

DWP Policy Group Freedom of Information Team

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

Our Ref: FOI2019/07824

15 March 2019

Dear V Bowen,

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

Re Natural Migration to Universal Credit (UC).

In all of the situations below please provide information on how DWP are currently identifying UC claimants with "Complex Needs "and how DWP are safeguarding these claimants from the immediate termination of legacy benefits - A Universal Credit claim that is closed by DWP for whatever reason.

A universal Credit claim that is defective.

A Universal Credit claim that is aborted by the claimant.

A Universal credit claim that is withdrawn by the claimant.

A Universal Credit claim that lapses when identity is not proven in person or online.

DWP Response:

I can confirm that the Department does not hold recorded information in relation to specific scenarios about Natural Migration.

However, to be helpful, 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". For example, 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,

DWP Policy Group 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 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 https://ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745