



Department
for Work &
Pensions

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

Frank Zola

request-834505-80633e44@whatdotheyknow.com

freedom-of-information-request@dwp.gov.uk

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

Our Ref: FOI2022/13327

Date: 8 March 2022

Dear Frank Zola,

Thank you for your Freedom of Information (FOI) request received on 18 February. You wrote:

"Please disclose a copy of the guidance used by your Universal Credit helpline in relation to provision and repayment of new claim advances and other advances, such as but not exclusively a 'Budgeting Advance'. As well as guidance on advances requested through a claimant's own online UC account. Together with guidance on a claimant's right to request a Mandatory Reconsideration or any other 'appeal' against an advance payment decision.

Context of the information request for information:

James O'Brien asked after this Universal Credit worker's wellbeing as he described the 'pitches of misery' he hears from people seeking advance payments.
<https://youtu.be/jdpE40leHUI>"

DWP Response

We confirm that we do hold the recorded information to respond to your request.

Please find the UC Guidance products attached –

- Advances – Budgeting Advances
- Advances – New Claim
- Advances – Change of circumstances
- Advances – Benefit transfer
- Mandatory Reconsiderations

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

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](#) or telephone 0303 123 1113.