



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Rachel Service
request-1039730-903f2c08@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: FOI2023/80658

7 November 2023

Dear Rachel Service,

Thank you for your Freedom of Information (Fol) request received on 20 October. You wrote:

“As part of Managed Migration process some ESA claimants will have their claims closed if they do not claim UC by their 'deadline'. Please can you provide the guidance that staff use when deciding to close an ESA claim and safeguarding vulnerable claimants. Additionally, if it is not mentioned in that guidance can you provide guidance on how staff know that a claimant is vulnerable and will need safeguarding.”

DWP Response

We confirm that we do hold the information you have requested.

Please find attached the following sections of our Operational Instructions / Guidance:

Move to Universal Credit (managed migration)
Complex needs overview
Protecting claimants at risk
Identifying vulnerability
Claim Closure

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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-reqxxxx@xxx.xxx.xx or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113