



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI 25645/
IR2021/34580

3rd February 2022

Dear Frank Zola,

Thank you for your Freedom of Information (Fol) request received on 29 April 2021 and Internal review on 30 April 2021.

You wrote:

*Please email me a copy of each edition of Touchbase you have sent to email subscribers after your stopped publishing them online at gov.uk after 9 March 2020:
<https://www.gov.uk/government/publications/touchbase-dwp-news-about-work-working-agebenefits-and-services> since you started publishing on 14 September 2015. Please ensure copies of Touchbase disclosed allow all embedded http www website links to be clicked on.*

Please also disclose how Touchbase email subscribers can view an archive of past copies, before they subscribed, as access to such is a common convention for email newsletters. If you are unable to provide subscribers with access to an archive, please share information held on whether you can enable such an archive function and why you have not done so currently and in the past.

And on 30 April 2021:

"I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Touchbase not published since 9 March 2020 - *Touchbase: DWP news about work, working age benefits, pensions'".*

I am wholly unconvinced by your reasons to deny disclosure of Touchbase editions since you ceased publishing them online, there is a significant Public Interest to know how the DWP has communicated change and details of claimants rights and entitlements during the coronavirus pandemic. Therefore, please review your decision not to disclose the information requested."

DWP Response

We have now reopened your Internal Review request and in response to that, we can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

We find that the original decision was not correct and as such your complaint is upheld. The information that you request is therefore attached in a document labelled Annex A.

As was explained in our response to your previous request FOI2021/14089; In March 2020 at the start of the coronavirus outbreak, Touchbase was issued weekly by email with information about the Government's response to the pandemic. Guidance was changing rapidly and the information in Touchbase was quickly becoming out of date. DWP felt there was a risk that people could be misled by out of date information as older editions of Touchbase were available on GOV.UK. To avoid this, DWP decided not to publish emails containing guidance, and instead, ensured that GOV.UK guidance was kept up to date with the latest information.

We do not currently have an archive function available and we do not hold any recorded information on whether an archive function will be enabled in the future.

For the latest editions you may wish to [Subscribe to Touchbase](#)

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 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 Contact Information](#) or telephone 0303 123 1113.