



Department
for Work &
Pensions

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Central FoI Team
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Owen Stevens
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Email: freedom-of-information-request@dwp.gov.uk

Our Ref: IR2020/07676

Date: 17 March 2020

Dear Owen Stevens,

Thank you for your Internal Review request on FOI2020/03252 received on 20 February 2020. You said:

Please carry out an internal review of this response

It is unclear what is meant by “there is no formal commission to publish a review”. I do not understand how there can have been no results from the review which could be provided to me.

If the purpose of the review was to identify areas where more could be done to build on the support DWP currently provides to vulnerable claimants then please provide any documents which indicate what areas were identified.

DWP Response

In response to your request, I can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

I am satisfied that the original response was handled properly and that the outcome of your request was correct. The reasoning behind this decision is that the original request asked for documents relating to the results of the review and I can confirm that these are not held. The sentence “*there is no formal commission to publish a review*” was explaining that this review was undertaken without a formal term of reference or consolidated report at a specific date, but has instead identified various areas of work which are being taken forward to ensure vulnerable claimants are supported. This work is ongoing and part of our improvement efforts.

Whilst outside of our obligations under the FOI regime, to answer the second part of your question, the areas that we have identified to work on to ensure we offer the safety and support to vulnerable people are to:

- Raise awareness among staff about safeguarding;
- Highlight training available for all staff;
- Centralise and co-ordinate policy, guidance and monitoring of implementation and change;
- Consider and secure funding for safeguarding officers;
- Set out the principles of safeguarding as a department and our relationships with external partners;
- Business areas to consider how they benchmark against the overarching safeguarding principles and enhance processes where required; and
- Strengthen our decision making processes by taking a safety and support approach.

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

Yours sincerely,
DWP Central FOI Team

Your right to complain under the Freedom of Information Act

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

Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745