

Department for Work and Pensions (DWP)
Central Freedom of Information Team

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX@xxx.xxx.gov.uk

Our reference: VTR 4808

Date: 13 November 2014

Dear J Roberts,

Thank you for your Freedom of Information request received on 31 October 2014. You asked:

In a recently published report by the PHSO a number of cases concerning Jobcentre Plus maladministration etc. are enumerated:

http://www.ombudsman.org.uk/data/assets/pdf_file/0008/28628/Selected-summaries-of-investigations-by-PHSO-April-to-June-2014.pdf

In one case (see page 21) a rogue Jobcentre Plus officer shared a claimant's confidential information with a third party who had abused the claimant. As a consequence, the claimant had to move to another part of the country. In this case the PHSO recommended that you make an additional consolatory payment of £2,000.

1. How much was the consolatory payment you originally offered in this case?
2. By how much did ICE increase the amount you offered?
3. For each of the past 3 years how many Jobcentre Plus staff have been found to have shared claimants' confidential information with parties they should not?
4. For each of the past 3 years how many claimants are known to have had their confidential information improperly shared by Jobcentre Plus staff?
5. For each of the past three years, what is the total amount of consolatory payments made to claimants who have had their confidential information improperly shared by Jobcentre Plus staff?

We estimate that the cost of complying with this request would exceed the appropriate limit of £600. The appropriate limit has been specified in regulations and for central Government it is set at £600. This represents the estimated cost of one person spending 3.5 working days in determining whether the Department holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act

the Department is not obliged to comply with your request and we will not be processing your request further.

If you were to make a new request for a more narrow category of information, it may be that we could comply with that request within the appropriate limit, although I cannot guarantee that this will be the case, and it may help if I outline some possible ways of narrowing your request. For example requesting a smaller time frame.

If you have any queries about this letter please contact us 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@dwpgsi.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 www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745