



Department
for Work &
Pensions

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

Mark Allen
request-987205-b945bc0a@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: FOI2023/42759

28 June 2023

Dear Mark Allen,

Thank you for your Freedom of Information (FoI) request received on 4 June. You wrote:

“Auditing yorkshire conducted a so called audit of one of your premises, in which he broke the law and placed your customers and staff at risk by filming What is being done to stop people like these auditors doing this They go out deliberately to provoke and cause untold harassment to everyone they meet and put people at risk”

DWP Response

We confirm that we do hold the information you have requested. In response to your query, we are unable to comment on specific cases, but the DWP responds to any issues affecting the safety of its staff and customers with the upmost seriousness. Unauthorised Filming on our premises has the potential to cause distress and undermine individual and departmental security.

DWP do not allow filming and/or audio recording without prior permission. This is to protect customers data, personal and staff privacy and Health & Safety. If any incident occurs where the law is broken on our premises, the Police are called, and their advice is strictly followed. Any breaches or incidents are always reported to the appropriate teams. All incidents are thoroughly reviewed, with further actions undertaken where appropriate.

Regarding the issue of unauthorised filming on DWP premises, clear internal guidance exists for DWP staff and contractors to follow should an incident of this nature occur.

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@dpw.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