



Department
for Work &
Pensions

DWP Central Freedom of
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[DWP Website](#)

Our Ref: FOI2021/28533

8 June 2021

Dear Owen Stevens,

Thank you for your Freedom of Information (FoI) request received on 9 April. You wrote:

“This FOI concerns two recently established DWP directorates, the Service Excellence Directorate and the Customer Experience Directorate.

Please provide any documents indicating any of the following:

- Names of teams within each directorate (and, if available, a short explanation of their roles/responsibilities)
- The organisational structure of the directorates - this might be shown in an organogram, for example
- The responsibilities of each of two directorates within the department”

DWP Response

We wrote to you on 10 May confirming that we hold information falling within the terms of your request; however, we needed more time to consider aspects of your request.

Namely that we had not yet reached a decision on the balance of the public interest and needed further time to consider all the circumstances of the case.

We can confirm that we have concluded this and that there is a greater balance in releasing this information and as such we have attached the following two annexes within one document:

- **Annex A** – The team names and organisational structure within Service Excellence Group and the Customer Experience Directorate. To note, the Customer Experience Directorate is part of the Service Excellence Group
- **Annex B** – The responsibilities within Customer Experience Directorate

In relation to the responsibilities of the Service Excellence Group, we can confirm that the Department holds this information. However, the information is exempt under Section 21 of

the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain.

However, to be helpful you can find the information you seek at [Responsibilities of the Service Excellence Group](#).

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

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, 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 Contact Information](#) or telephone 0303 123 1113.