

Mr Pring
John Pring <john@disabilitynewsservice.com>

19/02/2015

FOI ref no 5012

Dear Mr Pring,

Thank you for your Freedom of Information request received on 18/11/2014. You asked for:-

In February 2012, DWP started collecting national records of peer reviews.

Please tell me who made the decision to start collecting these national records in February 2012, and what the reason was for this decision.

I look forward to your response in due course.

DWP response

I apologise for the delay in responding to you.

Early in 2012 a number of wide ranging national initiatives were introduced to remove support work from our customer facing staff allowing them to be fully focused on the customer.

One of these initiatives was the setting up of a Peer Review support team to arrange, monitor and co-ordinate any requests for Peer Reviews. As a result of this change to help improve customer service we were able to start collecting national data.

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@dwp.gsi.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 www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745