



Department
for Work &
Pensions

Central FoI Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

www.dwp.gov.uk

V Bowen
request-555479-
e9e6e8f5@whatdotheyknow.com

Email:

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

Our Ref: FOI2019/07806

Date 15 March 2019

Dear V Bowen,

Thank you for your Freedom of Information request received on 23 February. You asked for:

“Re. Universal Credit Natural Migration . In aborted and proceeding UC claims- What processes are currently being used by DWP to look for claimants of Universal Credit with "complex needs" prior to the termination of legacy benefits? How are UC claimants with complex needs currently being safeguarded in advance of the termination of legacy benefits?”

DWP Response

It may be helpful if I explain the role of the Freedom of Information Act. The Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). The Act does not provide that a public authority must create new information to answer questions; nor does it provide that a public authority give advice, opinion or explanation in relation to issues/policies under question.

In cases where a customer does ask a question, rather than request recorded information, we do our utmost to provide the recorded information that best answers the question. Once the public authority has provided the recorded information, it has met its obligations under the Act; interpretation of the information provided is left to the requestor.

The information we hold that best explains / answers your questions in the order you asked them is as follows:

Natural Migration is an automatic outcome of replacing one system with another i.e. when a claimant in receipt of a legacy benefit has a change of circumstances that either ends their legacy claim (or requires a claim to an additional legacy benefit) they will then make a claim to Universal Credit rather than a legacy benefit. Information is also attached at Annex A.

Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you.

Universal Credit guidance is published in the House of Commons library and can be accessed through the link below: Deposit ref. DEP2018-0759, in the Deposit ref. column click “Show all files”. In relation to the request please see Deposit papers: ‘*Complex Needs Overview – v8.0*’ and ‘*Claim closure_re-claims- v5.0*’:

https://www.parliament.uk/business/publications/business-papers/commons/deposited-papers/?search_term=Department+for+Work+and+Pensions&itemId=119004#toggle-759

For information, Universal Credit guidance is periodically added to the House of Commons library.

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

Yours sincerely,

Policy Group FoI Team
Department for Work and Pensions

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