

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: IR 520

10 January 2017

Dear Mr Jefferson,

Thank you for your Internal Review request received on 1 December 2016. An internal review has been carried out by someone of a senior grade to the person who dealt with your original request. I am now in a position to respond to you. In your review request you said:

*You state you are unable to open this (<http://freepdfhosting.com/5d574fce95.pdf>) link containing the letter provided as a background example. Please kindly provide a document format which you can read which needs to convey a DWP letter (with sensitive information blanked out). I can provide it in any format whatsoever as long as it retains the proof it was sent by the DWP.*

*A search of the Freedom of Information history shows numerous examples that your department has in the past been able to open such documents, perhaps most notably a historic request asking the DWP to explain its leaked 'commercially sensitive' scorecard (<http://freepdfhosting.com/af6d5b75bd.pdf>) to which you did respond and it was evident that you could read the document.*

## **DWP Response**

In response to your request, I can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

As a result of this review I can advise that I find the original decision is correct. We are still unable to open the link of the website provided. This may be due to a security feature of DWP's systems. We are under no obligation to change our security arrangements to allow us to view documents from sources that do not conform to our security arrangements.

If you wish to send the document in an alternative format we may be able to answer your request.

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

Yours sincerely,

DWP Strategy Fol Team

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

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](http://www.ico.gov.uk)