

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/29365

Date: 15 August 2019

Dear Glenys Harriman,

Thank you for your Freedom of Information request received on 6 August 2019. You asked:

"I have been able to obtain DWP guidance on someone setting up their claim "offline" (ie by telephone, non-digital); and guidance on moving from non-digital to online.

*However there will be circumstances (usually to do with a change in health / disability) when a digital claimant will need to change to non-digital. Or it could be that they were claimed digitally when really this was inappropriate for them and they need to change.
And I have been unable to find any information on this.*

Please could you supply any guidance or other documentation that advises DWP staff on procedure in such cases, as a colleague has been advised by DWP that this is "not possible", which seems irrational."

DWP Response

I confirm that we hold the recorded information to respond to your request.

Please find the attached guidance on telephone claims excerpt, 'Claimants who are no longer able to maintain their claim online', and additional guidance on Assisted Digital.

If you have any queries about this letter, please contact the Department 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@dw.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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745