



Department
for Work &
Pensions

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[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2022/29480

28 April 2022

Dear Sam Smith,

Thank you for your Freedom of Information (FoI) request received on 14 April. You wrote:

“Under the Freedom of Information Act:

1) can you please provide copies of any training materials for the To Dos entitled

a) "Record the death of a child",

b) "Verify bank details",

c) "Verify claimant identity: face to face appointment",

d) "Verify pregnancy due date".

2) Can you also provide any additional materials (such as guidance or advice to JCP staff) that relate to risks/effects of domestic violence or financial control/coercion (such as victims' lack of access to bank details) and the todos "Verify bank details" or "verify claimant identity: face to face appointment".

DWP Response

We can confirm that the Department holds this information.

1) To-dos are associated with Universal Credit (UC).

UC09WS Initial Evidence Interview gives an overview of how to complete To-dos, building an understanding. An activity is in place for the learner to practice completing the To-dos on the Universal Credit training service. Throughout the product, the learner is signposted to relevant guidance to support them further.

UC09WS does provide the learner with specific content on how to verify identity through face to face appointments and reviewing bank details.

All DWP staff new to a customer facing role undergo a comprehensive learning journey which includes UC55 Customer Awareness. This equips staff with the tools, knowledge and behaviours in order to:

- Be alert to all situations

- Be able to identify customers who may be vulnerable, require different or extra support and how to move forward in supporting these customers in order to provide a high level service to all of our customers.
- Have the necessary listening, questioning and verbal skills to assess the customer's needs and emotional state.

Please also find the UC Guidance material attached separately for the requested areas.

- a) Death and bereavement PDF document attached separately.
- b) and c). Spotlight on: Checking claimant identity attached separately.
- d) There is no material for this To Do.

- 1) UC55 Customer Awareness includes content on domestic abuse and modern slavery relating specifically to risks/effects of domestic violence or financial control/coercion.

All Child Maintenance Group colleagues in customer facing roles undergo learning, Gen 050 Domestic Abuse, tailored for their customers' needs.

This Domestic Abuse learning includes financial abuse, in particular victims' lack of access to their own bank account. The Domestic Abuse learning includes links to externally hosted and publicly available NHS video content which the requester will be able to access directly.

Some of this information is exempt under Section 21 of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain.

Please see Domestic Abuse guidance attached separately and also links below to external policy and guidance available on the gov.uk website.

[Tackling Domestic Abuse Plan - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/612222/Tackling-Domestic-Abuse-Plan.pdf)
[Domestic violence and abuse: help from DWP - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/612222/Domestic-violence-and-abuse-help-from-DWP.pdf)
[Help available from the Department for Work and Pensions for people who are victims of domestic violence and abuse - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/612222/Help-available-from-the-Department-for-Work-and-Pensions-for-people-who-are-victims-of-domestic-violence-and-abuse.pdf)

Yours sincerely,

DWP Central Freedom of Information Team
 Department for Work and Pensions

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 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](https://ico.org.uk/your-data-matters) or telephone 0303 123 1113