

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

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

Our reference: VTR 4434

Date: 30 October 2015

Dear Fred Jordan

Thank you for your Freedom of Information request received on 13 October 2015. You asked:

*Please provide the relevant guidance which answers the following question:
When a jobseekers Allowance or a Universal credit customer with a health condition or disability requests a 'reasonable adjustment' what policy and procedures must be followed?*

If there are any forms customers or advisers can complete please also provide copies of these Please also include a copy of your LMS markers and hotspots guidance which 'must be followed when recording reasonable adjustments.'

<https://www.whatdotheyknow.com/request/264822/response/650793/attach/3/FOI%20Response%201663.pdf>

DWP response

Health conditions/disabilities may mean an individual requires additional support to enable them to access benefits and use our services. We have a legal requirement under the Equality Act 2010 to put reasonable adjustments in place.

An individual who is identified as having complex needs and/or requires additional support to enable them to access DWP benefits and use our services may be defined as Vulnerable

The following are Internal Knowledge Base Content Items which refer to Universal Credit (UC) claimants who present themselves as Vulnerable or with Complex Needs (see attachment).

- Non-repudiation – Changes gathered at face-to-face interview
- Identifying and recording complex needs/requirement for additional support on Work Services Platform
- Diagnosis of claimant capability and circumstances
- Treated as having Limited Capability for Work
- Work Related Provision - Work experience
- Identifying the need for Work Related Support
- Switching off requirements – Temporary absence for Medical Treatment
- JSA (CNS) Temporarily switching-off requirements – short periods of sickness

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