

# Freedom of Information request 0111/2011

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## Information request

I want to know the origin of, the rationale for, and the protocols used, re: the absence of holographic (original and handwritten) signatures on documents from Jobcentre Plus (and the DWP if this applies throughout the DWP).

## DWP response

The Department issues between 130-140 million standard letters to customers each year, predominantly, from its computer systems. This figure excludes letters locally produced, for which we do not capture the data.

As with any large public or private sector organisation, it is not always practical for a member of staff to personally sign every letter that is issued in their name, or for a member of staff to sign it on their behalf.

Where the Department feels a signature is required on a letter, an appropriate signature is scanned and added electronically. This, however, is impractical in the case of our computer generated letters given the number of staff in the Department and the large volume of letters. Instead a typed signature of "The Manager" or similar is added.