

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

Our Ref: Fol 5065 and 5066

Date: 2nd January 2018

Dear Ms Pearce-Crawford,

Thank you for your Freedom of Information request of 5 December 2017. You asked:

I am requesting the following information:

- 1. When will trusted partner status and LP be allocated to all other Welsh Landlords?*
- 2. Why has it only been allocated to selected Landlords in South Wales?*
- 3. Is it true that if you have full service claims already in your portfolio as a social landlord, you cannot be allocated the TPS or the LP due to the system not being ready to cope with live and full from the same landlord?*
- 4. Could you please send me a copy of the internal plan for this role out*
- 5. Could you please send me the internal decision project report*

DWP Response

We will answer your questions in the order you have presented them.

1. We are still developing our plans for the proposed implementation of the Trusted Partner and the Landlord Portal for 2018, and so cannot provide this information.
2. Priority has been placed on enrolling the largest landlords, where possible, in line with the full service expansion of Universal Credit and to maximise the number of claimants that can be managed via the portal.
3. No, this is not true. A landlord can be enrolled onto the Landlord Portal and become a Trusted Partner landlord even if they have pre-existing tenants that are in live or full service sites or, in some cases, both.
4. We are still developing our plans for 2018.
5. There is no document called the internal decision project report, therefore we cannot provide this.

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@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.gov.uk