

FOIs responded to since January 2018

FOI 0073

Dear Mrs P Langton,

Thank you for your Freedom of Information request of 7 January 2018. I apologise for the delay in replying. You asked:

From the National Audit Office Department for Work AND Pensions: Using leaflets to communicate with the public about services and entitlements.

Published January 25th 2006

The NAO tested the availability of a number of key leaflets at 100 departmental outlets and a further 100 other sites where customers might seek information.

Leaflets for pensioners and disabled people were available at 20 per cent of all these sites.

The NAO found core leaflets were available at only half of the 100 Departmental sites visited and where leaflets were not available staff found it difficult to help customers obtain information.

Staff provided a range of responses, including giving out telephone numbers to call or alternative sites to visit, but there is currently no single number for the public to call to get leaflets.

“It is vital that people can rely on the accuracy of the leaflets the government produces to make informed choices about their lives.

And it is vital that they can get hold of these leaflets and easily understand them when they do.

Those leaflets that were available were not always the correct versions; for example, one recently reprinted leaflet was out of date at 40 of the 44 sites where it was available.

In addition, some offices had different versions of the same leaflet on display. The report notes that steps have been taken at a senior level within The Pension Service to improve this situation and recommends that other managers should follow suit.

The Department for Work and Pensions has made progress in these respects but needs to manage better the leaflets it produces to ensure those needing information can access it when they need to.”

Sir John Bourn, head of the NAO, 25 January 2006 Providing inaccurate or out of date information in any communication can have consequences for both customers and the Department (Box 1).

These are not theoretical risks. In the 1990s, for example, the Department's failure to inform the public following a change in legislation about the Inherited State Earnings-Related Pension Scheme (SERPS) led to people being misled about their future pension entitlement.

Staff at local offices decides when to order more leaflets and are responsible for maintaining the currency of the stock they hold.

To conserve the stocks of some leaflets, and to prevent local stock piles, some leaflets have restrictions on the number that can be ordered at any one time.

How does the Department manage the risks of misinforming the public?

10 All government departments are now required to identify and record their key risks in order that they can manage them.

The Department for Work and Pensions identifies and records its risks via a strategic risk register, which is reviewed routinely by its Strategic Risk Review Board.

This register lists "providing unreliable advice or information to the public" as one of its 17 key corporate risks.

The Pension Service has taken the most comprehensive approach and has demonstrated good practice in managing the risks of inaccuracy.

It has developed a Content Management System to hold details of all the leaflets and information products across government departments containing references to pension's information, more than 1,000 products.

In 2003-04, out-of-date stocks of leaflets were a particular problem in The Pension Service, and over 60 per cent of the leaflets distributed to customers from the seven Pension Centres visited by Internal Audit were out of date, some by up to two years.

My Freedom of Information Request please could you supply the results of the any audits by Strategic Risk Review Board on risks associated with out of date leaflets for 1993 1994 1995 and 2011.

From a letter that I was sent by Lynne Wray State Pension Manager on the 20th February 2017 with regards to my Complaints she had written DWP also ran a pension education campaign in 2004, which included informing people of the future equalisation of State Pension Age.

The campaign included: A women's Pension Pack containing leaflets for women about changes in State Pension age, made available through the Pension Service.

My Freedom of Information Request is what version was the leaflet in the Womens Pension Pack, please could you sent me a copy of this leaflet, is this leaflet on the Content Management System which according to National Audit Office Department for Work and Pensions hold details of all the leaflets and information products across government departments containing references to pension's information.

*From BSB (Pensions) Room 86Q, Longbenton e mail to all Pension Staff
Series No: 27/95 Subject: The Pensions Act 1995
Date: 20 July 1995*

42. To limit the number of enquiries directed at the LOs a press announcement has been issued. This advises customers that two information leaflets 'Equality in State Pension Age' (EQPla) and 'The Pensions Act 1995' are being prepared which outline the changes and can be obtained by ringing the following helpline number 0345 313233 (local call rate will apply)

42. To limit the number of enquiries directed at the LOs a press announcement has been issued.

This advises customers that two information leaflets 'Equality in State Pension Age' (EQPla) and 'The Pensions Act 1995' are being prepared which outline the changes and can be obtained by ringing the following helpline number 0345 313233 (local call rate will apply).

43. A supply of information leaflets (200) will be delivered to each local office for distribution by local office staff as soon as possible.

Equality in State Pension Age '(published in December 1993); and Security, Equality, Choice: The Future for Pensions ' (published in June 1994).

My Freedom of Information Request would be could you supply me a copy of the press announcement that was issued to limit the number of enquiries from Series No: 27/95 Subject: The Pensions Act 1995 Date: 20 July 1995.

From the DWP I received a letter from Mark Fairbain Complaint Resolution Manager date 3rd March 2017 which he had written, Some other activities we have undertaken to communicate the change are: published Leaflet EQP1A "Equality in State Pension age – A summary of the changes (July 1995)

On the E-Mail to the Pension Staff Series No: 27/95 Subject: The Pensions Act 1995 it has the leaflet Equality in State Pension Age (published in December 1993); also it says that leaflets 'Equality in State Pension Age' (EQPla) and 'The Pensions Act 1995' are being prepared.

My Freedom of Information Request was the Equality in State Pension Age leaflet published in December 1993 was not used by the DWP after the 1995 Act was in force and was not found In 2003-04 audits , when out-of-date stocks of leaflets were a particular problem in The Pension Service, and when did the DWP Sites had the supply of information leaflets (200) which would be delivered to each local office for distribution by local office staff as soon as possible, does this mean that only half of the leaflets would be (EQPla), how many (EQPla) were given out.

From the DWP I received a letter from Mark Fairbain Complaint Resolution Manager date 3rd March 2017 which he had written a reply to my complaint he said You also complained about the accuracy of information provided and you specifically mention a government website which still had a 60 as the State Pension age for women as recently as February this year. We did indeed become aware of incorrect information on a Government Gateway web page and we corrected the information within 24 Hours.

My Freedom of Information Request is Mr Mark Fairbain Complaint Resolution Manager had confirmed from my letter from him date 3rd Mrch 2017 that a government website which still had a 60 as the State Pension age for women as recently as February this year, Please could you forward me the details of the Government Website that still had a 60 as the State Pension age for women as recently as February this year?

FOI 0013

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.

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

From my received letter dated 3 March 2017 from Mark Fairburn Complaint Resolution Manager he made statements set out below.

Published Leaflet EQP1A "Equality in State Pension age- A summary of the changes " (July 1995)

My Freedom of Information Request is Can you supply me a copy of the Leaflet EQPIA and also a copy of what analysis of the evidence Mark Fairburn had seen.

Ran a pensions education campaign in 2004, which included information on the future equalisation of Spa.

My Freedom of Information Request is Can you supply me a copy of the analysis of the evidence that Mark Fairburn had seen to the education campaign and also the included information on the future equalisation of Spa.

From April 2009 to March 2011 we sent letters to women born between 6th April 1950 – 5th April 1953 informing them of Spa changes.

My Freedom of Information Request is Can you supply me a copy of the analysis of the evidence that Mark Fairburn had seen on the sent letters to women born between 6th April 1950 – 5th April 1953 informing them of Spa changes.

Wrote to all those directly affected by the 2011 changes informing them of the change to their Spa, which was completed between January 2012 and November 2013.

My Freedom of Information Request is Can you supply me a copy of the analysis of the evidence that Mark Fairburn had seen on the sent letters to women directly affected by the 2011 changes informing them of the change to their Spa, which was completed between January 2012 and November 2013.

FOI 0014

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 fulfill 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.

FOI 0032

Dear Mrs P Langton,

Thank you for your Freedom of Information request of 3 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.

On a Freedom of information request your reference Fol 3166 Date: 16th August 2017 the DWP Strategy Fol Team had replied to a Maralyn Donnelly who ask could you inform her of the numbers of letters sent to women whose pension age did not change under the Pension Act of 2011 and also the numbers of letters sent to women whose pension age did change.

From the information that the DWP had sent to the FOI reference Fol 3166 Date: 16th August 2017 is a table showing the date of birth date notified and the number of letters sent.

Having read the information I would like My Freedom of Information Requests based upon the table which is showed in this FOI reference Fol 3166 Date: 16th August 2017.

It shows the date of births between 6 Apr 1953 to 5 Apr 1955 to 5 Apr 1960 which have been effected by the 2011 Act, from the 6 Apr 1950 to 5 Apr 1953 it indicates that as previous dates that letters were sent to people affected by the 1995 Pension Act.

Being born in Dec 1956 the DWP has said that previous letters were sent to people affected by the Pension Act between 6 Apr 1950 to 5 Apr 1953 which excludes me as being effected by the 1995 Pension Act and was not sent mailings undertaken as part of a communication research project and only that I was sent a notification of the 2011 Pension Act.

