



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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Finn Keaney  
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[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2023/85711

7 December 2023

Dear Finn Keaney,

Thank you for your Freedom of Information (Fol) request received on 8 November. You wrote:

“Thank you for your reply and revision of your original decision. I am still not sure that you have provided everything though - the most recent of the three documents you provided Covid 19 Rapid Response DPF Minutes 27 redacted.03.20 2.pdf confirm that the work around one-off payments was to be undertaken, and then there are no more documents provided to show what happened. Obviously a decision was made at some point not to progress this item of work further but there is no evidence of this decision or what led to it: the data that you've provided would indicate to a reader that the work would have gone ahead.

Please could you provide whatever took place as part of this item of work afterwards?”

### **DWP Response**

We can neither confirm nor deny we hold information falling within the description specified in your request under section 12(2) of the Freedom of Information Act, as to do so would exceed the cost limit.

This is because we estimate the cost of checking if we hold the requested information or not would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. This represents the estimated cost of at least one person spending 3½ working days (equivalent to 24 staff-hours) in determining whether the Department holds the information, and locating, retrieving and extracting it.

Under Section 12(2) of the Fol Act the Department is not therefore obliged to comply with your request and we will not be processing it further. The reason being the information you have requested could be contained within an email or letter which is instructing a decision has been made and we would need to check many hundreds and thousands of emails received at that time to find out if any matched the specific criteria requested.

It may help if we explain that the work, documented in the Covid 19 Rapid Response DPF Minutes 27 redacted.03.20 2.pdf under the heading 'Emergency Payments to legacy customers', was completed. This was a proposal to re-use/re-purpose existing components of our Seasonal Payments solution and to expedite delivery of the CIS integration component

to complete the end to end payment journey.', and provided DWP with the capability to make bulk one off payments should they be needed.

No decision was made not to progress this item, as you have suggested, therefore no evidence exists that we could provide to you.

Under Section 16 of the FoI Act we should help you narrow your request so that it may fall beneath the cost limit. However, as the request is so broad and we cannot confirm or deny if we hold the information, we are therefore unable to provide more specific advice under Section 16 of the FoI Act.

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-reqxxxx@xxx.xxx.xx](mailto:freedom-of-information-reqxxxx@xxx.xxx.xx) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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](#) or telephone 0303 123 1113.