

DWP Central Freedom of Information Team

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

Our Ref: Fol 2512

DATE: 12 July 2017

Dear Ms Harriman,

Thank you for your Freedom of Information request of 15 June 2017. You asked:

Could you answer this reworded question instead?

Please could you provide any guidance or procedure that ensures that when someone is entering their details on an online claim for UC, the system/ the computer/anyone processing the form recognises when the claimant wishes to claim New style JSA / ESA either as well as or instead of Universal Credit, and ensures that they are able to do so

DWP Response

When a claimant enters their details onto the online system to claim Universal Credit there are certain questions that are asked which determine whether the claimant can claim Universal Credit. If they do not pass the gateway criteria they are then redirected to contact their local Jobcentre to discuss what they are entitled to, this could be new style JSA / ESA.

We do not hold any guidance but I am including links to gov.uk website which provides information on the new style ESA and JSA which offers support to UC claimants. Please see below:

<https://www.gov.uk/guidance/new-style-jobseekers-allowance>

<https://www.gov.uk/guidance/new-style-employment-and-support-allowance>

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