My Freedom of Information Requests: is that could you confirm if women who were born in Dec 1956 was effected by the 1995 pension act in your tables you have said that people born in Dec 1956 is effected only by the 2011 Pension Act , as it is very clear that this date Dec 1956 is excluded from the DWP mailing to inform them of the 1995 Pension Act as prior to 5 Apr 1953 it was only this group of Women were sent letters to people affected by the 1995 Pension Act.

My Freedom of Information Requests: I would like a copy of the letter sent to Women who were born after 6 Apr 1953 that informs them of the 1995 Pension act and also the Letter that informed them of the 2011 Pension Act.

In your table the date of birth from the 6 Apr 1950 to 5 Apr 1955 your table shows the month and the year in which the DWP had notified and the number of letters sent, however from the 6 Apr 1955 to 5 Apr 1960 the date notified was Oct 2012 to Nov 2013.

My Freedom of Information Request: Please copy me exactly the letter or letters that was sent to me to inform me of the 1995 Pension Act and the 2011 Pension Act Born 1956 and also when it was sent the month and the year, you have already said it is not possible to split the volumes down into letters sent to women and letters sent to men as we do not hold this information, however you have been able to split the month and the year for the birth dates 6 Apr 1950 to 5 Apr 1955, this is very important as it will show when letters were sent to individuals at the address recorded by HMRC at the time that mail was sent out which the DWP has alluded to.

FOI 0047

Dear Mrs P Langton,

Thank you for your Freedom of Information request of 4 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 all 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.

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

In a letter date 20 February 2017 from the DWP employee Lynne Wray State Pension Manager with regards to my recent complaint procedure that I had followed with the DWP, she had written that "The DWP Attitudes to pension survey found that in 2006, 86 per cent of people aged 55-64 and 90 per cent of those aged 45-54 were aware that the State Pension age would increase in the future.

When I looked into this survey I found out that it was conducted between May 2006 and August 2006, with only 1950 adults that were given a Face to Face interview, it was release around March 2007, each interviewer was asked to interview at least three men and three women, two people age 18-34, two aged 35-59 and one aged 60-69, four people in paid work and two not in paid work.

Although the survey was always refereed to as "Attitudes to Pensions" by the research Team this name was deemed to be inappropriate to use when presenting the survey to respondents.

It was initially thought the word pension had a negative connotations and so would dissuade respondents from co-operating, for this reason the survey was known at this However, the response after the pilot was that the survey name should include Reference to Pension so as not to mislead respondents as to its nature.

It was also felt that the name was not appropriate for those already retired and so the survey name was changed to "Attitudes to Pensions and Planning for Retirement after the pilot was carried out.

Only 1950 people were ask questions on the 2006 survey, on my own calculations the amount of women in the age group 45-54 represented approx only 189 Women and in the age group 55-64 came to approx 173 Women a total of 362 Women were included in the 2006 Pension Survey, at the time the Population of the UK was 38,959,900 People.

From a Freedom of Information request of the 21/02/2017 DWP ref Fol 717 which the DWP replied to it on the 08/03/2017 in an answer the DWP reply was we estimate that 3.48 Million women born in the 1950's living in Great Britain are affected by the Equalisation of Women State Pension age or the increase in State Pension Age to 66.

Out of the 1950 People who took the survey only 362 Women with the above age group had took the survey I feel that it is to small a number used to have a fulfilling important Survey.

My Freedom of Information Request is Can you supply me a copy of The DWP Attitudes to Pension Survey 2006, which Lynne Wray State Pension Manager had remaked upon in her Letter to me on the 20 February 2017.

My Freedom of Information Request is Can you supply me a copy of the pilot survey Called "Thinking ahead, understanding peoples views about planning for the future"

My Freedom of Information Request is Can you supply me a copy of the survey name which was changed to " Attitudes to Pensions and Planning for Retirement this is after the pilot was carried out.

My Freedom of Information Request is Can you supply me a copy of the Questions and the respondents responses that each of the Survey put to the People especially Question SPM65, SPW60 and SPM65.

My Freedom of Information Request is could you supply me the documentation that changes the original name of the Survey from Attitudes to Pensions and Planning for Retirement to Attitudes to Pension Survey 2006 as It was also felt that the pilot name was not appropriate for those already retired and so the survey name was changed to " Attitudes to Pensions and Planning for Retirement, this was the name of the survey which was put to the respondents in 2006, it is misleading that the DWP does not keep to the name on which the survey was called and seek to change it when responding to the 1950's Women in the many letters to the Complaints to the DWP, missing the Words "Planning for Retirement"

My Freedom of Information Request is could you supply me a Copy of the 2009 Attitudes to pension Survey, my understanding is that on this survey which the DWP has not highlighted has considerable uncertainty about State Pension age, fewer respondents were aware of current male and female SPA than was the case three years ago,.

In addition, few respondents were aware of the age (to the nearest year) at which they would be able to start receiving their State Pension, given the planned incremental rise in male and female SPA: only 30 per cent of men and 17 per cent of women knew this.

Individuals were likely to expect to receive the State Pension before they will be eligible to do so.

My Freedom of Information Request is could you advise me on how many respondents Female and Males took the 2009 Attitudes to pension Survey.

FOI 0067

Dear Mrs P Langton,

Thank you for your Freedom of Information request of 6 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.

After reading a response from the DWP Central Freedom of Information Team reference VTR3730 date 30 September 2015, a D Smulders asked Can you please send me a dated copy of the letter issued by the DWP advising of the increase to State Pension Age of women to age 62 and 63. Please clarify when and to which group(s) of women this letter was sent out to.

The DWP Replied Date of Birth Increase in Spa above 60 years which was

*Date of Birth 6.4.52 – 5.10.52 Increase in Spa above 60 years 24 – 30 months
Date when will turn 60 years 6.4.12 – 5.10.12 Date of mailing July 2010*

*Date of Birth 6.10.52 – 5.4.53 Increase in Spa above 60 years 30 – 36 months
Date when will turn 60 years 6.10.12 – 5.4.13 Date of mailing Oct 2010*

A against the DWP Central Freedom of Information Team reply to a Freedom of Information reference Fol 3344 Date 1 September 2017 there seem to be a discrepancy to the date that was given/recorded by the DWP to when letters were sent to a certain aged group of Women.

The person who requested the Fol 3344 had written :

Although DWP claims to have sent letters to all those affected by SPA increase, how does it account for the fact that a HUGE number of #WASPI women did NOT receive a letter either in 2011, or 2012-13 (myself included) and were otherwise totally unaware of and shocked by the adverse changes to SPA, which is one of their major complaints about the way DWP and government handled this?

Part of the Fol response from the DWP they had said:

In relation to your query regarding the issue of letters please see the table below, which indicates which year letters were sent out and how many. The Department wrote to all those directly affected to inform them of the changes, using the address recorded by HMRC at the time.

These volumes include mailings undertaken as part of a communications research project, and include some people overseas and in Northern Ireland, in addition to Great Britain. It is not possible to split the volumes down into letters sent to women and letters sent to men as we do not hold this information.

The table that the DWP had place to this Fol request has a large discrepancy for the Date of Birth 6.4.52 to 5.10.52 it has the date of Feb 2011 when letters were sent which is at odds to the 2015 request reference VTR3730 which for the same age group has a date of Jul 2010 that's a difference of 8 months, and what the DWP had said In relation to your query regarding the issue of letters please see the table below, which indicates which year letters were sent out and how many.

The discrepancy is the year which relates to 8 Months.

The table that the DWP had place to this Fol request has a large discrepancy for the Date of Birth 6.10.52 to 5.04.53 it has the date of Mar 2011 when letters were sent which is at odds to the 2015 request reference VTR3730 which for the same age group has a date of Oct 2010 that's a difference of 8 months, and what the DWP had said In relation to your query regarding the issue of letters please see the table below, which indicates which year letters were sent out and how many.

The discrepancy is the year which relates to also 8 Months.

My Freedom of Information Request is could you advise what documentation did both the DWP Central Freedom of Information Team used in both the Foi requests reference number Fol 3344 and reference VTR3730, and why is a 8 month discrepancy on the date that the DWP had said they sent letters to the same cohort of Women.

What is maladministration? This is from the DWP Website Unfortunately, we don't always get things right first time.

The term 'maladministration' is not defined, but is sometimes used to describe when our actions or inactions result in a customer experiencing a service which does not match our aims or the commitments we have given.

It applies to situations in which we have not acted properly or provided a poor service.

For example: wrong advice, discourtesy, mistakes and delays.

My Freedom of Information Request is if this is proven to be a mistake would this represent Maladministration Under the Standards for DWP Staff Standard of behaviour is to set out the facts and relevant issues truthfully, and correct any errors as soon as possible, if this was an Error My Freedom of Information Request is when was it corrected?

FOI 0142

Dear Mrs P Langton,

Thank you for your Freedom of Information request of 11 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.

David Linden SNP Whip on the (Citation: HC Deb, 10 January 2018, cW) Hansard Source Asked The Secretary of State for Work and Pensions, pursuant to the Answer of 21 December 2017 to Question 120384, if he will place in the Library copies of any printed materials his Department still holds which were used in the pensions education communications campaign.

