



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Owen Stevens
ostevens@cpag.org.uk

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

[DWP Website](#)

Ref: FOI2021/28559,
IR2021/39175 and IC-17969-
P7C1

23 June 2022

Dear Owen Stevens,

We are writing to you with reference to the complaint you currently have with the Information Commissioner, reference: IC-17969-P7C1.

In connection with this the Department has looked at the information it holds in relation to the information you requested on 9 April 2021 (FOI2021/28559).

We have identified that we are able to release to you 20 recommendations from Internal Process Reviews that fell within the scope of your request.

The balance of the recommendations within scope remain exempt under S.35 of the FOI Act as advised in our earlier responses to you.

Please find attached at Annex A the recommendations that we are now able to release.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

Annex A

IPR Recommendations

Ref	Action
1	Employment and Support Allowance to assure IPRG that learning will be shared when customers transition between product lines
2	Retirement Services to assure IPRG that all existing checks tasked to team leaders are undertaken timeously and this action is embedded in the quality assurance framework to improve compliance.
3	Employment and Support Allowance to assure IPRG they will communicate operational instructions regarding the use of Reg.34 of the Claims and Payments Regulations (Split Payments) and this action is embedded in the quality assurance framework to improve compliance
4	Retirement Services to assure IPRG that Visiting Officers carry clerical forms on all visits to mitigate the risk of system unavailability.
5	Employment and Support Allowance and Personal Independence Payment to assure IPRG that they will communicate Core Visit operational instructions, that this action is embedded in the quality assurance framework to improve compliance.
6	Work and Health Decision Making to assure IPRG that customer call-backs are made in line with service level agreements.
7	Universal Credit to assure IPRG where there are manual changes to Universal Credit customer correspondence, they adhere to Departmental communications standards.
8	IPRG to be assured by Retirement Services they will communicate operational instructions for the referral of high value overpayment notifications to DWP Visiting and these actions are embedded in the quality assurance framework to improve compliance.
9	IPRG to be assured by the DWP Complaints Team that quality assurance processes have sufficient rigour to ensure that factual inaccuracies are identified before responses are issued.
10	Employment and Support Allowance to assure IPRG that they will communicate living together operational instructions to telephony agents and maintenance teams, that this is embedded in the quality assurance framework to improve compliance.

11	DWP Complaints team to assure IPRG that the new quality assurance processes have sufficient rigour to ensure that responses are comprehensive and factually accurate
12	Employment and Support Allowance to assure IPRG that they will communicate operational instructions regarding referrals for home visits and this action is embedded in the quality assurance framework to improve compliance
13	Personal Independence Payment to assure IPRG that they will communicate complaints operational instructions, that this is embedded in the operational framework to improve compliance.
14	Employment and Support Allowance to assure IPRG that closed claims are withdrawn timeously.
15	Universal Credit to assure IPRG that operational instructions includes information to notify the Customer Information Service when a customer has passed away with an unverified date of death.
16	Universal Credit to assure IPRG that operational instructions are updated to confirm a Universal Credit claim should be closed one month after notification of an unverified date of death.
17	Service Planning and Design, with DWP Visits and Retirement Services to assure Internal Process Review Group that there is a mechanism in place for identifying when documents have not been received at the Mail Opening Unit following a Visit.
18	Retirement Services to assure Internal Process Review Group that difficulty contacting Big Word translation service is not a broader issue.
19	Internal Process Review Group to be assured that Retirement Service act promptly when lost documentation is identified by customer calls.
20	Retirement Services to assure Internal Process Review Group that staff are aware that if a claimant dies abroad without a UK National Insurance Number, evidence verification of the death is required.