

Department for Work and Pensions (DWP)
Central Freedom of Information Team

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

Our reference: FOI 3700

Date: 16 September 2015

Dear Mr Roberts

Thank you for your Freedom of Information request received on 2 September 2015. You asked us to provide you with all documentation, forms and criteria relating to Short Term Benefit Advances and to explain the measures in place to cater for claimants who are unable to contact us by telephone or in person but might need urgent help with funds.

The DWP Short Term Benefit Advances' Guidance is a stand-alone product and not included in either the Advice for Decision Makers (ADM) or Decision Makers' Guide (DMG). I have included copies of all of the guidance chapters for your information.

Below is the link to the Short Term Benefit Advances' information that is accessible on the Gov.UK website.

<https://www.gov.uk/short-term-benefit-advance>

The application process does not involve completion of forms but a data gather over the telephone for the majority of requests. However DWP acknowledges that there may be some individuals that are unable to access our services using this process.

To address this DWP has a consistent approach to vulnerability ensuring that individuals with complex needs and those who require extra help receive the targeted additional support to enable them to access DWP benefits and use our services. This strategy takes account of life events and personal circumstances; including health issues and disability, and the varying impact these may have on individuals. For example, there are easements in place in relation to domestic violence and abuse, or homelessness.

The DWP focus is on identifying these individuals and recording the tailored support required to enable them to them to access our benefits and services. This approach is reflected in our learning and development products and is embedded in all our customer journeys.

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

Yours sincerely,

DWP Central 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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745