Guy Opperman The Parliamentary Under-Secretary of State for Work and Pensions reply was:

The Pensions Education Campaign ran from 2001 to 2004, details of which the Department outlined in response on 21 December 2017, question 120384. Due to the time elapsed since the campaign, the Department no longer holds any printed copies of these products.

From a DWP freedom of information reference Our Ref: FOI 3001 date 07/11/2016 Part of the reply from the DWP was :

DWP ran a pensions education campaign in 2004, which included informing people of the future equalisation of State Pension age.

The pensions' education campaign ran in waves from January 2001 until February 2004 and included informing people of the future equalisation of State Pension age.

The objectives were to make people aware of the importance of planning for their retirement and to inform them of the information available to help them plan their options.

The campaign used TV and press advertising, and direct marketing. One of the press adverts was specifically about the equalisation of State Pension age and was featured in women's magazines and national newspaper supplements.

If no printed copies of these products from The Pensions Education Campaign are available how could the DWP and its staff inclusive of the The Parliamentary Under-Secretary of State for Work and Pensions can say for certain of the content of this Pensions Education Campaign when the The Parliamentary Under-Secretary of State for Work and Pensions Department said that the DWP no longer holds any printed copies of these products.

My Freedom of Information Request: Please send me copies of written or computer held information that informs the DWP and The Parliamentary Under-Secretary of State for Work and Pensions that The pensions' education campaign ran in waves from January 2001 until February 2004 as the DWP no longer holds any printed copies of these products, also I would like information of One of the press adverts that was specifically about the equalisation of State Pension age and was featured in women's magazines and national newspaper supplements (which the foi 3001 date 07/11/2016 alluded to, this was clear statement from the DWP that its existed, "a vital piece of information" that they must have seen or had a computer copy in order to rigorous analysis of the evidence.

FOI 0158

Dear B Langton,

Thank you for your Freedom of Information request of 13 January 2018. You asked:

Dear Department for Work and Pensions,

The Minister of State, Department for Work and Pension Baroness Altmann at 2.29 pm on the 3rd December 2015 House of Lords Debate (Citation: HL Deb, 3 December 2015, c1247) said:

To raise further awareness of the state pension age equalisation under the Pensions Act 1995, in July 1995 the department issued leaflet EQP1a, Equality in State Pension Age: A Summary of Changes, to advise the general public on the changes.

The DWP ran a pensions education campaign in 2004, which included informing people of the future equalisation of state pension age.

That campaign included: advertising features in the press and women's magazines; a "women's pensions pack" containing leaflets for women about changes in state pension age, made available through the Pension Service; direct mailings targeted specifically at women, highlighting that women's state pension age is changing; sending state pension forecast letters with leaflets explaining the changes to women's state pension age to those who requested them; and developing an interactive state pension date/age calculator facility on the Pension Service website.

My freedom of information request: The Minister of State, Department for Work and Pension said: That campaign included: advertising features in the

press and women's magazines; a "women's pensions pack" containing leaflets for women about changes in state pension age, made available through the Pension Service; direct mailings targeted specifically at women, Please could you give me the total of the women that was targeted and the age group which this direct mail was sent specifically at women when it was sent and to what age group it was sent to, and how was this direct mailing list created what was it called.

The Minister of State, Department for Work and Pension said:

A 2004 DWP report, Public Awareness of State Pension Age Equalisation, reported its survey findings that 73% of those aged 45 to 54 at that time—in 2004—were aware of the changes to women's state pension age.

In addition to this, all those affected by the 1995 Act changes were sent letters from April 2009 to March 2011 using the address details we had—I admit that we may not have details for everybody, but what else could we do? It is therefore difficult for the Government to accept that people did not know that their state pension age has risen from 60, and it is not accurate to try to suggest that this is a six-year rise.

The change is a maximum of one and half years.

My freedom of information request: The Minister of State, Department for Work and Pension said I admit that we may not have details for everybody, please could you give me details on this subject when a Minister of State for the DWP makes a statement such as this they must have details on a shortfall of people who were not sent letters otherwise why say it please could you inform me of how many were not sent letters ?

And it shows that the DWP had missed informing some women to the Act Changes, I understand that the DWP does not have a legal responsibility to inform, however as the DWP already had set a precedent to inform women of the pension acts.

My freedom of information request: The Minister of State, Department for Work and Pension said: In addition to this, all those affected by the 1995 Act changes were sent letters from April 2009 to March 2011 a person who was born in 1956 has not that person been effected by the 1995 Act changes ? if so is the statement "all those affected by the 1995 Act changes were sent letters from April 2009 to March 2011 " misleading and wrong ?

House of Commons Work and Pensions Committee Seventh Report of Session 2015–16 from 14th march 2016

Part of what was written was:

This list was inevitably inaccurate or out-of-date in some cases. Both the current and previous Pensions Minister acknowledged that some people would not have received letters.⁴² Steve Webb told us:

I am sure we missed people.

So if someone says, "I never got a letter," they are probably telling the truth; I don't dispute that.

We did everything we could on the 2011 Act to tell the people affected by that Act.⁴³

1. Between October 2012 and November 2013 a further batch of personalised letters was sent to 4.5 million people born between 6 April 1955 and 5 April 1960, the remainder affected by state pension age changes in the Pensions Act 2011.³⁶

2. The oldest members of this group were told at the age of around 57½ that their pension age would be 66.³⁷

Steve Webb made a similar point:

When we wrote to them to tell them about the changes we made in the 2011 Act, which increased pension ages by up to 18 months, for some of them it was the first time they had heard about the 1995 Act, which increased their pension age by four and a half years or something like that.

We got the flak for six years of pension rise.³⁹

My freedom of information request: when did the DWP inform women born after 6th April 1955 to 5th April 1960 of the 1995 Pension Act, not the 2011 Pension Act but the 1995 Act which effected the SPA date, from many DWP statements the DWP has said "all those affected by the 1995 Act changes were sent letters from April 2009 to March 2011.

The Equality Act 2010 says you mustn't be discriminated against because of your age. Discrimination which is against the Equality Act is unlawful.

The Equality Act says it's only unlawful discrimination if you're treated unfairly because of certain reasons. These reasons are called protected characteristics. Age is one of the protected characteristics under the Equality Act.

Age discrimination is where you're treated unfairly because of your age or because you're part of a particular age group.

The Equality Act says it's only unlawful discrimination if you're treated unfairly because of certain reasons. These reasons are called protected characteristics. Age is one of the protected characteristics under the Equality Act.

What's meant by age group? Age group means people of the same age or people in a particular age range.

If the DWP held back advising the age group born 6th April 1955 to 5th April 1960 of the 1995 Pension Act, but gave that information first to the same age or people in a particular age range born in the 1950's the information of the

1995 Pension Act changes, between April 2009 and March 2011, but waited until January 2012 and November 2013 to inform the same age group born 6th April 1955 to 5th April 1960 of the changes to the 1995 Pension act, this lack of notice was between 10 months and 22 months that the DWP withheld this information to the age group born 6th April 1955 to 5th April 1960.

My freedom of information request: would this represent age discrimination and would then the DWP be committing Age discrimination where you're treated unfairly because of your age or because you're part of a particular age group born in the 1950's.

FOI 0271

Dear B Langton

Thank you for your Freedom of Information request of 19 January 2018. You asked:

Dear Department for Work and Pensions,

A foi from 2015 had said:

*DWP Central Freedom of Information Team your Ref: VTR 3235
13/08/2015 a Mr Smulders sent an FOI request which asked Will you please send me a copy of the letter which was sent out to women born between 6th April 1950 and 5th April 1960 notifying them of the increase to their State Pension Age - in accordance with the Freedom of Information Request I submitted today (2 August 2015) entitled "Notification of increases to the State Pension Age -1995 Pensions Act*

The copy of the letter that the DWP had sent had the signature of a Mr Terry Moran from the DWP.

Terry Moran had the role of second permanent secretary at the Department for Work and Pensions he retired early from the civil service in March 2013, he retired from the department after an extended period of sick leave.

The FOI reply from the DWP had sent this letter to cover women between 6th April 1950 and 5th April 1960 notifying them of the increase to their State Pension Age.

However the DWP has said that women born from the 6th Apr 1955 to the 5 Apr 1960 was sent this letter from Oct 2012 –to Nov 2013.

My Freedom of Information Request is :

How could the DWP Central Freedom of Information Team your Ref: VTR 3235 be correct as the person from the DWP Mr Terry Moran retired in March 2013, if this was the letter that went to all women born from the 6th Apr 1955

to the 5 Apr 1960 , it would mean that for eight months after Mr Terry Morgan had retired the letters would have his name on them.

My Freedom of Information Request is :

When did Terry Moran who had the role of second permanent secretary at the Department for Work and Pensions retired.

