

DWP Central Freedom of Information Team

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

Our Ref: Fol4843

16 February 2017

Dear Ms Harriman,

Thank you for your Freedom of Information request of 21 December 2016 and review request received on 25 January 2017.

I acknowledge that in this instance, the Department failed to respond within the 20 working days and we apologise for the delay. Furthermore, we apologise for not keeping you updated of the progress of your request.

In reviewing your request the reviewing officer upholds your complaint as the Department failed to respond to your request within 20 days.

The response to your original request is set out below. You asked:

*If a person comes off UC or has their award terminated, are their journal entries saved anywhere and could they ask the DWP to retrieve these, for example if they needed to prove that they had notified a change of circs / provided information / done what was required of them in terms of work search requirements?*

#### **DWP Response**

Universal Credit claims are kept open for 6 months in live service. The UC claimant can then retrieve their data via a Data Protection Act request.

Universal Credit full service accounts can currently be accessed indefinitely.

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

Yours sincerely,

DWP Strategy Fol Team

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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-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.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](http://www.ico.gov.uk)