

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

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk

Our reference: Fol 4916

Date: 4 December 2017

Dear Glenys Harriman

Thank you for your Freedom of Information request received on 20th November 2017. You asked:

*Just wondering if you would be able to copy the information that Universal Credit service centre staff have to hand when answering calls on "Housing Cost Contributions" ie Non Dependent Deductions, especially anything on exemptions.
Similarly what they are advised to say when someone notifies that they are in receipt of PIP.*

I ask this because we were told that someone had telephoned the UC service centre to advise that they had been awarded Personal Independence Payment daily living rate and had been told by the service centre adviser that they didn't need to notify of this as it doesn't affect UC; when she then explained it was so the non-dep deduction could be lifted they (incorrectly) said that this only applied when it was the non-dependent (not the claimant) who was on PIP.

I am concerned that claimants who are unaware of the regulations are being given wrong information and may miss out financially as a result. I would be interested to see if there is anything in the wording that is unclear, incorrect or ambiguous.

DWP Response:

I have enclosed copies of the relevant instructions

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 FoI 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