

Department for Work and Pensions (DWP)
Central Freedom of Information Team

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

Our reference: FOI2018/02418

Date: 24 September 2018

Dear Langton

Thank you for your Freedom of Information request received on 26 August 2018. You asked:

In a Fol Request your reference Fol 0073 Date 02/03/2018 the DWP had responded:

Thank you for drawing our attention to the letter dated March 2017; this letter should have stated the information ad been found to be incorrect at February 2016.

This letter is in the process of being updated.

The Department for Work and Pensions has been made aware of incorrect information on a Government Gateway web page in the past and this information was corrected.

The letter was from Mr Mark Fairbain Complaint Resolution Manager and the date of the letter was 3rd March 2017.

On the 18th of August 2018 I had sent a follow up Fol request on this subject which is almost 1 year 5 months since Mr Fairbain Complaint Resolution Manager had sent the original letter, and over 5 months waiting for my updated letter.

Because of the statement by the DWP in the Fol 0073 Date 02/03/2018 that "This letter is in the process of being updated "I had to ask a series of questions as it was now over 5 months waiting for a updated letter.

The Fol requests were When was it done, when was it sent, please send me a copy of it, as yet I am waiting for the Fol to be answered.

Normally I would wait for a answer from a Fol, but due to further information gathered it is found that the DWP has made this mistake to others and have not seem to correct it in a timely manner.

When I sent off my letters of complaint to the DWP I was led to believe that the correspondence returned would have been directed at my own complaints but it seems to be that of a standard query letter because the DWP mistake as set above has been sent to others who also had made complaints to the

DWP.

In the letter that I had received on the 3rd March 2017 from Mark Fairbairn Complaint Resolution Manager, he even states that You had complained that you did not receive a personalised response to your first letter, I can assure you that we are taking your complaint seriously and I apologise if you felt that we did not deal with your previous correspondence in an appropriate manner. I hope that this letter addresses your concerns.

Well it was found that it was not personnel response as many parts of it seems to be pasted and copied which had communicated a massive mistake to many hundreds or even thousands of Women who followed the DWP complaints procedure, who await this to be corrected.

From a Twitter notice from the back to 60 a Kay Watson @kayWats_4Yes had said

DWP admit in a letter I received around August 2017 that incorrect information still showing on gov gateway site in Feb 2017 they say it was "temporarily out of date"

In the same twitter this person has showed a snap shot of the DWP letter it is the same content word for word to what Mr Mark Fairbairn Complaint Resolution Manager had sent to me and the date of the letter was 3rd March 2017.

This shows clearly that the DWP had not taken any corrective action from my original confirmation of the facts of the letter in my Fol 0073 Date 02/03/2018.

It seems that the DWP was still sending out incorrect information in August 2017.

And up to 02/03/2018 the DWP had said that "This letter is in the process of being updated.

Yet up to today 26/08/2018 I have not received the updated letter.

It seems that according to the time line that the DWP had confirmed in not sending out a corrected letter this misinformation by the DWP has been continued for 17 Months.

My Freedom of Information requests are:

How many complaints had the DWP had in connection to not receive adequate notice of changes to the State Pension Age (Spa) I notice that ICE had placed this group of Women as (Waspi)

My Freedom of Information requests are:

How many complaints had ICE had in connection to not receive adequate

notice of changes to the State Pension Age (Spa) ICE had place this group of Women as (Waspi)

My Freedom of Information requests are:

How many of the complaint letters sent out by the DWP had placed the wrong information which you had alluded to in your response in the Fol 0073 Date 02/03/2018 which you had said:

Thank you for drawing our attention to the letter dated March 2017; this letter should have stated the information ad been found to be incorrect at February 2016. This letter is in the process of being updated.

My Freedom of Information requests are:

In your statement in the Fol 0073 Date 02/03/2018 which you had said: Thank you for drawing our attention to the letter dated March 2017; this letter should have stated the information ad been found to be incorrect at February 2016. This letter is in the process of being updated.

How many of the updated letters have you sent out to the people who received this incorrect information by the DWP.

My Freedom of Information requests are:

Many of the letters that the DWP have been sent with this wrong information is with ICE, will the DWP be advising ICE of this misleading information or do the people who are waiting for their letter which according to the Fol 0073 Date 02/03/2018 is being updated send this copy outlining the mistake of the DWP.

DWP Response:

In response to tour final question of:-

How many of the complaint letters sent out by the DWP had placed the wrong information which you had alluded to in your response in the Fol 0073 Date 02/03/2018 which you had said: Thank you for drawing our attention to the letter dated March 2017; this letter should have stated the information ad been found to be incorrect at February 2016. This letter is in the process of being updated

How many of the updated letters have you sent out to the people who received this incorrect information by the DWP.

The only way to obtain the number of complaint responses prior and following the revision, would be to investigate on a case by case basis.

However, we estimate that the cost of complying with your request would exceed the appropriate limit for central Government, set by regulations at

£600. This represents the estimated cost of one person spending 3½ working days in determining whether the Department holds the information, and locating, retrieving and extracting it.

Under section 12 of the Freedom of Information Act the Department is not therefore obliged to comply with your request and we will not be processing it further.

Under section 16 of the Act we should help you narrow your request so that it may fall beneath the cost limit. Regrettably due to the specific nature of your request and the volume of complaints received annually by the Department, even if we narrowed the data set to one month, this would still exceed costs. Unfortunately, due to these limitations I am unable to advise further.

As this question on its own has exceeded the costs limit for FOI Requests all the response has therefore exceeded the cost limit.

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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745