxxxxx

DWP Central Freedom of Information Team

e-mail: freedom-of-information-xxxxxxx@xxx.xxx.xx

Our Ref: 3483-IR411

DATE 10 September 2012

Dear Mr Newman,

Thank you for your letter dated 25 June 2012 that was received by Department for Work and Pensions (DWP) Adelphi on 26 June and forwarded on 26 June to the DWP Medical Services Contracts Correspondence Team (MSCCT) to respond to.

In your email you asked to be provided with information answering the following questions:-

I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Atos Costs - VfM Savings'.

Not only did my initial request run over 20 days, the IRR I raised on 21st April took well over 20 days too.

This IRR is to complain about the long delay with the first IRR.

How is failure to complete IRRs on time logged in your KPI data?

As DWP MSCCT Freedom of Information Internal Reviewing Officer, I have read your letter and accepted this as a request for an Internal Review of FOI reference 3483-IR411 dated 20th June 2012.

I have therefore conducted a full investigation into your original request to check that the information previously supplied to you, clearly and accurately answered your request. I have also reviewed any decisions to withhold information and in doing so I have fully considered the public interest in disclosure.

Firstly may I take this opportunity to apologise for the delay in responding to your request for a review of the time taken to provide a response to a previous request for an Internal Review.

In your request you state that this "IRR is to complain about the long delay with the first IRR and how is failure to complete IRR's on time logged in your KPI data?"

With regard to the delay in responding as stated above MSCMT apologise for this but would like to advise that considerable progress has now been made in reducing the number of Internal Reviews that are taking more than 20 days to respond to.

In respect of IRR's there is no Key Performance Indicator (KPI) as the only information that is reported on is that relating to achievement against the 20 day legislative target for Freedom of Information (FOI) requests received.

In reviewing your request I uphold your complaint as the Department has failed to respond to your request quickly enough.

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 xx@xxx.xxx.gov.uk or by writing to DWP, Central Fol 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.gov.uk