

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gov.uk

Our Ref: FOI2020/03586

21 February 2020

Dear Lee Jefferson,

Thank you for your Freedom of Information (Fol) request received on 27 January. You asked:

Please kindly provide the titles and dates of all peer reviews carried out from 2010 to the most recent available. If the exact date isn't known then please just specify the month and year.

For instance:

10th August 2010, Peer review into X matters 17th July 2015, Peer review into Y matters April 2017, Peer review into Z matters

DWP Response:

Peer Reviews were renamed Internal Process Reviews in 2015.

Records prior to 2015-16 have been destroyed or are incomplete in line with GDPR/data retention policies. The retention of customer documentation is directed by the Information Management Policy, which specifies guidance for the retention of customer claims. The Data Protection Act 2018 dictates that "*personal data kept for any purpose should not be kept for longer than necessary*".

We don't hold the records in the format requested.

Each Internal Process Review is titled with the name of the customer. This information is withheld as it falls under the exemption in Section 40(2) of the Freedom of Information Act 2000; this exemption covers personal information. Personal information about another person cannot be disclosed to a member of the public without the consent of the person who the information is about, as unauthorised disclosure would contravene the data protection principles of the Data Protection Act 1998.

Due to changes in processes the month the IPR was commissioned is used in the list below. In 2019/20 we reviewed our approach to IPR's, broadening the range of cases that were considered, including reviewing cases from previous years, therefore it is not possible to draw any further conclusions from this data set.

June 2015
June 2015

August 2015
September 2015

September 2015
November 2015

November 2015	August 2017	June 2019
December 2015	September 2017	June 2019
February 2016	September 2017	June 2019
February 2016	November 2017	June 2019
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August 2016	March 2018	July 2019
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September 2016	March 2018	July 2019
September 2016	April 2018	July 2019
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May 2017	May 2019	December 2019
May 2017	May 2019	December 2019
May 2017	May 2019	December 2019
June 2017	May 2019	January 2020
June 2017	May 2019	January 2020
June 2017	June 2019	January 2020
August 2017	June 2019	

If you have any queries about this letter, please contact me 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@dpw.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