My Freedom of Information Request is :

Please send me copy of letters sent to women born from the 6th Apr 1955 to the 5 Apr 1960 on the 1995 and the 2011 pension act, from March 2013 to Nov 2013

*Yours faithfully,
B Langton*

FOI 0281

Dear B Langton

Thank you for your Freedom of Information request of 20 January 2018. You asked:

Dear Department for Work and Pensions,

From <https://publications.parliament.uk>

Annex 2: Chronology of official publications regarding changes to state pension age.

Source: Department for Work and Pensions (USP0162)

It has written :

In December 1993 the DWP had taken action and issued "Equality in State Pension Age – A Summary of the Changes" leaflet issued to advise the general public (revised and reissued as EQP1a in February 1996)

In July 1995 The Pensions Act 1995 State Pension estimates were brought up to date with the latest legislation and reflected the 1995 Act

February 1996 Revised and reissued leaflet EQP1a to explain SPa changes to the public.

These leaflets were sent to the Benefits Agency and would have been available for our stakeholders to order

*From a Freedom of Information request Ref: Fol 4609
Date: 22nd November 2017*

Part of the foi request the person asked the DWP

Dear Department for Work and Pensions,

Can you provide evidence of notifications you say were sent out and publications they were advertised in.

I must point out that I personally do not purchase or read magazines and only briefly flick through newspapers.

I have to say we should have been written to if only in a standard pension forecast form only then can you say we were actually notified. Which I was not

The DWP response was:

To raise further awareness of State Pension age equalisation under the Pensions Act 1995, Leaflet EQP1A: 'Equality in State Pension age – A summary of the changes' was issued in July 1995 to advise the general public on the changes.

My Freedom of Information request is :

How could the DWP issued the Leaflet EQP1a Equality in State Pension Age in July 1995 to advise the general public on the changes (as set out in the Freedom of Information request Ref: Fol 4609), when The Pensions Act 1995 was given Royal Assent in July 1995.

In the publications of parliament Chronology of official publications regarding changes to state pension age it clearly states the date as December 1993 for the "Equality in State Pension Age – A Summary of the Changes" leaflet issued to advise the general public, it was only until February 1996 that a Revised and reissued leaflet EQP1a to explain SPa changes to the public was available.

My Freedom of Information request is:

It was not until February 1996 when a Revised and reissued leaflet EQP1a was produced, then please advise me which EQP1a leaflet was issued in July 1995.

My Freedom of Information request is:

A Leaflet EQ1A was produced in December 1993 two years before the July 1995 Act, please could you advise me how could the EQP1a have details of the 1995 Act when it was only in February 1996 that a Revised and reissued leaflet EQP1a was available, and according to the publications of parliament Chronology of official publications on the Leaflet EQP1a the only one that was available before February 1996 was the one from December 1993.

*My Freedom of Information request is:
Please could you supply me copies of both the Leaflet EQP1a of 1993 and of 1996.*

*My Freedom of Information request is:
What date was the issue of the Leaflet EQP1a that the DWP had said was issued in July 1995 to advise the general public on the changes?*

*Yours faithfully,
B Langton*

FOI 0333

Dear P Langton

Thank you for your Freedom of Information request of 23 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.

The below are extracts from:

*Department of Social Security
Report by the
Comptroller and Auditor General*

*Ordered by the House of Commons
To be printed 15 March 2000
HC 320 Session 1999-00
March 2000*

The Pensions Act 1995 made changes to state pension age.

There is a similar period of time between the passing of the legislation and it coming into force as with inherited SERPS, with changes not due to take effect until 2010.

To ensure that staff are aware of the future changes now, the following action has been taken:

Bulletins have been issued with comprehensive guidance for staff.

My Freedom of Information request is:

Please could you supply me The Bulletins that were issued to staff that had the comprehensive guidance with regards to the 1995 Pension Act.

A project team has been set up to oversee the publicity over the next 10 years, including major stakeholders from the Department's Policy Group and the Benefits Agency.

A communications strategy is being planned with a media campaign taking place in 2000.

My Freedom of Information request is:

Please could you supply me the details of the communication strategy that was planned inclusive of the media campaign that was taking place in 2000.

A 'mystery shopping' exercise to test local offices' understanding of the guidance has been undertaken.

A further bulletin has been issued to give local offices immediate follow-up information based on the results of this exercise.

My Freedom of Information request is:

Please could you supply me the bulletin that was issued to local offices based on the results of that exercise.

The Benefits Agency are considering the best means for maintaining staff awareness over the next 10 years.

We consider all provisions with long lead times should be treated with Particular care, and plans put in place, covering the implications of the delayed Implementation; future publicity requirements and timings; reminder bulletins for staff; and arrangements for monitoring awareness of the provision amongst staff.

Such arrangements should be considered and agreed upon when the work for a Particular piece of legislation is finalised.

In January 1995 the project team issued a paper identifying areas where the successful implementation of the project might be at risk and possible actions to reduce or remove such risks.

My Freedom of Information request is:

Please could you supply me the issued paper identifying areas of risk and the actions to reduce or remove such risks especially on the Insufficient public awareness outlined below.

The risks considered related to:

The timing of the bill and its content.

The timing of implementation.

Conflicts with policy initiatives of other departments.

Understanding of existing law changes.

Problems with the National Insurance Recording System computer.

Insufficient funding available.

Staff and accommodation.

Operational problems in Department of Social Security Headquarters.

Change of Government.

Action by those outside Government.

Insufficient public awareness.

Other risks, including failure to identify all the risks.

The project support team maintained a risk register which was updated for each Policy Steering Committee meeting and which rated risks and showed contingency plans for each of them.

Work on contingency continued throughout the project and from early 1996 a separate group dealing with risks and contingency met after each Pensions Policy Implementation Board.

The Minister of State replies "The Department arranged publicity about the Pensions Act 1995 with an advertising and direct mailing campaign in the Autumn of that year.

Information on the halving of the Additional Pension from the State Earnings-Related Pension Scheme (SERPS) featured in leaflet PEC3, "The 1995 Pensions Act", which was part of this campaign and available to the public until August 1997.

The Benefits Agency supported this campaign in spring 1996 by issuing leaflet EQP 201, "Changes to Your Future", to answer simple inquiries about changes arising from the Pensions Act 1995.

My Freedom of Information request is:

Please could you supply me a copy of leaflet EQP201.

Pensions Act 1995 receives Royal Assent, proposing to phase in a state pension age for women at 65 (equalising it with that for men)

I believe that The Department (DWP) do not have a duty to provide information on benefits or changes in the law.

However, when they decide to provide such information, they have a common law duty of care to those likely to read the information that they publish in their leaflets and other literature, and an obligation to take reasonable care to ensure that information is complete and correct.

They can expect members of the public to rely on it.

My Freedom of Information request is:

To raise further awareness of the state pension age equalisation under the Pensions Act 1995, in July 1995 the department issued leaflet EQP1a, Equality in State Pension Age: A Summary of Changes, to advise the general public on the changes, did this leaflet had missing information in it with regards to the 1995 Pension Act as no record of the leaflet being printed in 1995, I can only see that in 1993 and in 1996 that the EQP1a leaflet was printed 2 years before the 1995 Act and 1 year after the 1995 Act.

Yours faithfully,

P Langton

FOI 0365

Dear P Langton

Thank you for your Freedom of Information request of 25 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.

From The Citywire Money > News by William Robins on Sep 12, 2016 at 09:14

Ros Altman Previous office: Minister of State, Department for Work and Pensions (2015–2016) she had said:

In a question to the government Altmann asked how many women born in the 1950s received automated pension forecasts in the years 2003 to 2006.

She also asked how many of that number were also sent the official 'PM6' leaflet: Pensions for Women – Your Guide.

The reply from the minister of state for the Department for Work and Pensions (DWP), David Freud, was that 'the information requested is not available'.

My Freedom of Information request is:

How many of 'PM6' leaflet: Pensions for Women – Your Guide have been printed between 2003 to 2006 if you cannot give the answer to how many have been given out, then can you advise me of how many have been printed between 2003 to 2006?

My Freedom of Information request is:

How did the DWP inform Women born in the 1950's of how to get hold of this Guide called A Quick Guide to State Pensions? What was the communication process by the DWP to Women born in the 1950's that this Guide was available?

My Freedom of Information request is:

Pensions were for Women Your Guide PM6 how was it marketed towards Women in other words how did you tell Women born in the 1950's are how to get or find it?

To find out more about the State Pension age for women, please see Pensions for women – Your guide (PM6) is written in the Guide called A Quick Guide to State Pensions but you had to know this existed to see that the PM6 was available, printed in August 2004.

My Freedom of Information request is:

How was the A Quick Guide to State Pensions given to Women born in the 1950's what process did the DWP undertake to promote this Guide?

In the details it states this guide is for guidance only, It is not a complete statement of the law, what does this statement means? Does it means it's a part statement of the Law?

