

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk)

Our Ref: 2968

10<sup>TH</sup> August 2017

FAO; Robert Thomas

By email

[request-418145-23a36967@whatdotheyknow.com](mailto:request-418145-23a36967@whatdotheyknow.com)

Dear Robert Thomas

Thank you for your Freedom of Information (Fol) request received at the Independent Case Examiners Officer (ICE) on 13 July 2017.

The Freedom of Information Act gives any person legal right of access to any and all recorded information which is held by a public authority. The Act does not require the Department to provide opinions or explanations, generate answers to questions, or create or obtain information it does not hold. In cases where a person asks a question, rather than requests recorded information, we do our utmost to provide the recorded information that best answers the question. Once the public authority has provided the recorded information, it has met its obligations under the Act; interpretation of the information provided is left to the requestor.

**Your request:**

- 1) the FTE number and grade of staff within the ICE who undertake reviews of budgeting loan decisions; and*
- 2) the average amount of time taken to undertake such reviews.*

**Our reply:**

In answer to point 1: two ICE staff are involved, on a part time basis, in the consideration of Budgeting Loan Reviews – one executive officer and one higher executive officer.

In answer to point 2: the ICE office does not record the information in the format you have requested, but they aim to clear Budgeting Loan Review requests within 21 days of receipt and this has been achieved in 100% of the requests they received.

Yours sincerely

DWP Central Fol Team

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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@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to DWP, Central FoI 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.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745