

DWP Central Freedom of Information Team

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

Our Ref: FOI2020/10562

3 April 2020

Dear Simon Bailey,

Thank you for your Freedom of Information (Fol) request received on 5 March. You asked:

I was wondering if you could please provide me with any information upon your procedures for customers to who may have or 'suspect' that they have the Coronavirus (COVID-19). The current UK advice is to 'self-isolate'. However, with appointment, meetings etc. at the Job centre. Claimants might not be able to get a professional medical diagnoses' before the appointment, so having to 'self-isolate' themselves to avoid further spreading the virus. Therefore, has the DWP/JCP got any guidance in case of this situation for claimants? In addition to this some claimants might not have access to private telephones or internet access. So if your advice is to contact the DWP/JCP via these methods, it could cause further problems, so rather contradicting the 'self-isolation' advice. As they might have to attend in person, due to no other choice.

As this related to your department, could you please provide me with any information/guidelines you have on this growing situation. If in the unlikely event of you not having this information? Could you please direct me to the department that might hold this information?

DWP Response:

I confirm we hold information relating to your request.

Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you.

The DWP is closely monitoring and following HM Government guidelines. These are changing on a regular basis. The most current information for customers that may consider they need to attend a DWP site can be found on GOV.UK under Government/news.

<https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses>

If you have any queries about this letter, please contact me 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@dwg.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