

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/22238

19 May 2020

Dear Kate Glover,

Thank you for your Freedom of Information (Fol) request received on 6 May. You asked:

*Please can you provide the departments policies on Arrears which have been amended/affected as a result of the Coronavirus 2020 Act*

*Please can you provide 'decision making guidance relating to Arrears' issued or amended since 25/03/2020*

*To narrow down further, policies on the:*

*Collection of arrears where no arrears arrangement or enforcement is already in place; In non compliant collect & pay cases with an on going liability*

**DWP Response:**

I can confirm that we hold information falling within the description specified in your request.

However, we estimate that the cost of complying with your request would exceed the appropriate limit for central Government, set by regulations at £600. This represents the estimated cost of one person spending 3½ working days 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 therefore obliged to comply with your request and we will not be processing it further.

Under section 16 of the Act we should help you narrow your request so that it may fall beneath the cost limit.

The topics you ask about are very broad, you could refine your request for example, by asking for information on one specific topic at a time, i.e. by naming the policy area that your request relates to, for example, "arrears of child maintenance payments".

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

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@dw.gov.uk](mailto:freedom-of-information-request@dw.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  
Web: [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745