



Department
for Work &
Pensions

DWP Central Freedom of Information Team
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Alan Green
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freedom-of-information-request@dwp.gov.uk

[DWP Website](#)

Our Ref: IR2022/56905

Date: 28 July 2022

Dear Alan Green,

Thank you for your Internal Review request of FOI2022/43544 received on 20th July.
You wrote:

"I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Ukrainians Denied Access to Universal Credit?'.

I am asking for clarification/explanation for some of the terms you have used.

I will ask that you provide an explanation. Why are you so unhelpful?

A full history of my FOI request and all correspondence is available on the Internet at this address: https://www.whatdotheyknow.com/request/ukrainians_denied_access_to_univ"

DWP Response

In response to your internal review request, 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.

As a result of this review, we are satisfied that the original response was handled properly, and that the outcome of your original request was correct. Your complaint is therefore not upheld and the reason for this is as follows.

In our response to FOI2022/43544 dated 16th June, we provided a full response to all the information you requested. In our response to your follow-up request, FOI2022/51175 dated 7th July, we provided all the reasons why a claim could have ended, as you requested.

In our response to IR2022/53497 dated 20th July, to be helpful we advised, the role of the FOI Act is to provide a legal right of access to recorded information held by a public authority like the DWP, subject to certain exemptions that may apply. However, 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, generate answers to questions, or create or obtain information it does not hold.

However, to be helpful, the closure reason of 'address' indicates that a claimant does not live in a postcode area that is in a UC catchment area. This was used during roll out of UC where the local Jobcentres had not yet converted to UC. Claims would close if the claimant moved from a UC area to a non-UC area. As UC has, for a number of years, been fully rolled out across the UK this closure reason has not been used as it is not applicable anymore and will not have been used for any Ukrainians entering the UK in 2022.

As advised in our response to your previous Internal Review request dated 20th July, if you are dissatisfied with the outcome of the internal review, you may apply directly to the Information Commissioner for an independent review.

Generally, the Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the Civil Service Commission. We confirm that you have now exhausted that procedure. Details of how to make a complaint to the Information Commissioner can be found at the foot of your internal review reply however, to be helpful you can access this via the link here:

<https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/official-information-concerns-report/>

As we are unable to assist you further with this matter, the Department for Work and Pensions will not be responding to any further related correspondence.

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 FOI and EIR complaints](https://ico.org.uk/make-a-complaint/) or telephone 0303 123 1113.