

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gov.uk

Our Ref: FOI2019/19408

Date: 3 June 2019

Dear Amanda Hart,

Thank you for your Freedom of Information request received on 21 May 2019. You asked:

Please kindly supply the following from the year 2015 to the most recent available for maladministration.

(You may or may not refer to this as compensation to grieving families)

Total monies paid out due to death.

Total count of payouts for the same."

DWP Response

I confirm that we do not hold the recorded information to respond to your particular request.

DWP operates a discretionary scheme for paying financial redress to individuals who have personally suffered a financial and/or non-financial impact due to departmental maladministration. You can find more information about the scope of this scheme and the principles underpinning it, by accessing the [Financial Redress for Maladministration](#) policy document on www.gov.uk.

DWP publishes data in its annual report and accounts in relation to the total amount paid in financial redress for maladministration (special payments) and the total number of payments authorised. For ease of reference, I have provided links to the annual reports for [2015/16](#), [2016/17](#) and [2017/18](#).

DWP records data about the total amounts awarded by category of special payment (loss of statutory entitlement, actual financial loss and consolatory payments for non-financial impacts) and the number of awards DWP authorised/declined under each category. We do not record data specifically in respect of financial redress awarded to relatives of deceased customers.

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

Yours sincerely,

DWP Central FOI 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@dw.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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745