



Department  
for Work &  
Pensions

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

Smith Sam  
[request-693483-5dc3d955@whatdotheyknow.com](mailto:request-693483-5dc3d955@whatdotheyknow.com)

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

[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2020/56017

22 October 2020

Dear Smith Sam,

Thank you for your Freedom of Information (FoI) request received on 24th September. 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 can confirm that the information which you requested is held by this department.

- 1) Between 1st March 2020 and 1st September, how many people successfully verified a digital identity using:
  - a. Government Gateway,  
328,103 identities were verified for Universal Credit ( 15<sup>th</sup> April when Confirm Your Identity was launched to 1<sup>st</sup> Sept )
  - b. Gov.UK Verify  
882,866 identities were verified for Universal Credit (1<sup>st</sup> March – 1<sup>st</sup> Sept)

c. Any other digital process available through the DWP Confirm Your Identity service (and if so, which process(es)),

There are no other DWP digital processes currently utilising Confirm Your Identity

d. Any DWP process that is entirely non-digital,

There is no option in any service currently to use a digital identity in a non-digital channel or service

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 were not routinely seeing customers face to face during this pandemic and it is not possible to give exact numbers of claimants required to provide documents during the “identity validation process”. This process does not necessarily include or require the presentation of documents.

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](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