



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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Owen Stevens  
ostevens@cpag.org.uk

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

[DWP Website](#)

Our Ref: FOI2021/28559

10 May 2021

Dear Owen Stevens,

Thank you for your Freedom of Information (FoI) request received on 9 April. You wrote:

“Please provide any documents showing a) the recommendations made in Internal Process Reviews which are (or have been) being tracked and b) progress made in implementing those recommendations. My understanding is that the Internal Process Review Group (IPRG), in the Customer Experience Directorate, is responsible for tracking these recommendations.”

### **DWP Response**

We can confirm that we hold information falling within the scope of your request.

However, exemption from disclosure contained in Section 35(1)(a) of the Freedom of Information Act 2000 applies. This relates to the formulation or development of government policy. This exemption protects the private space within which Ministers and their policy advisers can develop policies without the risk of premature disclosure

As required by the Freedom of Information Act, we have also assessed the public interest for and against disclosure. There is a public interest in greater transparency which makes government more accountable to the electorate and increases trust.

However, good government depends on good decision-making and this needs to be based on the best advice available and a full consideration of all the options without fear of premature disclosure. If this public interest cannot be protected there is a risk that decision-making will become poorer and will be recorded inadequately.

On balance, DWP is satisfied that in this instance the public interest in maintaining the exemption outweighs the public interest in disclosure. Therefore, the information you seek will not be released.

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

Yours sincerely,

DWP Central Freedom of Information 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.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.