

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwpgsi.gov.uk

Our Ref: VTR5085

DATE: 12 January 2016

Dear Mr Hosker,

Thank you for your Freedom of Information request of 5 December 2015. You asked:

- 1. Please provide the list of questions currently asked on the Universal Credit online application form?*
- 2. Please provide the list of questions currently asked on the Universal Credit interview at the Job Centre?*
- 3. Please provide the list of documents a claimant will require on the Universal Credit interview at the Job Centre?*
- 4. Please provide example "work plans" that are developed at the job center.*

I understand the above will change as universal credit develops and expands, we are seeking current requirements.

The information is not comprehensive in the "Information claimants need to have ready when they claim Universal Credit" (Guidance) 23 June 2014

Our intention is to scour through to find the potentially difficult questions that a person may need to find out before obtaining access to a computer or turning up to an interview - to avoid unnecessary delays.

1. Please see attached (New Claim Gather Questions pdf) for the list of questions asked on the online application form.
2. We are unable to provide you with a list of questions as these will vary depending on claimant circumstances. We can provide you with a claimant commitment pack guide which is handed out to all claimants on UC. Please see attached document.
3. The list of documents a person needs to bring along can be found on the internet. Please see link below:
<https://www.gov.uk/apply-universal-credit>

4. We have interpreted your question for 'work plans' to mean a copy of the claimant commitment. Please note we are unable to provide you with a copy of the claimant commitment form as it is tailored to the claimants needs and circumstances so each one is different

This guide (see below for link) explains how people who claim Universal Credit will need to accept a Claimant Commitment before they can receive their benefit payments. It covers what the Claimant Commitment is and how it will help claimants to find work. It outlines the kinds of things that claimants will be required to do in return for receiving Universal Credit, and shows how these depend upon each claimant's individual circumstances.

The guide also highlights what will happen if claimants fail to do what they have accepted in their Claimant Commitment.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/404215/uc-and-your-claimant-commitment.pdf

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

Yours sincerely,

DWP Strategy 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 or by writing to DWP, Central Fol 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.gov.uk