

DWP Central Freedom of Information Team

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

Our Ref: VTRIR425

DATE 15 October 2012

Dear Mr Slater,

Thank you for your request of 2 July 2012 for an internal review of the response you were sent to the request you made on 15 May.

The review was conducted by an independent official of the Department, of the relevant grade and authority to carry out such requests. The case has been examined afresh, and guidance has been sought from domain experts to ensure all factors were taken fully into account.

Firstly please accept my apologies for the delay in responding.

It seems most straightforward to address the questions as you have listed them in your email:

**Is this a genuine mistake or yet another deliberate attempt to mislead?
Is the DWP absolutely sure that they wish to claim that the UC Programme started in November 2011?**

I regret to say that there was an error in the original response. The Universal Credit programme was formally established in November 2010, not November 2011.

Are the DWP really claiming that the Major Projects Authority in the Cabinet Office held a starting gate review almost a year before the programme actually started?

No, the starting gate was held after the programme was established. Again, I am sorry that the mistaken date given in the earlier response has confused the picture.

What triggered the creation of the documents and how long did it take to create them from scratch?

The documents were created as part of the standard process of setting up the programme in November 2010.

If the Risk Register, Issues Register and schedule weren't created until November 2011 then how was the programme being professionally managed before the creation of these documents?

The assumption behind this question is incorrect. The documents were created at the inception of the programme, which has been professionally managed throughout.

If the documents were created prior to the stated date (which the SGRR suggests they were) then why have the DWP lied about the creation date?

DWP has not lied about the creation date. As I have already acknowledged, the letter you received erroneously referred to November 2011 when it should have said November 2010.

Is it true that whilst risk and issues registers may have existed they were not being used or updated regularly (as one would expect within a professionally run programme) as the programme team believed that employing the Agile Methodology meant that they didn't have to?

No, it is not true.

Would the DWP like to reconsider the opinion stated previously regarding Agile? Any programme that states it will deliver early in May 2012 and then has to announce a month later that it will slip is exhibiting the classic symptoms of failing.

This question is based on a misapprehension. There has not been any change in the planned implementation date for Universal Credit, which remains October 2013, as it has been since the beginning of the programme.

Do any of the programme staff hold qualifications in:

- Risk Management.
- Project Management (Prince2 is a process qualification not a qualification in PM).
- Programme Management (MSP is a process qualification not a qualification in PM).

Programme staff have a range of qualifications and experience appropriate to their roles.

Is it not the case that the Universal Credit Programme is now clearly exhibiting signs of failure (this is a statement of fact not an opinion). Please provide the documents (e.g. Risk Register, Issues Register and High Level Schedule) that will prove or disprove this.

You requested a review of the decision not to disclose those documents in response to your earlier request, reference IR330. That reply was sent to you on 10 August 2012.

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 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