

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

Our Ref: FOI2019/29884

12 August 2019

Dear Jessica Strode,

Thank you for your Freedom of Information (Fol) request received on 9 August. You asked:

*Please provide all current guidance available to DWP staff on how to deal with a claim for benefit (including Universal Credit) made by a claimant, or their partner, who either has applied for a National Insurance Number but not yet received it, or has not yet applied for a National Insurance Number at all.*

*Please also provide all information or updates on this topic circulated to staff since February 2019.*

**DWP Response:**

I cannot deal with your request without clarification of the information you seek. To help me do so, I would like to know which benefit you are interested in.

Under section 16 of the Act we should assist you in helping you focus your request.

Your request is too broad. DWP operational Instructions cover over 200 individual benefits and to pull this information together from all these benefits would take too long.

You have said that Universal Credit should be included. There is already some related information in the public domain which can be found here

<https://www.gov.uk/browse/benefits/universal-credit>

Once you've reviewed this material you may want to refine your request accordingly We will consider afresh any revised request however we cannot guarantee that any revised request will fall within the cost limit.

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

Yours sincerely,

DWP Central Fol Team

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## **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@dpw.gov.uk](mailto:freedom-of-information-request@dpw.gov.uk) or by writing to DWP, Central FoI 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](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745