



Department
for Work &
Pensions

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

Frank Zola
request-843359-f2344a1c@whatdotheyknow.com

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

[DWP Website](#)

Our Ref: FOI2022/19596

23 March 2022

Dear Frank Zola,

Thank you for your Freedom of Information (FoI) request received on 10 March. You wrote:

“Please provide a copy of your internal policies and guidance for Work Coaches and Decision Makers concerning reference to arranging weekly work search reviews for new and existing claimants, including those waiting for a Work Capability Assessment (WCA) to be undertaken or waiting to be notified of the outcome of a WCA.

Context: DWP is forcing distressed claimants to attend weekly meetings, says whistleblower By John Pring on 10th March 2022
<https://www.disabilitynewsservice.com/dwp-is-forcing-distressed-claimants-to-attend-weekly-meetings-says-whistleblower/>”

DWP Response

We confirm that we do hold the information you have requested. Please find the UC Guidance products attached:

Spotlight on: mandatory appointments

Spotlight on: using the work focused interview appointment type

Spotlight on: Universal Credit health offer

Switching off work availability and work related activities

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 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.