



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2021/28559  
ICO Ref: IC-117969-P7C1

20 March 2023

Dear Mr Stevens,

You previously made a Freedom of Information (Fol) request received on 9 April 2021. 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.”

You then requested an Internal Review of this decision on 17 May 2021, in which we partially maintained our original position, with you then exercising your right to apply directly to the Information Commissioner’s Office (ICO) for a decision.

Following correspondence with the ICO a Decision Notice has been issued and we are writing to you in response to that Decision.

## **DWP Response**

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

Internal Process Reviews (IPRs) form a core part of the Department’s overall approach to learning and help inform improvement activities across all DWP product lines – which provide services to around 20 million customers – to ensure that we support the continuous improvement of capability, culture, behaviour and processes.

IPRs do not investigate a customer’s death, but look to provide an internal, high quality, holistic investigation to ensure that the Department continuously learns from where the customer experience has fallen short of expected standards.

Findings from IPRs are not necessarily linked to the event that led to the IPR being referred. Improvements can range from ensuring colleagues’ understanding of guidance and instructions, and changes made to processes to improve the customer experience, through to the escalation of issues and concerns identified to inform improvement activity through service lines, or wider departmental change and transformation activity.

The document attached separately at Annex A contains the information on recommendations made in IPRs, which have been tracked along with the recorded progress made in implementing those actions at the time your request was made.

Within the information some redactions have been made as required by the Freedom of Information Act 2000. The exemptions that this redacted information relates to are:

- Section 40(2)  
This section exempts information in response to a request if it is personal data belonging to an individual other than the requester and in this instance consists of names of DWP staff below the grade of Senior Civil Servant.
- Section 44  
Section 44(1)(a) provides an exemption from disclosure where it is prohibited under an enactment; for example, other legislation prohibits disclosure. The relevant legislation is contained in Section 123(1) Social Security Administration Act 1992 which allows that any unauthorised release of personal information relating to particular persons gathered for Social Security purposes would be a criminal offence. In the instances in which this has been applied, this is to ensure individuals are not identifiable through the release of information.

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

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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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@dpw.gov.uk](mailto:freedom-of-information-request@dpw.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 FOI and EIR complaints](#) or telephone 0303 123 1113.