

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/26979

31 July 2019

Dear Curtis Allan,

Thank you for your Freedom of Information (Fol) request received on 19 July. You asked:

*Please note, this is not a repeat Freedom of Information (Fol) request.*

*In its reply to my Fol request, Ref: Fol 2019/25891, the DWP provided me with information that they thought best explained / answered my questions.*

*On this occasion, I am not asking a question. Nor am I asking the DWP to provide me with information that they think best explains what I wish to know in relation to my request. In this instance, I am making a request for recorded information held by the DWP.*

*Please provide me with any recorded information held by the DWP, which states whether or not it is a legal requirement for claimants to use or access the 'To-do list' or the 'A message to my work coach' sections of the Universal Credit journal, as a condition of claiming Universal Credit.*

*I am not asking the DWP to create a bespoke reply in relation to my Fol request. Nor am I asking the department to provide me with the information it feels best explains what I wish to know. If the department does not have the information I have requested then please state this in your reply.*

**DWP Response:**

I can confirm that the Department holds this information. However, the information is exempt under Section 21 of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain.

However, to be helpful you can find the information you seek using the following information provided.

Please refer the claimant to section 4(1)(e) of the Welfare Reform Act 2012 which requires a claimant to accept a claimant commitment as a condition of entitlement to UC.

<http://www.legislation.gov.uk/ukpga/2012/5/section/4/enacted>

And to section 14 of the 2012 Act sets out that a claimant commitment is a record of a claimant's responsibilities in relation to an award of UC. It includes a record of the requirements that the claimant must comply with under the Act.

<http://www.legislation.gov.uk/ukpga/2012/5/section/14/enacted>

Every claimant's claimant commitment says "I'll sign in to my online account often to complete activities in my to-do list and report changes of circumstances promptly." When accepting their claimant commitment, every claimant agrees to sign in to their online account to complete activities in their to-do list.

Also relevant is the information provided in your previous request:

The following Section 23(3) of the Welfare Reform Act 2012 contains the legislations that requires a claimant to comply with conditions set out in their claimant commitment. It provides that the Secretary of State, for the purpose of verifying a claimant's compliance with a work-related requirement, may require a claimant to;

- a) Provide to the Secretary of State information and evidence specified by the Secretary of State in a manner so specified;
- b) Confirm compliance in a manner so specified.

Further details of this can be found here:

<http://www.legislation.gov.uk/ukpga/2012/5/section/23/enacted>

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

Yours sincerely,

DWP Central 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.gov.uk](mailto:freedom-of-information-request@dwp.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  
Web: [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745