



**Informing Progress** - Shaping the Future

## **FOIL UPDATE 16<sup>th</sup> September 2021**



### **A new service from DWP CRU**

Information from DWP CRU

DWP CRU have asked FOIL to alert members to the following.

The DWP CRU Right of Access Team has been looking at ways to improve digital communications with stakeholders. During the last 18 months a lot of staff have been working from home during the pandemic so have been unable to retrieve the paperwork from the Department for Works and Pensions. DWP CRU have also received a number of requests asking them to email the details / documents to stakeholders.

In the light of this, DWP CRU would like to offer a service whereby they can email certain documents to interested parties.

As a department DWP CRU have now been given the go-ahead to email stakeholders with the following three outcomes: -

- 1) No CRU letter
- 2) Same Representative letter
- 3) One Accident letter

This option went live from 14/9/21 but as a department it was decided not to go with every firm of solicitors at one go. Firms will be contacted nearer the time to be advised when they are able to access the service.

Full document requests will still currently remain as paper documentation.

If this is an option that your firm would be interested in accessing then could you, please let DWP CRU know by providing a business email address that can be used by the department. The link (which may also be used for any questions is: [cru.dataprotection@dpw.gov.uk](mailto:cru.dataprotection@dpw.gov.uk))

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