



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

20 February 2023

Annex A: DHSC response to initial request

Annex B: Request for internal review

Dear Mr Wallace,

FREEDOM OF INFORMATION ACT 2000 (FOIA): INTERNAL REVIEW

CASE REFERENCE: IR-1432737 (FOI-1431037)

You originally wrote to the Department of Health and Social Care (DHSC) on 16 December 2022 requesting information relating to Paper Covid Pass Letters - Eligibility Criteria. We responded to you on 9 January 2023 and a copy of our response, including the full text of your request, can be found in Annex A.

You subsequently emailed DHSC on 10 January 2023 requesting an internal review into the handling of your original request. A copy of your email can be found in Annex B.

The purpose of an internal review is to assess how your Freedom of Information (FOI) request was handled in the first instance and to determine whether the original decision given to you was correct. This is an independent review as I was not involved in the original decision. I apologise for the time taken to reply to your internal review request.

Conclusion

After careful consideration, I have concluded that the response you received to your FOI request was compliant with the requirements of the FOIA.

As stated in the response no decision was made to stop individuals from requesting a COVID Pass letter. Consequently, there is no information relating to such a decision.

Please note that the question raised as part of your internal review request is different to the question posed in your original request. You should have received a response to this new question in FOI-1433392 dated 6 February.

The review is now complete.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by DHSC.

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,

Mr E Franklyn
FOI Internal Reviews
freedomofinformation@dhsc.gov.uk

Annex A: DHSC response to initial request



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

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

9 January 2023

Dear Jeff Wallace,

Freedom of Information Request Reference FOI-1431037

Thank you for your request dated 16 December 2022, 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 does not hold the information you have requested.

A decision was not made to stop people from applying for a letter. Changes were made to encourage people to use digital channels first. The online service does state that individuals need to meet certain eligibility criteria in order to request a letter however, individuals can still request a letter, by checking a box stating that they meet one of these criteria. This can be found at:

[Request an NHS COVID Pass letter for travel - Get your NHS COVID Pass - NHS \(nhsx.nhs.uk\)](https://nhs.uk/conditions/nhs-covid-pass)

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

-----Original Message-----

From: Jeff Wallace request-929384-ea22a02f@whatdotheyknow.com

Sent: 16 December 2022 02:46

To: FreedomofInformation freedomofinformation@dhsc.gov.uk

Subject: Freedom of Information request - Paper Covid Pass Letters - Eligibility Criteria

[You don't often get email from request-929384-ea22a02f@whatdotheyknow.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Dear Department of Health and Social Care,

Please provide copies of all documents you hold (emails/presentations/minutes from meeting) regarding the decision to stop people applying for a paper covid pass letter online, unless they meet a specific eligibility criteria.

Yours faithfully,

Jeff Wallace

Annex B: Request for internal review

From: Jeff Wallace

Sent: 10 January 2023 03:27

To: FreedomofInformation

Subject: Internal review of Freedom of Information request - Paper Covid Pass Letters - Eligibility Criteria

[You don't often get email from request-929384-ea22a02f@whatdotheyknow.com. Learn why this is important at <https://aka.ms/LearnAboutSenderIdentification>]

Dear Department of Health and Social Care,

Please pass this on to the person who conducts Freedom of Information reviews.

I am writing to request an internal review of Department of Health and Social Care's handling of my FOI request 'Paper Covid Pass Letters - Eligibility Criteria'.

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.

A full history of my FOI request and all correspondence is available on the Internet at this address:

https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.whatdotheyknow.com%2Frequest%2Fpaper_covid_pass_letters_eligibi&data=05%7C01%7Cdhmail%40dhsc.gov.uk%7Caa3a70174e2a4734a9e108daf2f35fec%7C61278c3091a84c318c1fef4de8973a1c%7C1%7C0%7C638089424334918523%7CUnknown%7CTWFPbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCi6Mn0%3D%7C3000%7C%7C%7C&sdata=a1wXunVMVclMrFbfcsyb59qU%2BVdNTXzZTIZhntUMNSY%3D&reserved=0

Yours faithfully,

Jeff Wallace