

DWP Central Freedom of Information Team

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

Our Ref: IR140

DATE: 27 April 2016

Dear Mr Slater,

I am writing in response to your review request received on 31 March 2016. An internal review has been carried out by someone of a senior grade to the person who dealt with your original request. I am now in a position to respond to you. In your review request you said:

"I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Universal Credit Programme - Post Reset Milestone Schedule'.

Thank you for your response IR 73 dated 31 March 2016. It is difficult to know how to react when the Department issues responses of this quality. The Department claims that "A reply to your original request is attached. " Nothing could be further from the truth. The attachment is PIT 3784 dated 12 October 2015 that was post on the WDTK site on 2 November 2015 (almost a month after it was written!).

The Department's handling of the RFI has fallen well short of what is required under the FOIA. If the Department does actually have a final response please provide it without further delay. I doubt the Information Commissioner will be impressed by the Department's handling of my RFI. "

The review concluded that, because of the important nature of the issues raised in your original request, it took longer than expected to respond. I realise that the extra time taken will have been disappointing and frustrating for you, and I apologise for this. Your request for a review is therefore upheld. The reasoning behind this decision is as follows:

Having considered your request we agree because there was an administration error in the handling of your request. Please accept our apology and find attached the correct response.

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

Yours sincerely,

DWP Strategy Fol Team

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 www.ico.gov.uk