

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/30171

23 August 2019

Dear Gemma Partridge,

Thank you for your Freedom of Information (Fol) request received on 13 August. You asked:

Please kindly provide the number of staff working in your 'Quality Assurance' department broken down by job title. * This is the department referred to by Esther McVey (during her DWP time) when she said "All our processes are quality assured~"*

A previous Fol revealed no external company was brought in to quality assure processes~ thereby concluding it is an 'inside job'.

For instance:

Works manager 1

Quality specialist 3

Data analyst 8

Data processor 12

Office trainee 1

~ Link to all sources: <https://endpropaganda.wordpress.com/2015/03/30/serious-questions-for-dwp-as-document-shows-no-company-quality-assures-their-processes/>

DWP Response:

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

DWP's Quality Assurance Team is made up of 122 Assurance Officers and 12 Assurance Team Leaders. They use a Quality Assurance Framework made up of three tiers:

First Tier - Local assurance within DWP front line Operations enables colleagues to target risks in the customer journey. These checks are carried out by local operational staff and resource is variable. The resource numbers involved are determined by priority, risk and demand.

Second Tier – The DWP Quality Assurance Tier 2 team focus on end to end process assurance of New Claims and reporting Changes of Circumstances. Tier 2 staff complete

independent and impartial assurance checks and provide management information to Operational teams on process compliance.

Third Tier – DWP's Performance Measurement process focusses on DWP's responsibility for public funds and our accountability to Parliament for any losses. Each year DWP publishes its National Statistics which provide an estimate of the Monetary Value of Fraud and Error in the benefit system. Performance Measurement staff carry out this independent assurance and work with National Audit Office (NAO), who provide their 'seal of approval' on figures and processes. (For Child Maintenance Group NAO carry out the Tier 3 function).

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

Yours sincerely,

DWP Central FoI 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@dwpgov.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