

To J Newman
C/o request-106444-5eaf3713@whatdotheyknow.com

DWP Central Freedom of Information Team

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

Our Ref:3068-IR162

DATE 26 June 2012

Dear J Newman,

Thank you for your Freedom of Information request that was received by the Department for Work and Pensions (DWP) Adelphi on 19 March 2012 and forwarded on 21 March for response by the DWP Medical Services Contracts Correspondence Team (MSCCT) Freedom of Information (Fol) Internal Reviewing Officer (IRO).

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

Dear Department for Work and Pensions,

Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Atos FFW recommendations overturned by DWP 10/08 – 02/11'.

I have requested very straightforward information that should be part of DWP's routine MIS. It appears only now after 4 weeks that you have discovered a particular member of staff is N/A. The fact that you need more time I am afraid is just not acceptable.

The MSCCT IRO has read your letter and accepted this as a request for an Internal Review in order that the handling of your request was dealt with appropriately.

Your request 'Atos FFW recommendations overturned by DWP 10/08 – 02/11' (VTR 2926-73518) was received by the Department on 18 February 2012

The Freedom of Information (Fol) Act allows 20 working days from date of receipt of the request in which to respond. MSCCT endeavour to answer promptly and no later than the 20 day deadline, unless the deadline is extended to consider if an exemption applies.

The 20 working day deadline for the original request was 19 March and it is noted that the response was issued to you via the What Do They Know website on 18 May, and for this Internal Review it was 18 April. In this instance, the Department has failed to respond within the 20 working days and MSCCT apologise for the delay in replying to your original request.

In reviewing your request the MSCCT FOI IRO upholds your complaint as the Department failed to respond to both your original request and provide you with the reasons for the delay in responding within 20 days. You may be aware, the Freedom of Information Act in England does not set a required time limit for answering a "review request" in the same way it does for the initial requests to be responded to and it is therefore up to public authorities to address the need to conduct reviews within a reasonable timescale, but delays in this case have occurred and a response to this request for an Internal Review could not be completed, until such time as a response to the original request was completed and issued. The delay in issuing this response was due to increased work volumes.

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

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 freedom-of-information-request@dwpgsi.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