

DWP Central Freedom of Information Team

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

Our Ref: VTR115 & 116

9 February 2016

Linda Saunders

Dear Linda Saunders,

Thank you for your Freedom of Information requests received on 13 January.

You asked:

In the news is, Work coaches to 'do more to identify claimants likely to require hardship payments' after a sanction, says Secretary of State writing to the Work and Pensions Committee, Mr Duncan Smith also includes a copy of new vulnerability guidance for work coaches. Please give a copy of the "vulnerability guidance for work coaches

And

Please give a list of the documents available on the vulnerability Hub, the DWP information relating to claimants with complex needs / additional support. Please give a copy of the mini guides on Life events and Personal Circumstances, and the Hidden Impairments Toolkit

DWP response

On this occasion the Department will not be processing your response further.

We consider that there is evidence to draw the conclusion that you are using a false name for the purposes of submitting your FOI requests and therefore your request does not comply with Section 8(1)(b) of the FOI Act. This means that to comply with your request the department requires that you give your real name.

We have taken this view in line with a response issued on 26 January to another of your requests. (our ref VTR2).

The Information Commissioner (ICO) has issued guidance for public authorities on this topic. The ICO considers that "the name of the applicant refers to the real name of the applicant. You can see the guidance issued by the ICO here:

http://ico.org.uk/for_organisations/guidance_index/~media/documents/library/Freedom_of_Information/Research_and_reports/recognising-a-request-made-under-the-foia.pdf

If you would like to submit your request again outside of the What Do They Know website, proving your identity as Linda Saunders, or should you wish to submit a request using a name that satisfies the above requirement DWP will be pleased to consider it.

You may send evidence of your name to our email address - freedom-of-information-request@dwp.gsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA

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

Yours sincerely,

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, 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