



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
Caxton House  
6-12 Tothill Street  
London  
SW1H 9NA

Amanda Hart  
request-1016341-a3a464e0@whatdotheyknow.com

[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2023/64052

15 September 2023

Dear Amanda Hart,

Thank you for your Freedom of Information (FoI) request received on 19 August. You wrote:

“I am writing to submit a Freedom of Information (FOI) request under the UK Freedom of Information Act 2000, seeking documents detailing internal discussions, policies, and guidelines related to safeguarding disabled claimants and ensuring accountability for potential harm caused by policies.

Specifically, I request access to the following information that was applicable for the period of January 1, 2017, to August 19, 2023:

1 Copies of policies, guidelines, or protocols that outline the measures and procedures in place to ensure the safety and well-being of disabled claimants who interact with government agencies or benefit programs.

2 Correspondence or documentation that discusses how the department monitors and addresses potential harm caused by policies, especially as it pertains to disabled individuals.

If providing all of the requested information in its entirety presents challenges due to cost or other considerations, I am willing to accept summaries, key excerpts, or relevant portions that provide insights into the internal discussions and policies on safeguarding and accountability.”

## **DWP Response**

We can confirm that we hold information falling within the description specified in your request. However, we have estimated that the cost of meeting your request would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. This represents the estimated cost of one person spending at least 3½ working days (equivalent to 24 staff-hours) in determining whether the Department holds the information, and locating, retrieving and extracting it.

Under Section 12(1) of the FoI Act the Department is not therefore obliged to comply with your request and we will not be processing it further. The reason being the time period you have chosen for correspondence and documentation is too wide to conduct a search within

the appropriate cost limit and the topic you ask about is very broad and is likely to exist across different teams and systems relating multiple to benefits.

Under Section 16 of the FoI Act we should help you narrow your request so that it may fall beneath the cost limit.

We feel that you should consider narrowing your request to a shorter time period, limiting your request to claimants on specific benefits, or focusing the request on the policies and guidelines. Searching for the information you seek, contained across multiple systems will require a very high degree of manual processing and would exceed the cost limit.

We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit as each FoI request is judged on its own merits.

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

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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### **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@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.