



Department  
for Work &  
Pensions

DWP Central Freedom of  
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[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2023/21042

31 March 2023

Dear Rosie Mears,

Thank you for your Freedom of Information (FoI) request received on 15 March. You wrote:

"Please could you provide a copy of any training materials which refer to the universal credit to-dos titled:

1. 'Failure to attend initial interview,'
2. 'Refer to Decision Maker (Failure to Attend)'
3. 'Make a decision (Failure to attend)'"

## DWP Response

We can confirm that we hold the information falling within the description specified in your request.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 provides that requests can be aggregated for the purpose of estimating whether the cost limit applies, providing they relate to any extent to the same or similar information.

This is where more than one request has been made within 60 consecutive working days relating to the same or similar information and the requests have been made by the same person or separate persons acting in concert. This includes adding to the estimated costs of complying with a later request, the cost of complying with a request that has already been answered. We have therefore aggregated the following requests under this provision:

In addition to this request, we are aggregating the following two Freedom of Information requests from the Child Poverty Action Group requesting Universal Credit training material

### FOI2023/15155

Please provide the following training material products:

UC17GEN Benefit Cap

UCDM13 Housing Costs for Decision Makers.

You have indicated that you can reduce the cost of complying with the request by not providing the guidance links with the training material products. Please provide the links to UC guidance. Please do not provide the links to Advice for Decision Makers as this is publicly available.

**FOI2023/19748**

Please provide copies of the following latest training materials:

UCDM11 HRT System Action for DMs

UC112 AV

UC24GEN Claim closure and reclaim

Process of disputed earnings training materials (as mentioned in FOI2021/51176)”

We estimate that the cost of complying with your aggregated requests 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 (equivalent to 24 staff-hours) 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 requests and we will not be processing them any further. The reason being is in FOI2023/04336 (which has not been included in our costs calculation) we issued a Section 12 decision with Section 16 advice to help narrow future request(s)

**Section12**

The reason is that you have requested multiple learning products. These rely heavily on internal UC guidance and Advice for Decision Makers. Therefore, the Department is unable to provide any of the information you seek within the appropriate cost limit as the products you have chosen are too wide.

**Section 16**

We advised that we felt you should narrow your request to either

- As per FOI2022/96564 request specific individual learning modules within a topic area from our approved catalogue. For example, Students or Benefit Cap or Housing costs. If one module was requested, we could look at providing the guidance links.
- Request a smaller number of learning modules without the links to UC guidance and Advice for Decision Makers.
- As explained previously, there is already some related information in the public domain which may provide what you are looking for, and/or help you to refine your request further, the information can be found here Benefits - GOV.UK ([www.gov.uk](https://www.gov.uk)).

Despite this FOI2023/15155 asked for two training products including links to the UC guidance. This FOI took considerable time to locate, retrieve and extract the training material and links to the UC guidance. It involved different teams working on the FOI and in total took over 21 hours to complete. This means there are less than 3 staff hours left until the Department exceeds the appropriate limit for central Government, set by regulations at £600 (24 staff hours).

Under section 16 of the FOI Act we should help you narrow your requests so that they may fall beneath the cost limit.

We feel that you should

- Request just one module without any links to UC guidance or Advice for Decision Makers. Depending on the size of the product requested we may be able to locate, retrieve and extract within the remaining time.

- As we have mentioned before there is already some related information in the public domain which may provide what you are looking for, and/or help you to refine your request further, the information can be found here Benefits - GOV.UK ([www.gov.uk](http://www.gov.uk))

We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit.

If you have any queries about this letter, please contact us quoting the reference numbers above.

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](http://ico.org.uk/for-the-public/foi/) or telephone 0303 123 1113.