



Department
for Work &
Pensions

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

Finn Keaney
request-996741-ea780bb2@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: FOI2023/94818

10 January 2024

Dear Finn Keaney,

Thank you for your Freedom of Information (Fol) request received on 7 December. You wrote:

“Thank you for your reply. I would like to narrow my earlier review request down in line with your helpful explanation.

You have stated 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."

I believe that this proposal and whatever response or outcome that resulted from it fall under the scope of my original request and so would like to please see this.”

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.

As explained in the previous response, 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.

We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit as each FoI request is judged on its own merits.

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

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 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.