

DWP Policy Group Freedom of Information Team

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

Our Ref: FOI2019/30034

20 August 2019

Dear Jessica Strode,

Thank you for your Freedom of Information (Fol) request received on 12 August. You asked:

*You asked me to clarify my request.*

*Please provide all internal and/or operational guidance circulated to DWP staff between February and August 2019 on how to process a claim for Universal Credit received from a person who either has applied for but has not yet received, or has not yet applied for, a National Insurance Number.*

**DWP Response:**

I can confirm that we hold the recorded information to respond to your request. Please see the attached guidance.

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

Yours sincerely,

DWP Policy Group 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@dwp.gov.uk](mailto:freedom-of-information-request@dwp.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](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745