

DWP Central Freedom of Information Team

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

Our Ref: Fol 3560

DATE: 25 September 2017

Dear Theodore Allan,

Thank you for your Freedom of Information request of 27 August 2017. You asked:

My request for recorded information held by the DWP is in relation to Jobseeker's Allowance (JSA) claimants who are being switched from JSA to the Full Service Universal Credit (UC).

(a) Please provide me with a copy of the Service Centre/Jobcentre guidance issued to work coaches when switching JSA claimants to Full Service UC. This should include the step-by-step actions taken by the work coach and claimant during the switch over.

(b) Please provide me with a copy of the notification letter issued to JSA claimants who are being switched to Full Service UC.

(c) Please provide me with a copy of the suspension letter issued to JSA claimants who fail comply with the actions required.

We do not hold this information.

We will start managed migration of existing benefit claimants to Universal Credit from July 2019 and that this will be completed by March 2022.

We are still planning this activity and will make final decisions and announcements in due course.

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@dwg.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