

DWP Central Freedom of Information Team

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

Our Ref: IR16

Date: 29 March 2018

Dear M Boyce,

Thank you for your Internal Review request received on 8 January 2018. Please accept our apologies for the delay in replying. An internal review has been carried out by someone of a senior grade to the person who dealt with your original request. I am now in a position to respond to you. In your review request you said:

*I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'Universal Credit makes taking a holiday financially impossible.'*

*Your response is deeply inadequate, as usual.*

*You state:*

*'There is no document we can share as there would be no requirement for a claimant in the situation described to make a fresh claim.'*

*You are wrong; they would need to make a fresh.*

*As for your link to the House of Commons library. This tells me absolutely nothing.*

In response to your request, I can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

As a result of this review I can advise that I find the original decision to be correct. Your request for review is therefore rejected. The reasoning behind this decision is as follows:

The reply given answers your request as there is no requirement for a person to make a new claim for Universal Credit under the situation you have described. However I do feel that we could have provided more context to the situation.

Anyone on Universal Credit will need to abide by the conditions of their Claimant Commitment which is reflective of the type of regime they meet.

If a claimant is intending to go on holiday, either in the UK or abroad, then the claimant should inform their work coach beforehand to make the conditions within the claimant commitment more reflective of them being on holiday. This would not remove the need to undertake work search actively but make the claimant commitment more in line with their current circumstances.

If a claimant fails to abide by the conditions of their claimant commitment this does not automatically lead to the claim being closed.

Additionally, on reflection I do feel that the Department should have included a more specific link to the Universal Credit guidance held in the Parliament library.

To note all available guidance can be found on the following link, please click on "Show all files" in the Deposit ref. column. For reference please see Deposit paper number 52 on going abroad which does also cover taking holiday within the UK.

[http://www.parliament.uk/business/publications/business-papers/commons/deposited-papers/?fd=2017-09-14&td=2017-09-19&search\\_term=Department+for+Work+and+Pensions&itemId=119004#toggle-556](http://www.parliament.uk/business/publications/business-papers/commons/deposited-papers/?fd=2017-09-14&td=2017-09-19&search_term=Department+for+Work+and+Pensions&itemId=119004#toggle-556)

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

Yours sincerely,

DWP Strategy Fol Team

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#### **Your right to complain under the Freedom of Information Act**

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](http://www.ico.gov.uk)