



Department
for Work &
Pensions

DWP Central Freedom of
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[DWP Website](#)

Our Ref: FOI2022/97014

20 December 2022

Dear Owen Stevens,

Thank you for your Freedom of Information (FoI) request received on 5 December. You wrote:

“The new Secretary of State recently told the Work and Pensions Select Committee that new internal guidance had been issued:

Q34 Siobhan Baillie: On the childcare element of Universal Credit, we have heard evidence that work coaches struggle with this. We were told that there was an effort to put a specialist childcare work coach into various different jobcentres. I would be interested to know whether there has been any progress on this. It is a generous scheme at 85%. We know that the take-up is incredibly low and we have had witnesses before us telling us it is actively discouraging them from not only going to work but maximising their opportunity, particularly with the up-front costs. I would be interested to know what work has been done to assist work coaches to assist claimants and whether there are any potential changes coming down the track with childcare.

Mel Stride: We do recognise that we need to get the message out there. In June this year a major communication strategy was rolled out to encourage take-up, with the Department communicating new internal guidance to operational staff.

Please provide a copy of the new internal guidance issued in June.”

DWP Response

We confirm that we do hold the information you have requested. Please find the following Universal Credit Guidance products attached:

Childcare costs

Tax free childcare

Registered or approved childcare

Spotlight on: Childcare costs verification

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

Yours sincerely,

DWP Central Freedom of Information 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@dw.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113.