



Department
for Work &
Pensions

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

Glenys Harriman
request-733017-dac7c5ad@whatdotheyknow.com

freedom-of-information-request@dwp.gov.uk

[DWP Website](#)

Our Ref: FOI2021/18134

12 March 2021

Dear Glenys Harriman,

Thank you for your Freedom of Information (FOI) request received on 3 March. You wrote:

“Please provide any training notes or guidance to DWP staff on the actual procedure of pinning a note to a claimant’s Universal Credit account to indicate complex needs, and on how to add a ‘flag’ on complex needs.
Also if ‘watermarks’ can be added (as with PIP) how they do that.
Also any guidance notes or training materials on finding these pins/flags/watermarks.”

DWP Response

I confirm that we hold the recorded information to respond to your request.

You will find attached a file called ‘Spotlight on: Using the claimant profile to record complex needs’ which provides DWP staff with instructions surrounding use of the Universal Credit (UC) claimant profile, including use of the Pinned Notes feature. Use of a ‘watermark’ feature is not supported within UC.

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-request@dwp.gov.uk or by writing to: DWP Central FOI Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.