

**Department for Work and Pensions (DWP)  
Central Freedom of Information Team**

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx@xxx.xxx.gov.uk

**Our reference:** Fol 4917

**Date:** 4 December 2017

Dear Glenys Harriman

Thank you for your Freedom of Information request received on 20 November 2017. You asked:

*Could you confirm whether, as with Live service UC claims, a claimant who fails to provide evidence at a first claim interview should either:  
Send their evidence (if within time scales) to the Universal Credit postal address (the Handling Site B one) or Send it to another address or Take it in at a later date at the local Job Centre if they agree to accept it or Should it be sent to either of the two addresses given in the UC Full Service LA support pack?  
or Should it be attached as an uploaded document to their journal?*

*Could you also confirm whether it is still the case that in order to attach a document a claimant has to ask their work coach to add a To Do onto their To Do list on the UC account?*

**DWP Response:**

Many thanks for your enquiry regarding how claimants can provide evidence for a first claim.

Universal Credit Full Service is a digital service and claimants, on receipt of a To Do in their journal, can upload the relevant evidence documents or alternatively can provide their evidence documents to their Work Coach. When the claimant attends the Jobcentre, their Work Coach can create a To Do to enable the evidence to be uploaded.

Only when these alternatives are not available should claimants use the postal service. Post should be addressed to:

Freepost DWP UNIVERSAL CREDIT FULL SERVICE

Or use the full address below

Canterbury Benefit Centre  
Mail Handling Site A  
Wolverhampton  
WV98 2EA

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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**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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.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.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745