

Mr F Zola

Universal Credit Operations Level 2 Castle Court

Royal Avenue

Belfast

BT1 1DD

DfC/2020-0189

10 December 2020

request-706978-ba14903c@whatdotheyknow.com

Dear Mr Zola,

**Freedom of Information Act 2000**

The Department has now completed its search for the information which you requested on 18 November 2020.

You specifically requested internal policies, guidance and operational procedures the DfC is using to apply the actions and policies for “light-touch” discussions without the threat or potential of a sanction, in recognition of the challenging circumstances people still find themselves in."

A list of the information is detailed in Annex A and a copy of the information is enclosed at attachments with this letter.

If you are dissatisfied with this response and wish to request a review of our decision or make a complaint about how your request has been handled, you may ask for an internal review within two calendar months of the date of this letter. You should write to the Information Access Manager, Department for Communities, Level 5, Nine Lanyon Place, BELFAST, BT1 3LP, or send an email to foi@communities-ni.gov.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a review of our original decision.

The Information Commissioner can be contacted at:

 Information Commissioner’s Office

 Wycliffe House

 Water Lane

 Wilmslow

 Cheshire

 SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours Sincerely,

Sheila Fitzpatrick

Universal Credit Operations

**Annex A**

**SCHEDULE OF RECORDS**

|  |  |
| --- | --- |
| **No.** | **Description of Document** |
| 1 | Submission to the Minister – 24 June 2020 |
| 2 | Powerpoint Presentation - DfC Universal Credit Guidance – COVID 19 Spotlight on: First Commitments by Phone - Appointment Process from 15th July 2020 |
| 3 | Powerpoint Presentation - DfC Universal Credit Guidance – COVID 19 Spotlight on: Fortnightly Work Search Reviews |
| 4 | UC Covid-19 Staff Guidance - Lines to Take - Conditionality Restart  |
| 5 | UC Covid-19 Staff Guidance - Lines to Take - Commitments |