

DWP Central Freedom of Information Team
e-mail: freedom-of-information-request@dwp.gsi.gov

Our Ref: Fol 4561 and IR 002

Date: 26 January 2018

Dear Mr Slater,

Thank you for your Freedom of Information request of 24 October 2017. Your request for an Internal Review is upheld. Please accept our apologies for the delay in replying. We will answer the questions in the order you have presented them.

Q1. RFI1 – Please disclose the change requests issued by the DWP and HMRC in respect of the UC RTE and UC RTI systems respectively covering the previous 24 months.

A1: It is worth understanding that in DWP Change Requests are a means by which we gather impacts and costs for potential changes and as a result not all Change Requests proceed to delivery. In the past 24 months we have raised 69 Change Requests that relate to our RTE system, of which 24 proceeded to delivery.

DWP is not able to provide details of Change Requests to RTI as this is an HMRC system.

Q2. RFI2 – Please disclose the incidents and fixes for the RTE system for the previous 24 months (subject to the usual redaction of personal information). I assume that the DWP has a formal system for reporting and recording progress/outcome for the incidents and fixes. Please note that I only want the high level information (i.e. not details of the technical solutions).

A2. Due to the changes made to the recording of incidents on DWP IT systems we are unable to provide any information prior to December 2015. Incidents are managed on a day by day basis and where a fix is required we raise a Problem Statement. Multiple incidents may be raised and grouped into a single Problem Statement, when a fix is required.

I can confirm that from December 2015 to 30th October 2017, 40 Problem Statements have been raised in relation to our RTE system. Of these 28 fixes have been applied to deal with these problems in order of priority. The remaining 12 problems are all low priority and will be addressed in the coming months.

We hold additional detailed information on all these incidents and fixes, however we estimate the cost of complying with your request would exceed the appropriate limit for central Government, set by regulations at £600. This represents the estimated cost of one person spending 3.5 days in determining whether the Department holds the information, and locating, retrieving and extracting it. Under section 12 of the Freedom

of Information Act the Department is not therefore obliged to comply with your request and we will not be processing it further.

Q3. RFI3 – Please disclose the scope of the Late, Missing and Incorrect RTI Project (a joint initiative between HMRC and DWP to improve the flow, timeliness and accuracy of Employee submissions to HMRC and subsequent onward transmission to DWP) and how many incidents/cases it has had to deal with during the previous 24 months.

A3. The Late, Missing and Incorrect RTI Project is a project within HMRC that is jointly funded by DWP. This project formally starts from 1st November, so I am not able at this stage to provide details of incidents/cases involved although some preparatory work was undertaken in advance of the project.

The aim of the work is to reduce Late, Missing and Incorrect data through IT changes and ongoing education and support for employers.

Q4. RFI4 – How many cases have been submitted to the “HMRC and DWP Jointly Managed Engagement Team” by claimants disputing their UC award in the previous 24 months.

A4. If a Universal Credit claimant queries the amount of earnings taken into account in the calculation of entitlement, the matter will usually be dealt with within DWP. However, in the relatively small number of cases where DWP cannot resolve the query, processes are in place where DWP, not the claimant, refer the matter to the HMRC and DWP Jointly Managed Engagement Team (JMET) in order for HMRC to contact the employer if appropriate, to clarify any outstanding issues.

DWP refer approximately 70 cases per week to HMRC JMET.

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 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