



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
Caxton House  
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London  
SW1H 9NA

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

[DWP Website](#)

Our Ref: FOI2023/78698

01 November 2023

Dear Amanda Hart,

Thank you for your Freedom of Information (Fol) request received on 14 October. You wrote:

“We deeply appreciate your response dated 12th October 2023 ref FOI2023 71247. With regard to our point number 2 where you asked us to clarify the information being requested we are happy to provide details of our clarified point below:

I request access to the following information that was applicable for the period of January 1, 2017, to the most recent:

Please kindly provide 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 in relation to claimants of benefits and services, including those who are vulnerable or disabled.

I understand that you have already provided information on policies, guidelines, or protocols in point 1 of my previous FOI request. Therefore, you do not need to duplicate that information in response to this request. This part of the request is about the 'monitoring' and addressing of potential harm caused by policies.”

## **DWP Response**

Under Section 14(2) of the Fol Act, public authorities are not obliged to comply with a repeat request.

Where a public authority (in this case the DWP) has previously responded to a request for information which was made by any person, it is not obliged to comply with a subsequent identical or substantially similar request from that person unless a reasonable interval has elapsed between compliance with the previous request and the making of the current request.

In this case, the Department has already responded to a similar request from you, [FOI2023/68443, FOI2023/69072, and FOI2023/71247] on [29 Sep 2023, 9 October 2023 and 12 Oct 2023] and so, under section 14(2) of the Fol Act will not be responding further.

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 Fol 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