Yours faithfully,

P Langton

FOI 2638

Dear Mrs P Langton

Thank you for your Freedom of Information request received on 5 June 2018. You asked:

"Dear Department for Work and Pensions,

Below are two copy foi requests that were replied to by yourselves DWP which shows a large discrepancy on when the DWP have said that they had

sent out letters to a cohort of 1950's women to inform them of changes to pensions, this information is misleading and brings into doubt that the DWP has not given correct information to the government or indeed the 1950's women.

Why is there a 8 month discrepancy on when the DWP has said that they had sent out letters to inform women born between 06/04/52 to 05/10/52 and 06/10/52 to 05/04/53 could you advise what documentation did both the DWP Central Freedom of Information Team used in both the FoI requests reference number Fol 3344 and reference VTR3730, and why is a vast discrepancy on the date that the DWP had said they sent letters to the same cohort of Women to inform them of the pension changes, as this is central to the 1950's women cause that they had not been told of the changes in light of such a vast misinformation from the DWP what internal action would you undertake from your own evidence from the below FOI responses taken directly from the DWP FOI.

My Freedom of Information Request please confirm which is the correct dates and why was misinformation given from the same department the DWP on such an important question, My Freedom of information is if this was already identified what internal review was under taken and what documentation could I view in light of my complaints which is now with the Independent Case Examiner."

FOI 3087

Dear Ms P Langton

Thank you for your Freedom of Information request received on 10 July 2018. You asked:

"Dear Department for Work and Pensions,

I was born in December 1956.

I was 38 years old when the 1995 Pension Act had Royal Assent.

I would have had an SPA of 60 before the Pensions Act 1995 and would have reached retirement in 2016.

The Pensions Act 1995 received Royal Assent on 19 July 1995.

Part II relates to state pensions and includes section 126 for the equalisation of the state pension age.

Part I has effect to equalise pensionable age for men and women progressively over a period of ten years beginning with 6th April 2010.

Mr FOI Requests are simple and would like a simple answer without sending me graphs or reports etc, or information that does not answer my direct and simple questions.

Having seen dates from previous FOI (By Month and Year) of some of the 1950's women requests which the DWP had reportedly sent direct letters to them informing them of The Pensions Act 1995 I cannot find any information on when that same information/Letter was sent to the 1956 Women who are the same cohort of Women who has been effected by this Act.

I am fully aware from other FOI Requests that for individuals with a date of birth 6 Apr 1955 to 5 Apr 1960 letters were issued between Oct 2012 and Nov 2013, However it does not give any clear evidence that the DWP did indeed inform me directly of The Pensions Act of 1995.

This is why my FOI request is clear and plain, it should not be replied to by previous FOI such as – Examples of the letters sent to individuals can be found in the Work and Pensions Select Committee report, the link to which is below;
<https://publications.parliament.uk/pa/cm201516/cmselect/cmworpen/899/899.pdf>

This type of reply would not give me any answers to requests, or indeed if you send Examples of the letters, such information does not give me what was reportedly sent to me, I am only interested in which letter when and what were the content related to me and me only not any others.

My FOI Request is: What date by month and year did the DWP send me a direct Letter informing me of ONLY of The Pensions Act of 1995.

My FOI Request is: What date by month and year did the DWP send me a direct Letter informing me of ONLY The Pension Act of 2011.

My FOI Request is: What date by month and year did the DWP send me a direct Letter informing me of both The Pension Act of 1995 and 2011.

My FOI Request is: Women who were born in Dec 1956 were they excluded from the DWP mailing to inform them of the 1995 Pension Act, YES or No?

The DWP had said that for previous FOI they had notified women born in the 1950's of the Pension Changes and of the number of letters sent, however from the 6 Apr 1955 to 5 Apr 1960 the date the DWP said that they notified was Oct 2012 to Nov 2013.

My FOI Request is: What year did the DWP sent the letter informing me of any Pension Changes was it 2012 or 2013?

The DWP was mailing certain groups to inform them of the 1995 Pension Act to Women born prior to 5 Apr 1953, this is found on many FOI Requests.

My FOI Request is: Was it ONLY this group of Women prior to 5 Apr 1953 that were sent direct letters informing them of the changes to the 1995 Pension who were affected by the 1995 Pension Act.?

You may send a standard Response such as – There is no information requested here that can be provided under the Freedom of Information Act, which I would presume that you would not have the information to give!

This would indeed be very odd as it was the DWP that implemented the changes and to reply in such a manner to very simple questions suggests that you could not tell me what action you took directly with me, and such responses lay doubt on if any actions such as informing me directly of any Acts were ever undertaken.

Yours faithfully,

P Langton”

FOI 3364

Dear B Langton

Thank you for your Freedom of Information request received on 30 July 2018. You asked

Dear Department for Work and Pensions,

I have taken details from what the DWP have said on some responses from FOI requests and would like some answers from you and your Department, hopefully you will not say it too much to find this information and it goes over the £600 limit which you often say, the FOI Requests which I have asked will be sent to ICE who have my complaint on file.

Between 2003-2006, the Department issued around 16 million unprompted products called Automatic Pension Forecasts (APFs). One of the leaflets that accompanied the APF letter contained information about State Pension age, including how it was increasing for women as a consequence of State Pension age equalisation.

My FOI Request Please could you show me a copy of this leaflet. According to the DWP Data Retention Policy guidance and leaflets (external) the Retention period is 20 years.

DWP ran a pensions education campaign in 2004, which included informing people of the future equalisation of State Pension age and our current campaign – State Pension, Know the Facts encourages people to check their State Pension age using our online calculator, and request a forecast of how much they are likely to receive.

The campaign included:

- *Advertising features in the press and women's magazines*

My FOI Request Please could you show me all the copies of the Advertising features in the press and women's magazines, and Press releases, According to the DWP Data Retention Policy Press releases ,Promotional materials (external), Proactive communications and Public Notices the Retention period is 20 years.

- *A 'Women's Pensions Pack' containing leaflets for women about changes in State Pension age, made available through the Pensions Service.*

My FOI Request please show me all the leaflets which you have said in the Women's Pension Pack, According to the DWP Data Retention Policy guidance and leaflets (external) the Retention period is 20 years.

- *Direct mailings targeted specifically at women highlighting that women's SPA is changing*
- *Sending State Pension forecast letters and accompanying leaflet showing the person's SPa and explaining who is affected by the changes to women's SPa (issued to those who requested them)*

My FOI Request please show me the accompany leaflet, showing the person's SPa and explaining who is affected by the changes to women's SPa According to the DWP Data Retention Policy guidance and leaflets (external) the Retention period is 20 years.

DWP ran a pensions education campaign in 2004, which included informing people of the future equalisation of State Pension age. The pensions' education campaign ran in waves from January 2001 until February 2004 and included informing people of the future equalisation of State Pension age. The objectives were to make people aware of the importance of planning for their retirement and to inform them of the information available to help them plan their options.

The campaign used TV and press advertising, and direct marketing. One of the press adverts was specifically about the equalisation of State Pension age and was featured in women's magazines and national newspaper supplements.

My FOI Request Please could you tell me what were the campaign details used on TV , and Press releases inclusive of the press adverts used from January 2001 until February 2004, According to the DWP Data Retention

Policy Press releases ,Promotional materials (external), Proactive communications and Public Notices the Retention period is 20 years.

The pensions' education campaign ran in waves from January 2001 until February 2004.

The objectives were to make people aware of the importance of planning for their retirement and to inform them of the information available to help them plan their options. The campaign used TV and press advertising, and direct marketing.

One of the press adverts was specifically about the equalisation of State Pension age and was featured in women's magazines and national newspaper supplements.

Other awareness raising activity included advertorials in women's and TV listings magazines in March 2000.

My FOI Request Please could you tell me what were the advertorials in women and TV listing magazines in March 2000, According to the DWP Data Retention Policy Press releases ,Promotional materials (external), Proactive communications and Public Notices the Retention period is 20 years.

FOI 2018/00966

Dear Langton

Thank you for your Freedom of Information request received on 4 August. You asked:

“ From a recent DWP freedom of Information request number Fol 0533 Date: 02/03/2018.

The question was What Dates/Times/Channels was the TV advert shown re women's pension age hike?

The DWP Response was

The Department did not use TV advertising in relation to the increases in women's State Pension age.

*From a House of Commons Publication
Communication of changes 15 Mar 2016
<https://publications.parliament.uk/pa/cm201516/cmselect/cmworpen/899/89906.htm>*

10. We asked the DWP for a chronology of official communications regarding

state pension age changes and for examples of those communications. These are shown in Annexes 2 and 3 respectively.

