

Dear Mark Abraham,

Thank you for your Freedom of Information request received on 19 April 2020. You asked for:

"I'd like to know if there is information about whether it is, or has been possible to enable Universal Credit Accounts, so that claimants may upload attachments to their accounts? Is it possible to request that facility to be enabled? I have heard this facility did exist at the start of the Universal Credit system, but it was disabled, due to the amount of spam being received by the DWP. I'd be grateful for information about the reasons for enabling, and then disabling this facility please."

DWP Response

Please accept our apologies for the delay in responding to your Freedom of Information request. You can normally expect a response to your FOI request within 20 working days however, due to the outbreak of COVID-19, we are focusing resources on frontline high-priority areas and are responding to FOI requests as soon as we are able to do so.

I can confirm that we hold information falling within the description specified in your request.

Universal Credit Full Service is a digital service which allows claimants to upload relevant evidence electronically via their online account.

Uploading of documents to Universal Credit has been a learning process and is continually adjusted to ensure the lowest possible security risk. Currently, we allow claimants to upload two types of documents: copies of their Curriculum Vitae and/or, where childcare costs are being claimed, relevant paperwork to aid calculation of the Universal Credit award.

The Department publishes a series of detailed information guides for claimants about how Universal Credit works and these are published online at:

www.gov.uk/government/collections/universal-credit-detailed-information-for-claimants

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

Yours sincerely,
Policy Group FOI 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 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
Web: ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745