

Dear Frank Zola

Thank you for your Freedom of Information request of 31 January 2018. You asked:

Please disclose a copy of your internal information, such as guidance, on the scope/remit, limits, data protection and security issues about your "Email options available for disabled people"

<https://www.gov.uk/government/publications/touchbase-dwp-news-about-work-working-age-benefits-and-services/january-2018-touchbase-edition-124>

What exactly are all of the "options available"?

How will the DWP be informing the public about the "options available" and specifically existing customers/benefit claimants?

DWP Response:

As you have asked a number of questions, the Department has responded to each one individually below;

Please disclose a copy of your internal information, such as guidance, on the scope/remit, limits, data protection and security issues about your "Email options available for disabled people"

Response - The Touchbase article details the DWP process for dealing with "Email options available for disabled people". DWP also comply with the Data Protection Act and restrict use of email to those individuals covered by the Equality Act (2010).

What exactly are all of the "options available"?

Response - Email is one of the communications options that disabled people can use, other alternative formats are also considered when discussing communication options with individuals, these are Braille, Larger Font, Audio CD.

How will the DWP be informing the public about the "options available" and specifically existing customers/benefit claimants?

Response - There is no information here that can be provided under the Freedom of Information Act.

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

Yours sincerely,

DWP Central Fol Team

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 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 www.ico.gov.uk