1995–2009: information on request

11. Until 2009, direct communication with people affected by increases in state pension age was very limited. Leaflets explaining the changes were available from the Benefits Agency from 1995 and accompanied any state pension forecasts that were requested.²⁴ The Department told us that 11.5 million state pension statements have been issued on request since April 2000.²⁵ These included the date (but until recently, not the age) at which the individual was due to reach state pension age under the legislation at that point.²⁶ Between 2001 and 2004 the DWP ran a broad pensions education campaign which incorporated state pension age equalisation:

The pensions education campaign ran in waves and used TV and press advertising, and direct marketing. One of the press adverts in 2004 was specifically about the equalisation of State Pension age and was featured in women's magazines and national newspaper supplements.²⁷

12. Between 2004 and 2006, the Department issued around 16 million unprompted letters, known as Automatic Pension Forecasts, projecting state pension entitlements, including to women aged over 50.²⁸ This forecast did not include any details of state pension age, or mention that state pension age was changing. Lin Phillips, a WASPI representative, told us: I received [an Automatic Pension Forecast] in 2005 and it just said, "Based on today's state pension rate, this is what you will receive when you retire". Nowhere in that letter did it say, "You will retire on this date".²⁹

On the above House of Commons Communications and awareness report the DWP had responded to the questions and had said "The pensions education campaign ran in waves and used TV and press advertising, and direct marketing"

My Freedom of Information Request on the statement that the DWP gave to the House of Commons is it correct that the DWP did use TV advertising when on the FoI 0533 Date: 02/03/2018 the DWP had said that The Department did not use TV advertising in relation to the increases in women's State Pension age, which is correct and which response is not true, perhaps rather than asking this question rather than requesting recorded information, I should be asking you to provide recorded information that best answer the the question, how did the DWP come up with two different answers to the same question what information did the DWP use to make misleading information given to the House of Commons and to the Women Born in the 1950's?

A Freedom of Information Response number FOI3001 date 07/11/2016 one of the questions was "Were letters sent directly to those women who are affected by the pension hike?"

Part of the response by the DWP to the question was "The campaign used TV and press advertising, and direct marketing".

My Freedom of Information Request on the response that the DWP gave to the freedom of information number FOI3001 dated 07/11/2016 that “The campaign used TV and press advertising, and direct marketing”, when on the Fol 0533 Date: 02/03/2018 the DWP had said that The Department did not use TV advertising in relation to the increases in women’s State Pension age, which is correct and which response is not true, both again are misleading and I would like you the DWP explain why you have given two different answers to the same question.

<https://publications.parliament.uk/pa/cm201516/cmselect/cmworpen/899/899.pdf>

15 Mar 2016 - Work and Pensions Committee. Communication of state pension age changes.

Seventh Report of Session 2015–16.

Survey evidence

1.A 2004 DWP survey asked working age adults about awareness of state pension age equalisation. It found that, among respondents who were aware of the reforms, television (47%) and newspapers (37%) were the main sources of information. The DWP or the Pension Service, part of the Department, were cited by just 2%.⁵²

2.That survey gave a mixed picture of awareness levels. Almost three-quarters (73%) of female correspondents in the cohort set to be affected by equalisation were aware of it. Of those affected women, however, only 43% were aware of their own state pension age being 65 or between 60 and 65. The DWP report commented:

This low figure provides cause for concern and shows that information about the increase in SPA is not reaching the group of individuals who arguably have the greatest need to be informed.

Furthermore, awareness of own state pension age was lower in certain groups, including economically inactive women and those in routine and manual occupations.⁵³

The response that the DWP gave to The Work and Pensions Committee. Communication of state pension age changes dated 15/03/2016 that A 2004 DWP survey asked working age adults about awareness of state pension age equalisation.

It found that, among respondents who were aware of the reforms, television (47%) and newspapers (37%) were the main sources of information.

If 47% of the respondents found the information of the reforms from television highlighted in the DWP survey, does the statement The Department did not use TV advertising in relation to the increases in women’s State Pension age apply or was it on TV by accident.

My Freedom of Information Request

Did the DWP forward any TV Station any press releases for state pension age changes?

Please could you send me copies of Any DWP Press releases with regards to state pension age changes in line with your 20 years retention period on any press releases?

The Freedom of Information Act gives any person the legal right of access to any and all recorded information which is held by a public authority.

The Department of Social Security Pensions had a Pension Commercial: called Chasing Tail you can see this at <https://www.hatads.org.uk/catalogue/record/a78ecc31-8c6a-4bb5-af59-9668dce922e2>

It shows a dog chasing its tail a women voice over says Confused about your pension options then call for the Government impartial guide.

This was put out by the Department of Social Security on the film you can see the leaflet at the end of this short film it says A Guide to your Pension Options.

My research on this Guide it is reference PM1 my understanding it has between pages 24 to 28 of this guide has set out other things that could affect your pension it listed change to the state pension age for women.

On the FoI 0533 Date: 02/03/2018 the DWP had said that The Department did not use TV advertising in relation to the increases in women's State Pension age, The Guide PM1 listed change to the state pension age for women, therefore the DWP FoI 0533 is very misleading and is a clear case of Malministration by the DWP.

DWP published a revised introductory 34page guide in July 2001 called 'a guide to your pension options' (leaflet/guide PM1 — first published in June 1998).

My Freedom of Information Request

Please could you send me a copy of this Guide 2000/2001 the date of the film is marked as 2000/2001 well within your 20 years retention period on any press releases and TV Adverts?"

FOI 2018/01058

Dear Mrs B Langton

Thank you for your Freedom of Information request received on 7 August. You asked:

I have read that the DWP had sent out letters to a certain group of Women to inform them of changes to the state pension between January 2012 and November 2013, please could you answer the below FOI on the questions set out below, if you have links to this information I would appreciate them in part answering them, however not being employed by the DWP I would not have the training to understand any links such as your internal Retention Procedure and would request a direct time limit/answer to the request as set out below.

January 2012 and November 2013

Source: Department for Work and Pensions (USP0162)

Following the Pensions Act 2011, DWP wrote to all those directly affected by the changes (born 6 April 1953 to 5 April 1960) to inform them of the change to their State Pension age.

This involved mailing more than 5million letters to those affected.

Using then current address details held by HMRC

My Freedom of Information Requests are:

When did the DWP request the current address detail from the HMRC (HM Revenue & Customs) in order to mail the letters to the people born (6 April 1953 to 5 April 1960) ie what date was the request and what date did the DWP use it.

What method did HMRC sent this information to the DWP.

Do the DWP still hold this information on file?

What is the DWP retention period of this information?

What is the DWP procedure to show proof of posting that this information was sent out, such as proof of delivery if the letters to the people (born 6 April 1953 to 5 April 1960) was posted was by the Royal Mail.

Was this action to send out the letters to the people (born 6 April 1953 to 5 April 1960) done by the DWP or by a third party, if not by the DWP but a third party who was it.

Does the DWP have a procedure in place to follow up letters return not delivered, how many letters were not delivered.

Did the DWP follow the retention and destruction periods on the letters sent

out to the people (born 6 April 1953 to 5 April 1960) Please could you forward me them?

How the letters were chronological sent out between January 2012 and November 2013 to the people (born 6 April 1953 to 5 April 1960) as an example were they sent out in birth date order or men before women etc, or post code area.

My understanding that you cannot supply a copy of the original letters showing the name and address as the retention period has passed, please could you tell me when was this retention period of the on the letters sent out to the people (born 6 April 1953 to 5 April 1960).

Please could you send me just the copy of the template letter and any leaflets which were sent to women who was born in Dec 1954 that informs them of changes to the state pension?

FOI 2018/01982

Dear Langton

Thank you for your Freedom of Information request received on 20 August. You asked:

From a FOI request from the 1st September 2017 one of the questions was:

Your Ref: Fol 3344, DATE: 1 September 2017

"DWP also ran a pensions education campaign in 2004, which included informing people of the future equalisation of State Pension Age. The campaign included:

- Advertising features in the press and women's magazines.*
- A 'Women's Pensions Pack' containing leaflets for women about changes in SPA, made available through the Pensions Service.*
- Direct mailings targeted specifically at women highlighting that women's SPA is changing'*

Please specify exactly which magazine and newspaper titles hosted these advertising features, and please give dates. What did these adverts say?

The DWP response was:

You have requested details in relation to the advertising features in the press and women's magazines as part of the pensions education campaign which I am unable to respond to as the information you have requested is not held.

My Freedom of information requests are:

What is the DWP retention period for this information as I am led to believe that the DWP retention period for press releases which covers advertising features in the press and women's magazines is 20 years, is the DWP response to this FOI "I am unable to respond to as the information you have requested is not held. "Is wrong and that the DWP had not followed the rule set out in retention periods.

FOI 2018/02416

Dear Langton

Thank you for your Freedom of Information request received on 25 August. You asked:

From a recent DWP freedom of Information request number Fol 0533 Date: 02/03/2018.

The question was What Dates/Times/Channels was the TV advert shown re women's pension age hike?

The DWP Response was

The Department did not use TV advertising in relation to the increases in women's State Pension age.

I have never seem myself any TV advertising in relation to the increases in women's State Pension age, and I would have to accept the DWP response in the Fol 0533 date 02/03/18, However subject to under covering the piece below it seems that the DWP response seems to incorrect and misleading, it is breath-taking that the DWP had not on record such information, as it is the DWP own retention period of 20 years for press releases.

