

DWP Central Freedom of Information Team

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

Our Ref: Fol 901 & IR 168

DATE: 13 April 2017

Dear Ms Daisley,

Thank you for your Freedom of Information requests of 6 March and 5 April 2017. Please accept our apologies for the delay in responding to you. You asked:

Please provide a copy of all / any guidance pertaining to the Universal Credit online accounts that claimants are now expected to use in order to manage their universal credit claim.

My request includes (but is not limited to) any 'toolkit' document that has been written as a guide, for DWP employees, to the universal credit online account.

Please note that in October 2016 we published the complete Universal Credit full service guidance in the House of Commons library. This is available to the public via the following link, deposit reference "DEP2016-0778":

http://www.parliament.uk/business/publications/business-papers/commons/deposited-papers/?fd=2016-10-01&td=2016-11-01&search_term=Department+for+Work+and+Pensions&itemId=119004#toggle-778

For ease we have also attached the information you require.

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

Yours sincerely,

DWP Strategy 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@dwpgsi.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.gov.uk