



Department  
for Work &  
Pensions

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref : 1740

DATE: 15 May 2017

Dear Brian Tanning,

Thank you for your Freedom of Information request received on 20 April 2017. You asked for:-

Please provide any Key Performance Indicators which apply to DWP around the handling of mandatory reconsiderations of benefit decisions, especially turnaround time.

Please also provide historic performance against these indicators.

### **DWP Response**

The key measures which are used by the Department for Work and Pensions to monitor Mandatory Reconsideration (MR) performance are:

- a) 90% to be cleared within target.
- b) 80% of the original decisions are to be upheld.

The performance measures for April 2016 - March 2017 are:

% MR Cleared within target = 70.2%

% MR Original Decision Upheld = 87.5%

**Notes:**

Upheld - percentage of MRs where the decisions have either been unfavourable to the claimant or where the previous decision has been maintained.

**Sources:**

RDA/RAA 60209 & 60205 reports for DLA/AA,  
Pensions computer system for Pension Age,  
SAS Business Analytics software for CMG,  
Decision Making and Appeals Case Recorder (DMACR) for Working Age benefits.

The above data sources are Departmental performance management, data capture and reporting tools. This type of internal management information does not form part of the official statistics outputs that are released by the Department in accordance with the UK Statistics Authority's Code of Practice.

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

Yours sincerely,

DWP Central Fol Team

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**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.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to DWP, Central Fol Team, 5<sup>th</sup> Floor The Adelphi, 1-11, John Adam Street, London WC2N 6HT. 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.gov.uk](http://www.ico.gov.uk)

