

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

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk

**Our reference:** VTR FOI 3536

**Date:** 12 August 2014

Dear Ms Muller,

Thank you for your Freedom of Information (Fol) request received on 11 August 2014. You asked:

*I would like you to send me an electronic version of any information guidance toolkits given or accessible to staff who undertake Hardship Payment interviews and on how they reach calculations for an award, so they may be guided in what they do.*

The main guidance available for those staff who undertake hardship interviews and how to determine the calculations for an award is contained within the JSA Hardship Awards chapter of the Jobseeker's Allowance Procedural Guidance. A copy of this guidance is attached.

In addition, further information around hardship is available within Chapter 35 of the DWP Decision Makers Guide. This guidance is freely available on the intranet and can be accessed via the following link:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/296130/dmgch35.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/296130/dmgch35.pdf)

The legislation which covers the calculation of an award for hardship is contained within the Jobseeker's Allowance Regulations 1996, specifically Regulations 145 and 146(g). A copy of the legislation is freely available on the internet and can be accessed via the following link:

<http://lawvolumes.dwp.gov.uk/docs/a11-4001.pdf>

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

Yours sincerely,

DWP Central Fol 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-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.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](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745