



Department
for Work &
Pensions

DWP Central Freedom of Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Sean Nicholson
request-1055011-5a4ff615@whatdotheyknow.com

freedom-of-information-request@dwp.gov.uk

[DWP Website](#)

Our Ref: FOI2023/93413

Date: 19 December 2023

Dear Sean Nicholson,

Thank you for your Freedom of Information (Fol) request received on 4 December. You wrote:

“Can you tell me the number of claimants denied a Cost of Living award in 2023.
Also the number of claimants that were awarded the payment but didn't receive it due to it being sent to the wrong bank account.
Also the number of couple claimants that seperated during the assessment period of 18/8/2023 - 17/9/2023.”

DWP Response

We can confirm that we hold some of the information falling within the description specified in your request. However, 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 Limit and Fees) Regulations 2004. This represents the estimated cost of one person spending at least 3½ working days (equivalent to 24 staff-hours) in determining whether the Department holds the information, and locating, retrieving, and extracting it.

Under Section 12(1) of the Fol Act the Department is not therefore obliged to comply with your request and we will not be processing it further. The reason being the requested information is held in multiple systems as it references benefit data and operational data from this and other departments and will require a very high degree of manual processing.

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

We feel that you should narrow your request to specific benefits administered by the Department only, for example Universal Credit or Personal Independence Payment, and focus on a single question.

We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit as each Fol request is judged on its own merits.

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113