



Department  
of Health &  
Social Care

Freedom of Information Team  
Department of Health and Social Care  
39 Victoria Street  
London SW1H 0EU

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

Chandra Singh

By email to: [request-861269-40b919c1@whatdotheyknow.com](mailto:request-861269-40b919c1@whatdotheyknow.com)

19 August 2022

Annex A: DHSC response to initial request

Annex B: Request for internal review

Dear Chandra Singh,

## **FREEDOM OF INFORMATION ACT 2000 (FOIA): INTERNAL REVIEW**

### **CASE REFERENCE: IR-1413404 (FOI-1405002)**

You originally wrote to the Department of Health and Social Care (DHSC) on 11 May 2022 requesting information relating to 'the issuance of covid pass letters'. We responded to you on 25 July and a copy of our response, including the full text of your request, can be found in Annex A.

You subsequently emailed DHSC on 25 July requesting an internal review into the handling of your original request. A copy of your email can be found in Annex B.

The purpose of an internal review is to assess how your Freedom of Information (FOI) request was handled in the first instance and to determine whether the original decision given to you was correct. This is an independent review as I was not involved in the original decision.

Thank you for your clarification in respect of question 5. This information has been passed to my colleague who will respond to you shortly under reference number FOI-1413719.

A review of questions 2 and 3 has been completed and I am satisfied DHSC does not hold the requisite information.

### **Conclusion**

After careful consideration, I have concluded that the response you received to your FOI request was compliant with the requirements of the FOIA.

The review is now complete.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by DHSC.

Guidance on contacting the ICO can be found at <https://ico.org.uk/global/contact-us> and information about making a complaint can be found at <https://ico.org.uk/make-a-complaint>.

Yours sincerely,

Mr D Stanton  
FOI Internal Reviews  
[freedomofinformation@dhsc.gov.uk](mailto:freedomofinformation@dhsc.gov.uk)

## Annex A: DHSC response to initial request

Chandra Singh

By email to: [request-861269-40b919c1@whatdotheyknow.com](mailto:request-861269-40b919c1@whatdotheyknow.com)

25 July 2022

Dear Chandra,

### Freedom of Information Request Reference FOI-1405002

Thank you for your request dated 11 May to the Department of Health and Social Care (DHSC), a copy of which can be found in the accompanying annex.

Your request has been handled under the Freedom of Information Act 2000 (FOIA) and we apologise for the delay in replying. We will answer each of your questions in turn.

1. DHSC holds the information you have requested. Between 17 May 2021 and 15 July 2022, there have been 8,275,267 NHS COVID Pass letters issued.
2. DHSC does not hold the information you have requested. This is because we do not store personal information with which to track letters issued in this way.
3. DHSC does not hold the information you have requested. This is because we do not store personal information with which to track letters issued in this way.
4. DHSC holds information relevant to your request. The cost of our standard print format is shown in the table below.

Letter Type	Total Unit Cost (£)
Vaccination Travel Pass – 1 certificate (a one-dose course of vaccination, e.g. Janssen)	0.43
Vaccination Travel Pass – 2 certificate (a two-dose course of vaccination, e.g. Pfizer)	0.47
Vaccination Travel Pass – 3 certificate (a two-dose course of vaccination, e.g. Pfizer, plus a booster)	0.51
Vaccination Travel Pass – Failure	0.41

5. We have considered your request for information, but we are unable to answer it without further clarification. Section 1(3) of the FOIA does not oblige us to answer requests where we require further clarification to identify and locate the information requested. It states:

*Where a public authority—*

- (a) reasonably requires further information in order to identify and locate the information requested, and*
- (b) has informed the applicant of that requirement, the authority is not obliged to comply with subsection (1) unless it is supplied with that further information.*

Therefore, until we receive clarification about which costs you are referring to, we will not be able to process your request further. Please be aware that we cannot guarantee at this stage that a clarified request will fall within the FOIA cost limit, or that other exemptions will not apply.

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be sent to [freedomofinformation@dhsc.gov.uk](mailto:freedomofinformation@dhsc.gov.uk) or to the address at the top of this letter and be submitted within two months of the date of this letter.

