

DWP Central Freedom of Information Team

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

Our Ref: Fol 3578

DATE: 26 September 2017

Dear C Marshall,

Thank you for your Freedom of Information request of 29 August 2017. You asked:

Please provide your policy / advice or guidance for staff when dealing with Universal Credit claimants who are claiming as a result of illness, whereby mobility is affected and those claimants live in one of the many areas outside of London that do not have either internet or telephone coverage.

Please also provide information on assessment of need procedures for those persons that claim Universal Credit about how their specific attendance, access and use needs are assessed and met.

Please see attached the following guidance for live service areas:

- Complex Needs
- Support by telephone
- Diagnosis of claimants capability and circumstances

I enclose an extract from the Health and Complex Needs section of the UC Full service guidance.

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