

R Jones
request-544367-323aa532@whatdotheyknow.com

Ref: FOI2019/01471

Dear R Jones

Freedom of Information

Thank you for your email of 13th January 2019 in which you asked:

On 11th January 2019, while being questioned about possible flaws in the administration of Universal Credit, the Secretary of State for Work and Pensions was reported by the Daily Mirror as saying,

"Some of the criticisms that have come from various publications have been based on ONE OR TWO particular individuals where the advice hasn't worked for them. But in the vast majority, and I would urge everybody who hasn't to take the opportunity to speak to work coaches, the sort of support that individuals get is a completely different approach to what they had previously. And it is delivered with professionalism and care and compassion."

<https://www.mirror.co.uk/news/politics/tory-amber-rudd-suggests-heartbreaking-13843492>

In the House of Commons, when answering questions from MPs on behalf of the Department of Work and Pensions, various ministers including the Secretary of State, Amber Rudd MP, Alok Sharma MP, Sarah Newton MP, Justin Tomlinson MP, and Guy Opperman MP, have repeatedly asked Members of Parliament to forward to them, details of such distressing cases which members have raised in the House by written or oral questions, on behalf of affected constituents.

1. I would like the Department of Work and Pensions to provide the total number of individual constituency benefit claim cases deemed sufficiently distressing by MPs, to be referred on by those MPs, to the Secretary of State and DWP Ministers, during the year 2018.

2. I would like this number broken down, to show which sort of benefit claim they refer to - Universal Credit, PIP, or legacy benefits.

No personal details are requested, merely the numbers and type of benefit involved.

The Department does not hold the information requested.

It may help if I explain that Members of Parliament raise thousands of benefit-related constituency issues with DWP Ministers each year. It is not possible to identify their motivation for raising cases.

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

Yours sincerely

DWP Central FOI Team

Your right to complain under the Freedom of Information

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk. or by writing to:

DWP, Central Fol Team,
4th Floor, Caxton House,
Tothill Street,
London,
SW1H 9DA.

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