



Department
for Work &
Pensions

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Dear Owen Stevens

Thank you for your Freedom of Information (Fol) request received on 14 February.
You asked for:

Please send me the guidance given to members of staff participating in an Independent Process Review (if IPRs no longer exist then please tell me this and send me a copy of the guidance prior to it being scrapped) to guide them when considering a case.

DWP Response

I can confirm that Department for Work and Pensions (DWP) does hold the information you requested.

The following two pieces of guidance are given to members of staff participating in an Internal Process Review:

- 1) If selected, the IPR Focal Point will work with the nominated point of contact to produce of a factual report/sequence of events. The report has to be returned to the Focal Point within **10 working days** from when it has been accepted for an IPR.

The Focal Point will then convene a panel of senior leaders, operational colleagues and subject experts to discuss the end to end journey of the customer. This panel will decide if there are any recommendations to be considered.

The Focal Point will send the completed summary report to the Director, who will take forward any recommendations. They will notify the Focal Point of outcome of the recommendations

2) Guidance for Internal Process Review Report authors

General

Your role is to produce the customer journey that will then be reviewed on the IPR panel.

Chronology

You should complete the template with a factual chronological record of actions, supported by documentary evidence. E.g. letters, screen prints, decisions, forms, recorded conversations etc. as attached/embedded annexes.

The report needs to, where possible, start at the first interaction between DWP and the customer – the panel will review the whole customer journey and not just the specific events that led to the IPR being commissioned.

If you seek the views of experts, then please make sure this is clearly marked as their opinion.

Where there are multiple benefits involved then you will need to liaise with other parts of the business to bring all of their input into a single report. Ensure that you add the details of any contributors so they can be invited to the panel.

Summary of the key points

Here you can include a brief outline of what happened, and if necessary, what should have happened.

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

Yours sincerely,

DWP Operations
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 or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, 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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745