



Department  
for Work &  
Pensions

DWP Central Freedom of Information  
Team  
Caxton House  
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London  
SW1H 9NA

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

[DWP Website](#)

Our Ref: FOI2020/56017

Date: 6 October 2020

Dear Smith Sam,

Thank you for your Freedom of Information (FOI) request received on 24th September 2020.  
You wrote:

“Noting the below DWP blog post about how many people used the Government Gateway to access Universal Credit in the pandemic:

<https://dwpdigital.blog.gov.uk/2020/09/18/talking-covid-19-and-business-change-with-fellow-digital-leaders-at-the-techuk-virtual-conference/> /

1) Between 1st March 2020 and 1st September, how many people successfully verified a digital identity using:

- a) Government Gateway, (to confirm whether these figures match the blog post)
- b) Gov.UK Verify,
- c) Any other digital process available through the DWP Confirm Your Identity service (and if so, which process(es)),
- d) Any DWP process that is entirely non-digital,

2) How many of each category above (a-d) were required to show physical documents via the UC “in person” identity validation process (recognising that “in person” may have temporarily been remote due to COVID-19).”

### **DWP Response**

I confirm that we do not hold the recorded information to respond to your request.

The information you requested is not held by this Department and is owned outright by –

HM Revenue & Customs (HMRC) [foi.request@hmrc.gov.uk](mailto:foi.request@hmrc.gov.uk)

HMRC FOI Act Team  
S1715  
7th Floor  
Central Mail Unit  
Newcastle Upon Tyne  
NE98 1ZZ

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

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**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](mailto: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 or 01625 545745