Please remember to quote the reference number above in any future communication.

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

Guidance on contacting the ICO can be found at <https://ico.org.uk/global/contact-us> and information about making a complaint can be found at <https://ico.org.uk/make-a-complaint>.

Yours sincerely,

Freedom of Information Team [freedomofinformation@dhsc.gov.uk](mailto:freedomofinformation@dhsc.gov.uk)

## **Annex**

From: Chandra Singh <request-861269-40b919c1@whatdotheyknow.com>

Sent: 11 May 2022 20:13

To: FreedomofInformation <freedomofinformation@dhsc.gov.uk>

Subject: Freedom of Information request - Covid Pass Letters Issued

Dear Department of Health and Social Care,

My request relates to the issuance of covid pass letters via telephone or via the following website:  
<https://covid-status-letter.service.nhs.uk/who-are-you-requesting-for>

1. How many covid pass letters have been issued to date?
2. How many covid pass letters have been issued to the same person more than once?
3. What is the maximum number of covid pass letters that have been issued to an individual to date?
4. What is the cost of issuing a single covid pass letter?
5. What is the cost to date for the entire covid pass letter service?

Yours faithfully,

Chandra Singh

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Please use this email address for all replies to this request:

request-861269-40b919c1@whatdotheyknow.com

## **Annex B: Request for internal review**

From: Chandra Singh <request-861269-40b919c1@whatdotheyknow.com>

Sent: 25 July 2022 22:29

To: FreedomofInformation <freedomofinformation@dhsc.gov.uk>

Subject: Internal review of Freedom of Information request - Covid Pass Letters Issued

[You don't often get email from request-861269-40b919c1@whatdotheyknow.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification> ]

Dear Department of Health and Social Care,

Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Department of Health and Social Care's handling of my FOI request 'Covid Pass Letters Issued'.

Thank you for your delayed response of 25 July 2022.

I asked:

2. How many covid pass letters have been issued to the same person more than once?
3. What is the maximum number of covid pass letters that have been issued to an individual to date?

To which you replied:

DHSC does not hold the information you have requested. This is because we do not store personal information with which to track letters issued in this way

I do not believe that you do not hold the information I have requested. In order to provide answers to the questions I have asked there is no need to have stored personal information just a tally of the number of letters issued.

I also asked: 5. What is the cost to date for the entire covid pass letter service?

to which you replied:

We have considered your request for information, but we are unable to answer it without further clarification

I shall try rephrase question 5 in an unambiguous and explicit manner which will leave no doubt.

What has been the cost of issuing all covid pass letters to date? This should include letters in all formats i.e., audio, large print and brail and to include the cost of providing responses notifying of covid pass failure.

A full history of my FOI request and all correspondence is available on the Internet at this address:

[https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.whatdotheyknow.com%2Frequest%2F covid\\_pass\\_letters\\_issued&data=05%7C01%7Cdhmail%40dhsc.gov.uk%7Cecb936b87ab2429591f508da6edb2135%7C61278c3091a84c318c1fef4de8973a1c%7C1%7C0%7C637944184666736006%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=a4Pqg2HXzjrIrVilFZ6H4Z97%2BQI9OKlaufND1NTxer4%3D&reserved=0](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.whatdotheyknow.com%2Frequest%2F covid_pass_letters_issued&data=05%7C01%7Cdhmail%40dhsc.gov.uk%7Cecb936b87ab2429591f508da6edb2135%7C61278c3091a84c318c1fef4de8973a1c%7C1%7C0%7C637944184666736006%7CUnknown%7CTWFpbGZsb3d8eyJWljoIMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IklhaWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=a4Pqg2HXzjrIrVilFZ6H4Z97%2BQI9OKlaufND1NTxer4%3D&reserved=0)

Yours faithfully,

Chandra Singh

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Please use this email address for all replies to this request:

[request-861269-40b919c1@whatdotheyknow.com](mailto:request-861269-40b919c1@whatdotheyknow.com)