

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/39737

10 September 2020

Dear Mark Abraham,

Thank you for your Freedom of Information (Fol) request received on 23 July. You asked:

[Under section 16 of the Act we should help you narrow your request so that it may fall beneath the cost limit and the following documentation is readily available within that limit should you wish to see it.

- ☐ *Ministerial Submission of 8 April 20 – Managing DWP operational complaints & correspondence through Covid 19.*
- ☐ *Ministerial approval of submission.*
- ☐ *Updates to Ministers on 11 May 20 & 1 July 20*
- ☐ *Change Portfolio Management Office (CPMO) submission & decision of 12 May 20*
- ☐ *Equality Impact Assessment (EIA) of 6 May 2020 to support CPMO change application]*

Thank you very much for your prompt response. It would be useful to see the documents if possible please.

DWP Response:

I can confirm that we hold the information you have requested.

Please find the information attached to this email.

Personal information has been redacted. Personal information about a third party is treated as exempt information under section 40(2) of the Freedom of Information Act 2000. This is because personal information is treated under the provisions of the Data Protection Act 1998 and can only be released to you where such disclosure would not breach that person's right to privacy.

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

Yours sincerely,

DWP Central Fol 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@dwg.gov.uk or by writing to DWP, Central Fol 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