

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: VTR 18

Date: 19 February 2015

Dear Mr Harris,

Thank you for your Freedom of Information request received on 5 January 2015. You stated:

I refer to the FOI request and your response at https://www.whatdotheyknow.com/request/benefit_related_deaths

One of the attachments in your reply says in part:

"A Peer Review can determine whether local and national standards have been followed or need to be revised/improved"

In the "60 peer reviews following the death of a customer":

- 1. How many reviews identified that all local and national standards had been followed?*
- 2. How many reviews identified that some local or national standards had not been followed?*
- 3. How many reviews identified that some local or national standards need to be revised/improved?*
- 4. What action has there been to date in the cases referred to in my questions 2 & 3 above?*

DWP response

We wrote to you on 30 January explaining that we needed more time to respond to your request.

I should like to advise that although the Department had conducted 60 Peer Reviews in total by the time it responded to an FOI request with the figure you have quoted, in fact only 49 of these reviews had been conducted in circumstances where the claimant had died. The Department regrets the error in its previous response on this point.

33 out of the 49 cases referred to above contained recommendations for consideration at either national or local level.

National recommendations have been referred to the Customer Journey team for inclusion in their regular reviews. Local recommendations have been referred to the appropriate office to be taken forward.

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

Yours sincerely,

DWP Central Fol 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@dwpgsi.gov.uk or by writing to: DWP, Central Fol 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 www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745