



Home Office

Performance, Assurance  
and Governance  
Directorate  
2 Marsham Street  
London SW1P 4DF

020 7035 4848  
(switchboard)

[www.gov.uk](http://www.gov.uk)

Ms Gemma Partridge  
Via email to: [request-574112-  
8b18411c@whatdotheyknow.com](mailto:request-574112-8b18411c@whatdotheyknow.com)

14 May 2019

Dear Ms Partridge

### **Freedom of Information Act 2000 Request (Our Reference 53599)**

Thank you for your email of 4 May 2019, in which you ask for information regarding compensation awarded to individuals for any mistakes made by the Home Office. A full copy of your request can be found in the attached Annex. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Under section 12(2) of the Act, the Home Office is not obliged to comply with an information request where to do so would exceed the cost limit.

We have estimated that the cost of meeting your request would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Fees) Regulations 2004. We are therefore unable to comply with it.

The £600 is based on work being carried out at a rate of £25 per hour, which equates to 24 hours of work per request. The cost of locating, retrieving and extracting information can be included in the costs for these purposes. The costs do not include considering whether any information is exempt from disclosure, overheads such as heating or lighting, or items such as photocopying or postage.

Your request for details of compensation for "*any mistakes made by the Home Office*" is vague, and it is unlikely that information within our systems would be recorded as such. For the Home Office to establish whether information within its scope is held or not, we would need to contact each department to determine what, if any, compensation they had paid out, and whether the reason for doing so corresponds with how you have phrased your request. This would greatly exceed the cost limit as detailed above.

You may wish to refine your request to a particular department or to a particular type of compensation that you are interested in. It will also help if you clarify what you are referring to by "*any mistakes made by the Home Office*" so that we are able to locate the information most relevant to your request. It may also help if you could specify whether you are interested in information relating to staff or members of the public.

However, there is still no guarantee that by limiting your request as above it will fall within the cost limit. Please note that even if a revised request were to be received, it is possible that other exemptions in the Act may apply.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to [foirequests@homeoffice.gov.uk](mailto:foirequests@homeoffice.gov.uk), quoting reference **53599**. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request would be reassessed by staff who were not involved in providing you with this response. If you were to remain dissatisfied after an internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOIA.

Yours sincerely

**S Mason**

**Information Rights Team**

Switchboard 020 7035 4848

Email [foirequests@homeoffice.gov.uk](mailto:foirequests@homeoffice.gov.uk)

**Annex – FOI request**

Dear Home Office,

From information held on file please kindly provide the following from 2015 to the most recent available:

Number of individuals awarded compensation for any mistakes made by Home Office.

Total amount of compensation issued.

Yours faithfully,

Gemma Partridge