

DWP Central Freedom of Information Team

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

Our Ref: VTR534

13 February 2013

Dear Mr. Jones

Thank you for your Freedom of Information request received on 1 February 2013.

You asked:

Please detail every-time the phrase "Lying Thieving Bastard" or "LTB" has been recorded by your staff in a context that could be viewed as discriminatory and a violation of human rights. This relates to both electronic/ paper records and also includes voice recordings.

As this is, I believe, an infringement of the Human Rights of Vulnerable people being obviously discriminatory, it is in the Public Interest for this information to be made available. I do not accept your previous contention that the phrase "Long Term Benefits" would complicate the search, when a similar request was made against your contractor, Triage, is sufficient to deny this request on the grounds that it is of significant public interest.

I support the #WOWpetition www.wowpetition.com and this phraseology demonstrates the current Government sponsored demonisation of disabled people everywhere. The extent of it's usage needs to be quantified.

The phrase "Lying Thieving Bastards" is not a descriptor that DWP endorses nor is it one that that DWP would tolerate its staff or contractors using in any capacity. DWP staff are expected to operate within the Civil Service Code and in accordance with the DWP Customer Charter. In particular Civil Servants must:

- Carry out their responsibilities in a way that is fair, just and equitable and reflects the Civil Service commitment to equality and diversity; and
- They must not act in a way that unjustifiably favours or discriminates against particular individuals or interests.

You can find the Civil Service Code here:

<http://resources.civilservice.gov.uk/wp-content/uploads/2011/09/civil-service-code-2010.pdf>

and the DWP Customer Charter here:

<http://www.dwp.gov.uk/docs/customer-charter-dwp.pdf>

If you think that DWP employees have breached the Civil Service Code then we would welcome your feedback/evidence via our complaints procedure.

You can find details here:

<http://www.dwp.gov.uk/contact-us/complaints-and-appeals/>

Please be assured that DWP takes complaints seriously and will take appropriate action to investigate these.

With reference to your Freedom of information request: To ascertain whether such information does exist would require a detailed search of all our electronic systems; paper records and those of our contractors. We estimate that the cost of complying with this request would exceed the appropriate limit of £600. The appropriate limit has been specified in regulations and for central Government it is set at £600. This represents the estimated cost of one person spending 3.5 working days in determining whether the Department holds the information, and locating, retrieving and extracting the information. Under section 12 of the Freedom of Information Act the Department is not obliged to comply with your request and we will not be processing this part of your request further.

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@dwp.gsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, 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 www.ico.gov.uk