



Department
for Work &
Pensions

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Dear Owen Stevens

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

Please send me the guidance to DWP staff on when to refer a case for an Internal Process Review (IPR). If IPRs no longer exist then please tell me this and send me the last version of the IPR guidance before it was scrapped.

DWP Response

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

Below is the guidance for our staff on when to consider referring a case for an Internal Process Review:

When should Internal Process Reviews be commissioned?

There is no exhaustive list but they can be commissioned in any case where it is considered that objective scrutiny would be beneficial. Examples are:

- Alleged suicide or attempted suicide
- Where information is received that a DWP customer has attempted suicide or died by suicide and it is alleged DWP activity may have contributed to this. In these circumstances, an IPR is mandatory. This is irrespective of whether a complaint has been made or a suicide is formally confirmed.

Vulnerable customers

- IPRs analyse complaints made by customer that are identified as being vulnerable or customers who have additional needs.

Complex issues

- These types of cases may benefit from an IPR. The evidence used to come to a decision can be re-examined to ensure all the issues raised by the customer have been fully addressed.

Unusually persistent or vexatious customers

- Customers that have been identified under this category may also benefit from IPR. It allows an opportunity to quality assure our processes and communications to ensure these have not exacerbated the customer's behaviour.

If you have any queries about this letter, please contact us 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