



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
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SW1H 9NA

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

[DWP Website](#)

Our Ref: FOI2023/93487

4 January 2024

Dear Rachel Service,

Thank you for your Freedom of Information (Fol) request received on 4 December. You wrote:

“Thank you for your response. However, the only guidance you provided on closing ESA claims appears to be for when a claimant asks for their claim to be closed. I was asking about Managed Migration - so where ESA claims are closed due to a claim for UC (or because the claimant has missed their 'final deadline') ie a stop notice has been sent. Please can you provide the relevant guidance.”

DWP Response

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

Please find the following Universal Credit Guidance product attached:

Move to Universal Credit (managed migration): Transitional Protection: Guidance

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