I did not see any adverts on TV in relation to the increases in women's State Pension age, and the DWP had said they never used TV for advertising in relation to the increases in women's State Pension age, it goes to show even the DWP does not know what had gone on with regards to informing the cohort of women born in the 1950's.

From as far back as 17/08/2015 on this foi DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: VTR3231

The DWP had said to the questions that:

The pensions' education campaign ran in waves from January 2001 until February 2004.

The objectives were to make people aware of the importance of planning for their retirement and to inform them of the information available to help them plan their options. The campaign used TV and press advertising, and direct marketing.

One of the press adverts was specifically about the equalisation of State Pension age and was featured in women's magazines and national newspaper supplements.

Yet The Department said from a recent DWP freedom of Information request number Fol 0533 Date: 02/03/2018, it did not use TV advertising in relation to the increases in women's State Pension age.

From the DWP Archived on 5th Jan 2004 press release 11th Jan 2001 called "Pension Awareness Ad Blitz Begins"

Some of the extracts are set out below:

Mans best friend has taken the lead in a new Government campaign to get people to think about planning for their pensions.

Using Oscar-winning techniques that brought 'Babe' to life the £6.5 million marketing campaign aims to make people aware of the need to plan for their retirement and consider all the pension options available to them.

Launching the campaign Alistair Darling, Social Security Secretary, said "Obviously the basic state pension will remain the foundation of income retirement.

The adverts are humorous and clever and the use of real-life working dogs talking should grab people attention and get them thinking about the options to save for their retirement, "said Mr Darling.

The campaign, which includes which includes TV, press and cinema advertising.

The ad campaign aims to raise awareness, it will also carry some specific messages , including the fact that women state pension age is changing between 2010 and 2020 when it will be equalised at the age of sixty five.

Yet The Department said from a recent DWP freedom of Information request number Fol 0533 Date: 02/03/2018, it did not use TV advertising in relation to the increases in women's State Pension age.

My Freedom of information requests are:

Please could you acknowledge that the DWP had not told given the correct

information on the freedom of Information request number Fol 0533 Date: 02/03/2018, when it said that it did not use TV advertising in relation to the increases in women's State Pension age.

If no acknowledge is available of the DWP blunder/mistake, please could you send me the procedure for taking up a complaint of wrong information given by the DWP on a foi requests.

My Freedom of information requests are:

Please could you send me copies of the ad campaign that was Launched by Alistair Darling the Social Security Secretary 11th January 2001 that aims to raise awareness, it will also carry some specific messages , including the fact that women state pension age is changing between 2010 and 2020 when it will be equalised at the age of sixty five, as the DWP retention period for Press Releases are 20 years.

My Freedom of information requests are:

Where from did the DWP obtain the information from the recent DWP freedom of Information request number Fol 0533 Date: 02/03/2018, it did not use TV advertising in relation to the increases in women's State Pension age.

How many other people have been told that the DWP did not use TV advertising in relation to the increases in women's State Pension age.

Please could you send me a copy of the assessment carried by the Foi team when they had said the DWP did not use TV advertising in relation to the increases in women's State Pension age?

FOI 2018/02421

Dear Langton

Thank you for your Freedom of Information request received on 27 August. You asked:

*The Foi reference: Fol 2939
Date: 09 August 2017*

Thank you for your Freedom of Information request received on 12 July 2017. You asked would you please send me any copies of letters sent out to me regarding the changes in State Pension age for women born between 6 April 1950 and 5th April 1960.

DWP Response:

Letters were sent using the latest address information held by HMRC at that time. We don't hold personalised copies of the letters that were issued to

individuals, regarding the changes in State Pension age for women born between 6 April 1950 and 5 April 1960.

The automated system of issuing such letters to individuals doesn't record a copy on the individuals file, and we are unable to provide a copy of the original letter.

From a Freedom of information request reference: Fol 271 Date: 8 February 2018.

My Freedom of Information Request is: Please send me copy of letters sent to women born from the 6th Apr 1955 to the 5 Apr 1960 on the 1995 and the 2011 pension act, from March 2013 to Nov 2013

The DWP response was: Copies of these letters are attached.

Five copies of letters were attached.

Four of the letters were that of a template.

However the first letter was dated April 2010 the address was covered over/blanked out and the name was also covered over/blanked out, protecting their personal information.

This letter was not a template letter; the DWP has said that they are unable to provide a copy of the original letters that they had sent to Women informing them of the Pension changes.

The DWP had also said we don't hold personalised copies of the letters that were issued to individuals, regarding the changes in State Pension age for women born between 6 April 1950 and 5 April 1960.

From a Recent Foi FO12018/01058 Dated 21st August 2018 The DWP was asked:

My understanding that you cannot supply a copy of the original letters showing the name and address, please tell me what was the retention period.

The DWP response was:

The Department retention period specifically for customer data relating to direct mailing is 2 months.

Yet here is a blanked out letter with a date of April 2010 sent to the request for the Fol 271 Date: 8 February 2018.

I am no expert but the blanked out name and that of the address would not cover up the template details as they are too big, I could only conclude that it is an original letter that the DWP had said cannot be produced.

My Freedom of information request are:

Please could you confirm that this letter from the Fol 271 Date: 8 February 2018, is not a Template letter or that it was an original letter.

When and where was this letter produced from if we are led to believe what the DWP have said they are unable to produce personal letters for Women who were affected by the 1995 and the 2011 Pension Act?

Do you still have this sample letter in your archive?

This letter was sent to full fill a previous Foi Request, please forward again the copy to this Foi.

FOI 2018/02610

Dear Langton

Thank you for your Freedom of Information request received on 30 August. You asked:

On a recent face book notice the below information was placed on the face book site which had said:

You can find it on <https://hat4uk.wordpress.com/2018/03/22/waspi-explosive-cheated-pensioner-exposes-2004-leaflet-confirming-2020-as-year-when-female-spa-to->

WASPI EXPLOSIVE: Cheated pensioner exposes 2004 leaflet CONFIRMING 2020 as year when female SPA to rise.

From a Government's Quick Guide to Pensions from 2004

The person said :he ramifications of this are enormous:

1.It shows that fully nine years after 1950s born women were "told" of their pension ages rising (which was itself as clear a breaking of promise as you'll find in the pension provision sector) official Government leaflets were still saying that women had until 2020 to prepare for the SPA rise.

2.This gave the women affected sixteen years to prepare for medium term saving as a stopgap, and kept the age rise at 65. Not one single female born between 1951 and 1959 would've been affected at all.....that was what they "knew" in 2004.

Citizens should be able to rely on the accuracy and completeness of Information provided by Government departments.

This is particularly true in the case of pensions, where citizens need to plan ahead, and where, without reliable information, they may make personal decisions that are not in their best interests.

The DWP seem to have failed to publicise a change in the law And gave misleading information to the public in this leaflet

Government departments do not have a duty to provide information on changes in the law, but where they do issue such material, they have a legal responsibility to ensure that it is accurate and complete.

My freedom of information requests are:

When did the DWP notice that this Government leaflet was still saying that women had until 2020 to prepare for the SPA rise?

How many of this incorrect information leaflet was sent out by the DWP?

When was this leaflet withdrawn by the DWP? And who alerted the Department to the fact that the DWP was giving incorrect information to citizens.

Can you supply a copy of this incorrect leaflet?

Can you supply a copy of any updated leaflet? And when it was produced.

What action have the Government/ DWP taken since discovering the error?

*From a Report by the
Comptroller and Auditor General Department of Social Security*

*State Earnings-Related Pension Scheme:
The failure to inform the public of reduced pension rights for widows and widowers HC 320 Session 1999–00 Published March 2000*

The Department failed to publicise a change in the law and gave misleading information to the public for more than a decade.

18 In the light of the events described in this report, we have identified a number of areas where action should be taken, or where existing developments within the Department should be completed as soon as possible. Making effective improvements in these areas should help to ensure that similar events do not occur again

c) given the potential consequences of incorrect and incomplete leaflets, this area remains high risk, and we suggest that the Department's Internal Audit Service undertake a regular review to ensure that the new arrangements for ensuring complete and accurate leaflets are being implemented effectively (paragraph 3.14);

With regards to Quick Guide to Pensions from 2004

My Freedom of Information are:

Did the Internal Audit Service undertake a regular review to ensure that the new arrangements for ensuring complete and accurate leaflets are being implemented effectively especially on the Quick Guide to Pensions from 2004 prior to it being printed.

FOI 2018/01917

Dear P Langton

Thank you for your Freedom of Information request received on 18 August. You asked:

“One of my questions was:

My Freedom of Information Request is what version was the leaflet in the Womens Pension Pack, please could you sent me a copy of this leaflet, is this leaflet on the Content Management System which according to National Audit Office Department for Work and Pensions hold details of all the leaflets and information products across government departments containing references to pension's information.

