



Department
for Work &
Pensions

DWP Central Freedom of
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Frank Zola
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[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2021/12452

4 March 2021

Dear Frank Zola,

Thank you for your Freedom of Information (Fol) request received on 14 February. You wrote:

"RE: "DWP existing procedures and policies, decision making guides for how we identify claimants who require the additional support marker"
11 February 2021 - FOI2021/09414
<https://www.whatdotheyknow.com/request/723856/response/1722574/attach/html/3/Reply%202021.09414..pdf.html>

Can you please disclose your existing 'procedures and policies, decision making guides' on how you identify "claimants who require the additional support marker" and whether an equivalent additional support marker exists can be/is applied to other benefits such as UC, ESA, JSA and CA?

If possible please provide a screen-shot example of an additional support marker on PIPCS and or a copy of information that shows such a marker."

DWP Response

I can confirm that the Department holds information relating to your request.

We have instructions on to how to identify those individuals that require additional support. Guidance is also provided as to how PIP identifies the need for an AS marker, and the recent digital change to introduce a "watermark" on the PIPCS person homepage, to help identify such cases more easily.

Guidance is attached as follows:

- Identification – generic
- PIP AS Watermark

Please also find attached a copy of 'Spotlight on: using the claimant profile to record complex needs' which provides guidance to UC Agents surrounding the use of 'Pinned Notes' that fix important claim notes to the claimant overview of the UC Service (including barriers and support which is in place).

The additional support marker is not a legal term and therefore is not included in the decision makers guide or advice for decision makers.

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@dw.gov.uk or by writing to: DWP Central Fol 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.