

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: Fol 2475

Date: 13 June 2018

Dear Glenys Harriman,

Thank you for your Freedom of Information request received on 17 May 2018. You asked:

*I noticed that the answer in this response:*

*"UC claimants would not be able to see journal entries from previous claims as it is not retained by the Department for Work and Pensions."*

*- appears to contradict the information we received in FOI 3669 where we asked "If someone's UC award has been closed but they then make a new claim, can the DWP Full Service computer system deal with there being both a closed claim (with presumably data being held on it for up to 14 months) and a new claim in respect of the same person? In that - can someone put in a mandatory reconsideration of the decision to close the claim (or a MR of any other issue relating to the closed claim such as how much was paid, overpayment etc ) - while simultaneously being a new UC claimant? Will they be able to access data (eg journal entries, award amounts for previous assessment periods) on the old UC award while having a current award? "*

*and the response was*

*- ""1. The full service computer system can deal with a closed claim and a new claim in respect of the same person.*

*2. The data required for any mandatory consideration request will be available on the system in these circumstances.*

*3. A claimant can still access their data relating to journal entries and previous awards.*

*"*

*I wonder if you could explain the difference?*

*Because 1928 is saying that data is not retained by DWP; whereas 3669 is saying that data IS retained ???*

## **DWP Response**

In terms of a closed claim and a repeat claim, a claimant can apply for a reclaim within 6 months. The notification informs the claimant that they can reclaim and the system automatically offers a reclaim to those that qualify. For claimants that can reclaim, they are presented with their previously declared data when they log in. If nothing has changed they simply confirm this by using a tick box.

For claimants who have something to change, they only need to input the information that has changed. They do not need to re-input any other data. The submission process is the same.

When a claimant makes a new claim following the end of a previous award, they retain their account, as long as it is within 14 months. The claimant can only see their current journal content. They will not be able to see entries in previous claims.

Claimants can apply for a Mandatory Reconsideration against the original decision, provided it is made within 1 months. This can be extended up to a further 12 months in special circumstances. A person can dispute the decision to end entitlement within these timescales.

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

Yours sincerely,

DWP Strategy 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.gov.uk](http://www.ico.gov.uk)