

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 4521

Date: 17th November 2017

Dear Jeff Smith

Thank you for your Freedom of Information request of 21 October 2017. You asked:

'I request copies of all guidance and procedure given to DWP Universal Credit Case Managers regarding a claimant who has expressed suicidal intent, or intent to self-harm, while claiming, or attempting to claim, Universal Credit.

In addition, what procedure exists to record these unfortunate events, and the subsequent action taken by the DWP in respect of these incidents ?'

DWP Response

In response to your first question, I enclose Suicide and Self-Harm guidance.

In response to your second question, the attached six point plan details how DWP managers record and take action after events such as these.

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@dwp.gsi.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