

**Department for Work and Pensions (DWP)  
Policy Group Freedom of Information Team**

freedom-of-information-request@dwp.gsi.gov.uk

**Our reference:** IR2018/07350

**Date:** 23 November 2018

Dear D Appleby,

Thank you for your Freedom of Information review request received on 29 October. You asked:

*I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Natural Migration to Universal Credit'.*

*I have not received the information requested.*

*"The rules governing "natural migration" to Universal Credit – particularly in relation to what does and what does not constitute a change in circumstances triggering a claim for Universal Credit – are extremely complicated.*

*The following guides provide more detailed information.*

- Child Poverty Action Group, Ask CPAG Online - Universal Credit 'Natural Migration'*
- Newcastle City Council Active Inclusion Service, What triggers a claim for Universal Credit in a 'Full Service' area?, February 2018 • Revenuebenefits, Who can claim Universal Credit?"*

*<https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8299>*

*Please provide the relevant guidance that Jobcentre staff must access, to ensure they make the right decision.*

**DWP Response:**

I am of a senior grade to the person who dealt with your request, I was not involved previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

I am content that your original request was dealt with in accordance with DWP guidelines for FoI requests. Please see the links already provided to you in our response to FoI 5539 for the information requested:

1. <https://www.gov.uk/universal-credit>

In particular, see section titled 'Report a change of circumstances'.

2. <https://www.understandinguniversalcredit.gov.uk/>

In particular, see section titled 'New to Universal Credit'.

3. <https://www.gov.uk/government/publications/universal-credit-and-you>

In particular, see chapters 1 and 2, titled 'Universal Credit full and live service' and 'Your responsibilities' respectively.

I hope this is helpful but if you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Policy Group Fol Team

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#### **Your right to complain under the Freedom of Information Act**

If you are not content with the outcome of this 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

[ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745