

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gov.uk

Our Ref: FOI2020/10980

06 April 2020

Dear Ewan Gillies,

Thank you for your Freedom of Information (Fol) request received on 7 March. You asked:

When making a journal entry you are given various option:

- 1. A payment*
- 2. A change*
- 3. An appointment*
- 4. Job applications*
- 5. Add a work search note*
- 6. A message for my work coach*
- 7. Service issues*

Can you explain who and what departments look at various options listed above.

If you want a mandatory reconsideration via the journal which option would you use?

The statement shows payments and deductions. Where is the breakdown of the debt management reductions on the journal?

At the dept management call centre, what are the guidelines and info they can give you?

DWP Response:

It may be helpful if I explain the role of the Freedom of Information Act. The Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). The Act does not oblige a public authority to create new information to answer questions; nor does it require a public authority to give advice, opinion or explanation in relation to issues/policies under question.

Anyone can request copies of information which a public authority already holds in a recorded form, but the Freedom of Information Act does not require the Department to generate answers to questions, or create or obtain information it does not hold.

To be helpful please see attached staff guidance document on mandatory reconsiderations.

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

Yours sincerely,

DWP Central Fol Team

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@dw.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745