



Address: **DWP Compensation Recovery Unit**  
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Date: 16 January 2020

Paul Drabble  
Sent by email

**Dear Mr Drabble**

**Freedom of Information Act – Request for Internal Review**  
**Our Reference: IR2019/43983**

Thank you for your request for an Internal Review received on 13 December 2019. You asked:

*Thank you for your response, however it seems the settlement information you have provided may not be correct. We note your data shows only 377,103 settlements for 2017, which represents only 58% of the claims registered for that year, as compared to 74% for the following year.*

*Also the total number of motor CRU settlements for 2017/18 of 377,103, is considerably less than the 550,268 settlements recorded for 2015/16 (see attached)*

In response to your request, we can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

As a result of this review I am satisfied that the original response was handled properly and that the outcome of your request was correct. The reasoning behind this decision is as follows:

DWP Compensation Recovery Unit (CRU) does not routinely hold statistics on personal injury claim settlements to the level of detail requested and therefore commissioned DWP departmental technology experts to extract the information you requested from the claims data held on the DWP CRU IT system. The data provided was correct at the time of extraction as a number of the claims which had reached settlement stage in the 2017/18 financial year and were included in the published data have now been removed from the CRU IT system in line with departmental records management practices. The settlement data released to you on 13<sup>th</sup> December 2019 cannot therefore be compared to the published data.

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

Yours sincerely

**DWP Compensation Recovery Unit Freedom of Information 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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central FoI Team, Caxton House, 6-12 Tothill Street, London. 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](http://www.ico.gov.uk)