

DWP Central Freedom of Information Team
e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: FoI 752

Date: 20th March 2018

Dear Ms Sunley,

Thank you for your Freedom of Information request of 24 February 2018. You asked:

Could you explain your risk register what it contains as pertaining to the claiming of benefits and how it is compiled

DWP Response

Risk management is an integral part of running any project or programme. Risk is inherent in all activity and the Universal Credit programme has a responsibility to consider and mitigate against risk.

The Universal Credit Risk Register is a document that allows DWP officials to explore these possibilities and consider ways to mitigate significant risks.

Some of the issues we consider and explore when implementing Universal Credit and the impact on our claimants.

When developing any new IT system, and particularly one that holds personal data such as names, addresses, dates of birth etc, we look at the potential risk to the security of that data, and what we have in place, for example, should the Department be subjected to a cyber-attack.

We will also need to ensure that the IT system we develop is able to dock with any remaining IT systems – and that we don't inadvertently create additional clerical processes that are both costly and time-consuming.

When we are looking at our plans to roll-out the service nation-wide and taking decisions as to how we might want to do this, we will look at whether we have enough people in each Jobcentre to deliver the new service safely. We will also look at whether we are able to equip them with the necessary training and support so that they can deliver the Universal Credit from day one.

We know that our claimants can have quite complex lives and needs and that not everyone will be able to follow the same claim journey when they need to engage with the Universal Credit service. So we consider what each journey might look like and whether we have the right support in place to provide Universal Credit claimants with the help they need.

I hope you find this information helpful.

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@dwp.gsi.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