

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/17217

Date: 16 May 2019

Dear Joe Olenick,

Thank you for your Freedom of Information request received on 3 May 2019. You asked:

“For purposes of making a phone call based UC claim what is a "class of case"? Please send your UC helpline and other policy and procedures for phone claims and the category of people or circumstances a prospective claimant meets your "class of case" criteria. For past 12 months how many phone call based UC claims have been made in Northern Ireland?

The Universal Credit, Personal Independence Payment, Jobseeker's Allowance and Employment and Support Allowance (Claims and Payments) Regulations Northern Ireland 2016

Making a claim for universal credit

*7.—(1) Except as provided in paragraph (2), a claim for universal credit must be made by means of an electronic communication in accordance with the provisions set out in Schedule 1 and completed in accordance with any instructions given by the Department for that purpose.
(2) A claim for universal credit may be made by telephone call to the telephone number specified by the Department if the claim falls within a class of case for which the Department accepts telephone claims or where, in any other case, the Department is willing to do so.
<http://www.legislation.gov.uk/nisr/2016/220/made>”*

DWP Response

I can confirm that the Department holds the information to the first part of your request:

For purposes of making a phone call based UC claim what is a "class of case"? Please send your UC helpline and other policy and procedures for phone claims and the category of people or circumstances a prospective claimant meets your "class of case" criteria.

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 on the following website - <https://www.gov.uk/universal-credit/how-to-claim>

However, you can find the information you seek below;

Universal Credit helpline

Contact the Universal Credit helpline if:

- you cannot use digital services at all, this might be due to disability or your circumstances
- you have a question about your claim and can't access your online claim

Universal Credit helpline

Telephone: 0800 328 5644

Welsh language: 0800 328 1744

Textphone: 0800 328 1344

Monday to Friday, 8am to 6pm

I confirm that we do not hold the recorded information to respond to the last part of your request: *For past 12 months how many phone call based UC claims have been made in Northern Ireland?*

DWP does not take or administer claims from people living in Northern Ireland. UC is administered there by the Department for Communities. You can contact them on;

Department for Communities

Causeway Exchange

1-7 Bedford Street

Belfast

County Antrim

BT2 7EG

Telephone: 028 9082 9000

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

Yours sincerely,

DWP Central 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@dw.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 or telephone 0303 123 1113 or 01625 545745