



Department
for Work &
Pensions

DWP Central FOI Team
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Zeeta Osborn
[request-654417-2fa851e5@whatdotheyknow.com](#)

Our Ref: IR2020/16985 IRO
FOI2020/12064

Date: 05 May 2020

Dear Zeeta Osborn,

Thank you for your Freedom of Information (FOI) internal review request received on 5 April 2020. You asked for:

I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Mental health and suicide threats'.

[DWP have refused to look at the statistics I have requested, due to it costing them more than £350. I personally believe the lives lost and destroyed are priceless and to refuse this request is disgusting and disgraceful behaviour. They have already admitted suicide is a harsh reality of suicide by refusing my request and trying to hide the number of people damaged because of universal credit]

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

As a result of this review I am satisfied that the original response was handled properly and that the outcome of your request was correct. The reasoning behind this decision is that your original request could not be completed within the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. 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.

Where it would cost more than the appropriate limit, the public authority (in this case DWP) are not obliged to comply with your request under Section 12 of the FOI Act. I am satisfied that the application of the exemption was applied and communicated correctly.

Under the FOI Act where a public authority cites a Section 12 exemption they must also provide the requester, in accordance with Section 16 of the FOI Act, details on how the request could be narrowed that it may fall beneath the cost limit.

In this case the original response explained that:

“...we estimate that your refined request would still exceed the Freedom of Information cost threshold this is because to fulfil your request it would require the extraction of every claim held by the Department to identify:

- Vulnerable claimants suffering with mental health conditions
- Every journal message recorded to explicitly interpret the disclosure of 'threats of suicide, attempted and successful suicides made due to universal credit and its policies.”

To comply with your request would mean searching every Universal Credit case to see if it met the criteria you have requested. I am therefore satisfied that DWP has met its requirements under Section 16 of the FOI Act to explain that it is not possible to provide a narrowing to a level that may bring your request under the cost limit.

Overall I am satisfied that the original response you received was correct.

Yours sincerely,

DWP Central FOI Team
Department for Work and Pensions

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

Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745