



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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[DWP Website](#)

Our Ref: FOI2023/71247

12 October 2023

Dear Amanda Hart,

Thank you for your Freedom of Information (Fol) request received on 15 September. You wrote:

“Thank you for your response dated 15th September 2023, reference FOI2023/64052, which was submitted on 19th August 2023. We accept that you wish to engage Section 12 and deem that our request falls outside the cost limit.

Therefore, I am writing to submit a revised Fol request, with the aim of narrowing the scope of my original request to ensure it falls within the cost limit specified in the Act. Hopefully, this version will be more manageable:

Specifically, I request access to the following information that was applicable in the period of August 2023:

1. Copies of summaries or up to the first 10 matching elements 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. Summaries or up to the first 10 matching elements of correspondence or documentation that discuss how the department monitors and addresses potential harm caused by policies, especially as it pertains to disabled individuals.”

DWP Response

- 1) We can confirm we hold the information for point 1. Please find enclosed content from both our Working Age and Cross Cutting Operational Instructional Portfolios.
- 2) Regarding point 2. We are unable to deal with your FOI request without clarification of the information you seek. To help us do so, we would like to know what is meant by "especially as it pertains to disabled individuals". This covers a broad spectrum, i.e. staff / claimants / organisations etc. If you could be more specific, for example as in part 1 where you state "disabled claimants" this would be helpful.

Under Section 16 of the FOI Act we should assist you in helping you focus your request. Once you have reviewed the material provided to answer part 1, you may want to refine your request to a specific disabled group.

We will consider any revised request however we cannot guarantee that any revised request will fall within the cost limit.

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

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 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.