



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Theodore Allan
request-696215-aa4609b3@whatdotheyknow.com

[freedom-of-information-
request@dwp.gov.uk](https://www.dwp.gov.uk/freedom-of-information-request)

[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2020/58184

16 October 2020

Dear Theodore Allan,

Thank you for your Freedom of Information (Fol) request received on 5th October. You wrote:

“Please provide me with DWP guidance documents, which are referred to in the Useful Links section of DWP guidance document ‘Non-digital relationships’, which was included in your reply to my Fol request, your ref: FOI2020/10968.

Assisted Digital

Complex Needs Overview

Spotlight on Complex Needs

Consent and Disclosure

Health and Disabilities

Home Visits

Appointees

MAPPA

Spotlight on claims by phone”

DWP Response

We confirm that we do hold the information you have requested and have provided it in the attachments documents.

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 Contact Information](#) or telephone 0303 123 1113 or 01625 545745