Dear Simone Traynor,

Thank you for your Freedom of Information (FoI) request received on 1 February 2018. You asked:

Could you please provide any documentation, guidance etc detailing how a work coach at the jobcentre would release payments to a claimant who's records are restricted due to the involvement of HMRC special section D. For example a benefits claimant who is transgender.

Depending on the benefit type being claimed it could be 1 of 2 processes:

Payment can be made either by dedicated agents who are authorised to have permanent elevated privilege on the payment system which permits access to those records with a protected status, thereby avoiding any payment delay. Or the agent obtains elevated privileged through an internal process which verifies the temporary need and requires an authorisation. Access is then provided for a limited time in order for the agent to make the required payment. Privilege is then removed.

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

Yours sincerely,

DWP Central FoI Team

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-informationrequest@dwp.gsi.gov.uk or by writing to DWP, Central FoI 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 or telephone 0303 123 1113 or 01625 545745