

Frank Zola

xxxxxxxxxxxxxxxxxxxxxxxxxxxxx @xxxxxxxxxxxxxxxxxxx.xxx

10 October 2012

FOI 2900, IR 532 & IR639

Dear Mr Zola,

Thank you for your Freedom of Information request received on 26 July 2012 and subsequent requests to review sent on 29 August and 28 September.

We accept that we did not meet the requirement to provide the information within 20 days and we apologise for this.

You asked:-

'Please email a separate copy of each individual Chapter from your Jobseeker's Allowance procedural guidance:

The guidance requested originally contained addresses, telephone numbers and e-mail addresses of both this and other government departments that are only pertinent to staff, and are not in the public domain. As the disclosure of that information may risk serious disruption to the effective operation of DWP and other government agencies, we had to seek an exemption under Section 36(2)(c) of the Freedom of Information Act . This exemption protects information which, if released, would prejudice, or would likely to prejudice, the effective conduct of public affairs. In applying this exemption the department has balanced the public interest in withholding the information against the public interest in disclosing the information. Where information is being withheld, the word 'redacted' has been used.

This exemption had to be agreed by a minister of the DWP and having obtained the agreement some of the information you requested is being withheld as it falls under Section 36(2)(c) of the Freedom of Information Act.

We accept that we should have advised you there would be a delay in responding to your request because of the need for ministerial decision and we apologise for this.

A copy of each of the 18 chapters you requested is now attached.

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

Yours sincerely

DWP Central Fol team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

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