

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

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

**Our reference:** Fol 14

**Date:** 26 January 2018

*Dear Mrs P Langton,*

*Thank you for your Freedom of Information request of 2 January 2018. You asked:*

*Dear Department for Work and Pensions,*

*I have recently completed my complaint procedure with the DWP, which is now with the Independent Case Examiner, the case examiner has said I would like to remind you that if you wish to provide any further information or evidence in relation to my complaint, please send it to us and we will ensure it is considered once the investigation into your complaint starts.*

*Having read The Civil Service code for the DWP staff Under the Civil Service values which says 'honesty' is being truthful and open 'objectivity' is basing your advice and decisions on rigorous analysis of the evidence. Also under the same code Under the Standards of behaviour set out the facts and relevant issues truthfully, and correct any errors as soon as possible, and that the DWP staff must not ignore inconvenient facts or relevant considerations when providing advice or making decisions.*

*I would presume that the cost on the below information that I have requested has allready been spent internally by the DWP in order that Complaint Resolution Manager could make his reply/decisions on rigorous analysis of the evidence, and keep within the Civil Service Code by setting out the facts and relevant issues truthfully.*

*If you ae unable to supply me my Freedom of information requests would this mean that the DWP Staff have also been unable to see the evidence in order to fullfill the Civil Service Code to make decisions on rigorous analysis of the evidence ?*

*I have set out below freedom-of-information-requests.*

*From my received letter dated 20 February 2017 from Lynne Wray State Pension Manager she made statements set out below.*

*Direct mailing targeted specifically at women highlighting that womens State Pension age is changing*

*My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen of the Direct mailing*

*targeted specifically at women highlighting that womens State Pension age is changing*

*Ran a pensions education campaign in 2004, which included informing people of the future equalisation of State PensionAge. The Campaign included:*

*Advertising features in the press and womens magazines My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen on all the Advertising features in the press and womens magazines which included informing people of the future equalisation of State PensionAge.*

*A womens Pension Pack containing leaflets for women about changes in State Pension age, made available through the Pension Service*

*My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen of the womens Pension Pack containing leaflets for women about changes in State Pension age, made available through the Pension Service informing people of the future equalisation of State PensionAge.*

*Sending State Pension statements with an accompanying leaflet showing when the person will reach State Pension age and who is affected by the chages to women State Pension age ( issued to those who requested them)*

*My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen of the when the DWP was Sending State Pension statements with an accompanying leaflet showing when the person will reach State Pension age and who is affected by the chages to women State Pension age ( issued to those who requested them)*

*In addition to these efforts, all those affected by the 1995 Act changes were sent letters between April 2009 and March 2011, Following the Pension Act 2011, DWP wrote to all those directly affected to inform them of the changes to their State Pension Age.*

*My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen of the letters that the DWP has said they had sent out between April 2009 and March 2011, Following the Pension Act 2011, DWP wrote to all those directly affected to inform them of the changes to their State Pension Age.*

### **DWP Response:**

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

*My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen of the Direct mailing*

targeted specifically at women highlighting that womens State Pension age is changing

Response - An example of analysis used is the Work and Pensions Select Committee report, the link to which is below;  
<https://publications.parliament.uk/pa/cm201516/cmselect/cmworpen/899/899.pdf>

My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen on all the Advertising features in the press and womens magazines which included informing people of the future equalisation of State PensionAge.

Response – In addition to the Work and Pension Select Committee report referenced above, DWP Research report 221 (published 2004) is an example of analysis of the Pensions education campaign. This is attached:

My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen of the womens Pension Pack containing leaflets for women about changes in State Pension age, made available through the Pension Service informing people of the future equalisation of State PensionAge.

Response – Attached is a scanned copy of the Women's pension pack. We no longer hold any printed stock of this leaflet.

My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen of the when the DWP was Sending State Pension statements with an accompanying leaflet showing when the person will reach State Pension age and who is affected by the chages to women State Pension age ( issued to those who requested them)

Response – The Work and Pension Select Committee report specifically refers to this activity. The link to which is below;  
<https://publications.parliament.uk/pa/cm201516/cmselect/cmworpen/899/899.pdf>

My Freedom of Information Request is Can you supply me copys of the analysis of the evidence that Lynne Wray had seen of the letters that the DWP has said they had sent out between April 2009 and March 2011, Following the Pension Act 2011, DWP wrote to all those directly affected to inform them of the changes to their State Pension Age.

Response – The Work and Pension Select Committee report specifically refers to this activity. The link to which is below;  
<https://publications.parliament.uk/pa/cm201516/cmselect/cmworpen/899/899.pdf>

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

Yours sincerely,

DWP Central Fol 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 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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745