

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

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

Our reference: Fol 3711

Date: 4 October 2017

Dear Dan Manville,

Thank you for your Freedom of Information request received on 7 September 2017. You asked:-

'On reading the guidance on UC full service in the Parliamentary document repository recently I could not find the word "vulnerable" in any of the dozen or so excerpts I searched in.

I would like to know; other than the "identifying people with complex needs" or "assisted digital" guidance, whether there is any guidance for Universal Credit staff on how to treat vulnerable people such as those with severe mental health problems or learning difficulties.'

DWP Response

The guidance you have requested is in 'Health', 'Sanctions' and 'Payment' guidance in the House of Commons library which can be found in the following link:

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

For ease of reference I also enclose a copy of the guidance.

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@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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745