



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
Caxton House  
6-12 Tothill Street  
London  
SW1H 9NA

J Roberts  
request-714298-ef389460@whatdotheyknow.com

[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2020/82954

7 January 2021

Dear J Roberts,

Thank you for your Freedom of Information (FoI) request received on 23rd December. You wrote:

"You have disclosed the guidance available to staff on how to handle a telephone claim for UC (UC114 NS Claims by phone):

<https://www.whatdotheyknow.com/request/712029/response/1695813/attach/html/5/UC114%20NS%20Claims%20by%20phone%20v34.0.pdf.html>

'Claim by phone

The facility for claimants to make new claims by phone is available for those who are unable to complete the online service due to the following circumstances:

- being unable to make a claim online independently, perhaps due to a health condition or not having the digital skills
- not having anyone to support them to make a claim online
- being unable to claim online with in-house jobcentre support
- being unable to claim online even with support from Citizens Advice/Citizens Advice Scotland using the Help to Claim Service. (In these cases, Citizens Advice/Citizens Advice Scotland will have identified that the claimant cannot use online services and a claim by phone is appropriate
- not having access to a digital device or internet access to be able to make and maintain a claim online'

I am interested in the forth category:

'being unable to claim online even with support from Citizens Advice/Citizens Advice Scotland using the Help to Claim Service. (In these cases, Citizens Advice/Citizens Advice Scotland will have identified that the claimant cannot use online services and a claim by phone is appropriate'

Please provide the number of claimants identified by (i) Citizens Advice and (ii) Citizens Advice Scotland in each of the past three years who could not use online services. If reasons have been provided as to why they could not use online services, please provide the number of claimants relating to each reason.”

## **DWP Response**

I confirm that, following a search of our paper and electronic records we do not hold the recorded information to respond to the above requests.

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

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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## **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.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745