

**Department for Work and Pensions (DWP)
Central Freedom of Information Team**

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

Our reference: IR75

Date: 17 February 2015

Dear Mr Harris,

Thank you for your Freedom of Information (FOI) review request, which we received on 10 February 2015.

I am of a senior grade to the person who dealt with your request previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

You have asked us:

I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Sanctions comprehensive monitoring regime'.

Thank you for the information on procedures, etc. that you sent. Unfortunately, you haven't fully answered my request which included "Please include any and all reports and audits produced by the regime."

I note that the document "Quality Assurance Framework - Labour Market Decision Making" sections 29-39 mandates processes that should result in suitable reports and audits.

Please provide me with those reports and audits to complete the processing of my request.

I can now provide additional information originally requested and apologise that this was not sent originally. The only recorded information which meets your request is a summary of the quality checks undertaken and this information is recorded below.

	Apr-2014	May-2014	Jun-2014	Jul-2014	Aug-2014	Sep-2014	Oct-2014	Nov-2014	Dec-2014	Jan-2015	Year To Date
Cases Checked	2,700	2,940	2,572	1,665	1,138	1,391	3,748	663	1,170	1,261	19,248
Cases Correct	2,465	2,721	2,418	1,565	1,061	1,289	3,480	576	1,006	1,014	17,595
Accuracy Rate	91.3%	92.6%	94.0%	94.0%	93.2%	92.7%	92.8%	86.9%	86.0%	80.4%	91.4%

I hope this is helpful but if you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely

Your right to complain under the Freedom of Information Act

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