



Department  
for Work &  
Pensions

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

Frank Zola  
request-809819-47813786@whatdotheyknow.com

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

[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2021/95434

1 December 2021

Dear Frank Zola,

Thank you for your Freedom of Information (FoI) request received on 22 November. You wrote:

“For the financial years:

2018/2019  
2019/2020  
2020/2021  
2021/2022 (April to October)

Please advise how many applications for a recovery waiver requested and how many waived and the value/amount of money for each waive request involved? Showing if some or all of the overpayments got waived and the amount of money waived.

Please also provide a copy of your internal procedural, decision making, policy and guidance information on Universal Credit official error overpayments waivers and any standard or template forms and letters used to communicate with and request waivers by claimants and how a claimant can request a decision be reconsidered or appealed.”

## **DWP Response**

Whilst the Department for Work and Pensions (DWP) does hold some information relating to your request the information is not readily available.

This information could only be obtained by accessing a substantial number of individual case files and I estimate that the cost of complying with this request would exceed the appropriate limit of £600 specified in the regulations for central Government. This represents the estimated cost of one person spending 3.5 working days in determining whether DWP holds the information, locating, retrieving and extracting it (if contained within a larger document).

Section 12 of the Freedom of Information (FoI) Act states that DWP is not obliged to comply with requests where responding to any individual element of a request would exceed those costs. Consequently, I will not be processing your request further as I am required to exempt the request in its entirety.

I have considered, as required by Section 16 of the FoI Act, how I might help you to bring your request within the cost limit. I can confirm that I might be able to consider a revised submission if you were to resubmit your request to ask:

1. The total number of all Universal Credit (UC) waivers for Financial years 2019/2020, 2020/2021 and 2021 (April to October).
2. The number of UC Official Error overpayments which were waived along with the amount of money waived for the years 2019/2020, 2020/2021 and 2021 (April to October).
3. A copy of DWP's guidance on Universal Credit official error overpayments waivers.

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@dwf.gov.uk](mailto:freedom-of-information-request@dwf.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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.  
Website: [ICO Contact Information](#) or telephone 0303 123 1113.