



Department
of Health &
Social Care

Freedom of Information Team
Department of Health and Social Care
39 Victoria Street
London SW1H 0EU

www.gov.uk/dhsc

Mr Jeff Wallace

By email to: request-929384-ea22a02f@whatdotheyknow.com

6 February 2023

Dear Mr Wallace,

Freedom of Information Request Reference FOI-1433392

Thank you for your request dated 6 January to the Department of Health and Social Care (DHSC), a copy of which can be found in the accompanying annex.

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

DHSC holds some information relevant to your request. However as set out in Section 1(3) of the FOIA, we require further information in order to identify and locate the information requested. This is because you have requested 'the decision' to encourage people to use digital channels first when applying for a covid pass letter – there have been multiple decisions on this subject and so we cannot be clear on which decision you are requesting information about.

If you were to narrow this element of your request by identifying a specific decision or change, then we may be able to process it. Although I should point out that we cannot guarantee at this stage that a refined request would fall within the FOIA cost limit, or that other exemptions will not apply to a reframed request.

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be sent to freedomofinformation@dhsc.gov.uk or to the address at the top of this letter and be submitted within two months of the date of this letter.

Please remember to quote the reference number above in any future communication.

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

Guidance on contacting the ICO can be found at <https://ico.org.uk/global/contact-us> and information about making a complaint can be found at <https://ico.org.uk/make-a-complaint>.

Yours sincerely,

Freedom of Information Team
freedomofinformation@dhsc.gov.uk

Annex

Please provide copies of all documents you hold (emails/presentations/minutes from meeting) regarding the decision to encourage people to use digital channels first when applying for a covid pass letter.