

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 510

27 February 2018

FAO; Mr Sean Brawley
By Email
request-463215-51336a70@whatdotheyknow.com

Dear Mr Brawley

Thank you for your Freedom of Information request received on 6 February 2018.

The remit of 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. 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.

You asked:

1. *In the last 12 months, what has been the average time between cases being received and being accepted?*
2. *In the last 12 months, what has been the average time between cases being accepted and being cleared?*
3. *In the previous 12 months, what was the average time between cases being received and being accepted?*
4. *In the previous 12 months, what was the average time between cases being accepted and being cleared?*
5. *How many cases have currently been received over one year ago but have not been cleared?*

Our response:

For clarification the information retained by the Independent Case Examiner's office is collated in financial years, i.e. from 1 April to 31 March. For 2017/18 financial year, the current information is recorded from 1 April 2017 to 31 January 2018.

1. In the financial year 2017/18 the average time between cases being received and accepted was 4.56 weeks.
2. In the financial year 2017/18 the average time between cases being accepted and cleared was 61.21 weeks.
3. In the financial year 2016/17 the average time between cases being received and accepted was 3.37 weeks.
4. In the financial year 2016/17 the average time between cases being accepted and cleared was 52.97.
5. As at 31 January 2018, the Independent Case Examiner's Office had 520 cases that had been received over one year ago and had yet to be cleared.

In the period April 2017 to January 2018 the ICE Office saw a 95% increase in the number of complaint referrals it received and an increase of over 150% in the number of complaints it accepted for examination, over the same period the previous year.

If you have any queries about this letter 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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745.