

DWP Central Freedom of Information Team

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

Our Ref: FOI2019/04834

18 February 2019

Dear Tom Evans

Thank you for your Freedom of Information (Fol) request received on 1 February. You asked:

*Please could you provide a copy of the Universal Credit document titled 'Promoting the UC Digital Channel (Deflection Script)'*

**DWP Response:**

Universal Credit is tailored to the individual needs of the claimant and the Department has chosen not to develop scripts or supportive lines for call handlers over and above the Digital Channel product. Please find a copy of the 'Digital Channel Product' at Annex 1.

In addition, Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you. Call handlers have access to comprehensive Universal Credit guidance. Universal Credit guidance is periodically added to the House of Commons library at the following link:

[https://www.parliament.uk/business/publications/business-papers/commons/deposited-papers/?search\\_term=Department+for+Work+and+Pensions&itemId=119004#toggle-759](https://www.parliament.uk/business/publications/business-papers/commons/deposited-papers/?search_term=Department+for+Work+and+Pensions&itemId=119004#toggle-759)

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

Yours sincerely

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.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.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  
[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745