

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

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

**Our reference:** VTR 1116

**Date:** 30 March 2015

Dear Mr Powell

Thank you for your Freedom of Information request received on 21/03/15.  
You asked:

*In many statements given by Esther McVey in response to questions related to DWP processes (the most recent being a response to a question by MP Debbie Abrahams as to how many Peer Reviews were currently in place related to the death of a claimant where McVey said "All our processes are quality assured " and that there were 49 Peer Reviews in place).*

*My question is specific to "Quality Assured Processes". Please would you kindly confirm those processed are quality assured by company Price Waterhouse Coopers (PWC)?*

*If you're not able to name the company would you kindly therefore be able to confirm that the DWP brings in an outside company to Quality Assure DWP processes?*

No external companies are involved in Quality Assuring DWP processes.

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

Yours sincerely,

DWP Central Fol Team

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**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](mailto:freedom-of-information-request@dwp.gsi.gov.uk) or by writing to: DWP, Central Fol 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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745