



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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Florence Daisley  
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[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

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

Our Ref: FOI2021/38969

25 May 2021

Dear Florence Daisley,

Thank you for your Freedom of Information (FoI) request received on 16 May. You wrote:

“Is it policy for remote DWP workers to request that a claimant upload a photograph of themselves holding photographic identification next to their face? Please provide all/any policy documentation pertaining to this methodology including when it was introduced.

Please provide all/any policy documentation pertaining to arrangements made for claimants who do not own photographic documentation.”

## **DWP Response**

We confirm that we hold the recorded information to answer your request.

Claimants do not need to obtain photographic identification for the purpose of completing a Universal Credit application. If a claimant does not have photographic identification staff are able to use a number of alternative identification methods; Separate documentary evidence; ask biometric questions based on information the Department holds; or contact trusted third parties (such as a doctor) in order to verify a claimant's identity.

Please find attached Universal Credit guidance on 'GOV.UK Verify', 'Identity Verification', 'Primary Evidence' and 'Secondary Evidence'.

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@dw.gov.uk](mailto:freedom-of-information-request@dw.gov.uk) or by writing to: DWP Central Fol 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.