

**Department for Work and Pensions (DWP)  
Central Freedom of Information Team**

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

John Slater  
[request-518399-73075703@whatdotheyknow.com](mailto:request-518399-73075703@whatdotheyknow.com)

**Our reference:** Fol2018/03205

**Date:** 26 September 2018

Dear Mr Slater

Thank you for your Freedom of Information request received on 6 September 2018. You asked:

*“Please disclose the internal guidance used by DWP staff and contractors on safeguards that must be observed when dealing with claimants of ESA, PIP or universal credit who have a mental health condition.”*

**DWP Response:**

The Department holds guidance on the safeguards which should be observed when dealing with vulnerable customers when claims to benefit are made and subsequent actions are required.

The attached documents give details of the considerations to be made when members of staff deal with claims and enquiries from vulnerable customers.

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@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  
[www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745