The DWP Response was – The leaflet issued with the Women's Pension Pack was the 'Women's guide to Pensions' (PM6), printed in 2000 and updated or reprinted in 2002, 2003 and 2004. Due to the time elapsed the Department only holds the 2004 version which is attached to this response.

My freedom of information request today is

Why you have said the Department only holds the 2004 version when the DWP retention period for external leaflets is 20 years, please could you explain what the DWP retention period for the above leaflets is?

Please send my copies of 'Women's guide to Pensions' (PM6), printed in 2000 and updated or reprinted in 2002, 2003 in line with the DWP 20 year retention period for external leaflets.

Also on the same foi request Fol 0073 I asked the DWP the below:

From the DWP I received a letter from Mark Fairbain Complaint Resolution Manager date 3rd March 2017 which he had written a reply to my complaint he said You also complained about the accuracy of information provided and you specifically mention a government website which still had a 60 as the State Pension age for women as recently as February this year. We did

indeed become aware of incorrect information on a Government Gateway web page and we corrected the information within 24 Hours.

My Freedom of Information Request is Mr Mark Fairbain Complaint Resolution Manager had confirmed from my letter from him date 3rd Mrch 2017 that a government website which still had a 60 as the State Pension age for women as recently as February this year, Please could you forward me the details of the Government Website that still had a 60 as the State Pension age for women as recently as February this year?

The DWP reply was:

Response – Thank you for drawing our attention to the letter dated March 2017; this letter should have stated the information had 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.

My Freedom of information request today is:

My letter that was sent by your Mr Fairbain Complaint Resolution Manager the result from me following the DWP complaints procedure, you have said that “This letter is in the process of being updated”

Please could you tell me the date of this updated letter.

When it was done.

When it was sent.

Please send me a copy of it, in order that I can have it for my complaint records which are now with ICE.

Surely if the letter was being updated then the updated letter should come back to me, the original letter which was sent to me from following the DWP complaint procedure you the DWP have acknowledge that your Mr Fairbain Complaint Resolution Manager had written back to me was found to be incorrect in the information that he gave, I found it misleading and still await this updated letter.

It has now been almost 1 year 5 month since Mr Fairbain Complaint Resolution Manager sent the original letter, and over 5 months waiting for my updated letter”.

FOI 2018/02418

Thank you for your Freedom of Information request received on 24th September 2018. You asked:

In a Foi 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 Faibain 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 Fairbain Complaint Resolution Manager, he evens 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 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 place 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.

FOI 2018/04490

Dear Langton

Thank you for your Freedom of Information request received on 24 September 2018. You asked

The DWP had said if you have any queries about this letter please contact me quoting the reference number above.

I have many queries but I shall pass them onto ICE in my on going Complaints, as it is plain that because of you stated limits you are unwilling to pursue my original FOI Request.

Below are the details of a Freedom of Information request in which you had said As this question on its own has exceeded the costs limit for FOI Requests all the response has therefore exceeded the cost limit.

Therefore I will request a Freedom of Information requests which should not exceed the cost limit for FOI Requests and they are not been asked in the original refused FOI,I will await your response.

In a Foi 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 7 months since Mr Faibain Complaint Resolution Manager had sent the original letter.

My Freedom of Information Request is:

Will the DWP be sending me a corrected letter as they had said This letter is in the process of being updated.

My Freedom of Information Request is:

What is the written procedure for the DWP to follow when it is found that a document that was sent out by the DWP had incorrect and misleading information.

My Freedom of Information Request is:

When you reply back to a Freedom of Information Request and you say we estimate that the cost of complying with your request would exceed the appropriate limit for central Government, set by regulations at £600.

*Does this apply to any request by the Independent Case Examiner?
Or do they obtain the information that is restricted by the above DWP statement.*

*Department for Work and Pensions (DWP)
Central Freedom of Information Team
[\[email address\]](#)*

Our reference: FOI2018/02418

Date: 24 September 2018

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 FOI Team*

FOI 0872

Thank you for your FOI request of 8 January 2018. You asked:

- 1. Please could you confirm that if you complete the BR19 application form and put it in the post, you'll get your statement within 10 working days, as mine took more than 27 days to come. Is the 10 days from the date you post it or 10 days from the date that the DWP receives the application? It does not advise you on the DWP website.*
- 2. Can you tell me the date when people with a lower age than 60 years old could request the Pension Statement?*
- 3. Was this scheme only open to people over the age of 60?*
- 4. How did the DWP inform people younger than 60 years old could request a Pension Statement?*
- 5. How did the DWP advertise to the general public*

that you could complete a BR19 application for this request?

6. The DWP had said Since April 2000 DWP has issued more than 13 Million personalised State Pension statements to people who requested them. How old did you have to be to request a personalised State Pension statement Since April 2000?

7. How old did you have to be to request a personalised State Pension statement from 1995 up to April 2000?

8. What leaflets were created and how many were sent out or indeed printed or requested?

FOI 2018/02442

Dear Langton

Thank you for your Freedom of Information request received on 27 August. You asked:

*From the
PENSIONS ACT 2011 – IMPACTS - ANNEX A: STATE PENSION AGE
Title:
A sustainable State Pension: when the State Pension age will increase to 66
Lead department or agency: Department for Work and Pensions Impact
Assessment (IA) Date 21/11/2011 Final Stage*

*Primary legislation Implementation
Item 64 which had written the piece below:*

As well as ensuring that information about the changes is available on its website and in its leaflets and guides, the Government intends to communicate these changes in State Pension age to individuals affected in a timely way.

Between January and the end of March 2012, the Department will write to around 800,000 individuals born between 6 April 1953 and 5 April 1955. People born between these dates will either have a State Pension age between birthdays, or would have been affected by the original equalisation timetable.

From a FoI request DATE: 16th August 2017 reference number FoI 3166 The DWP had responded in this FoI 3166 with dates and how many letters were sent to the same group of people and when:

The dates on which the women and men were notified, and the number of women and men notified, are in the tables below. The Department wrote to all those directly affected to inform them of the changes, using the address recorded by HMRC at the time.

They were:

*Between Birthdays 6th Apr 1953 to 5th Dec 1953 Letters sent Jan 2012
People qty 275,001 Between Birthdays 6 Dec 1953 to 5th Oct 1954 Letters
sent Feb 2012 People qty 646,001 Between Birthdays 6th Oct 1954 to 5th
Apr 1955 Letters sent Feb 2012 People 375,001*

My freedoms of Information request are:

Why is their discrepancy to what the Final Stage Impact Assessment had said that the Department will write to around 800,000 individuals born between 6 April 1953 and 5 April 1955 ,against what the DWP had said in the reply to the Fol 3166 on the same period between 6 April 1953 and 5 April 1955 the figure total is 1296003 people who were sent a letter, this is a discrepancy of 496003 people.

Why is the date also incorrect when the letters were sent as the Fol 3166 has the date Jan 2012 to Feb 2012 when the letters were sent when the Final Stage Impact Assessment has said it would be between January and the end of March 2012 one full month discrepancy.

Were the DWP aware of the true figure of people between the dates between 6 April 1953 and 5 April 1955.

Did the DWP receive the amount of people who were between the dates between 6 April 1953 and 5 April 1955 from the HM Revenue & Customs.

Did the DWP receive the amount of people who were between the dates between 6 April 1953 and 5 April 1955 from the HM Revenue & Customs and this was forward to who produced the Final Stage Impact Assessment., or did the information was not originated or supplied by the DWP?

My freedoms of Information request are:

Which is the true answers/reported figure to how many letters were sent to this group of people born between 6 April 1953 and 5 April 1955 ,is it the figures from the Impact Assessment which was sign off by the Minister Steven Webb of the figures that of the Fol 3166?

This Impact Assessment had a:

Ministerial Sign-off For final proposal stage Impact Assessments:

I have read the Impact Assessment and I am satisfied that (a) it represents a fair and reasonable view of the expected costs, benefits and impact of the

policy, and (b) the benefits justify the costs.

Signed by the responsible Minister: Steven Webb on the Date: 21/11/2011

It shows that a vast amount of people were missed from the Impact Assessment against what the DWP had reported since it was signed by the Minister: Steven Webb.

A discrepancy of 496003 people born between 6 April 1953 and 5 April 1955 were missed off the Final Impact Assessment which was For Primary legislation I presume the correct total of people who fitted into this period would have been provided by the HM Revenue & Customs, the DWP on many occasions not just from other Foi but from complaint letters and on the internet the DWP have said that the HMRC had supplied the address/name updated at the time ! which the DWP had used to inform people by letter of the pension changes.

This was signed off by the Minister, this is more than misleading not just for the Minister but for the Government and this failure to give the correct amount of people born between 6 April 1953 and 5 April 1955 requires investigation

My freedoms of Information request are:

What is the process will the DWP undertake to such a glaring discrepancy by not having the correct figure of missing of the 496003 people from the Final Impact Assessment?