

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

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 3764

Date: 3 October 2017

Dear Ms Harriman,

Thank you for your Freedom of Information request of 11 September 2017.
You asked:

"I have read on the Homeless Link website that Homeless Link has been in discussions with DWP who has confirmed that recent internal communications have been issued to Work Coaches to remind them that where a claimant is unable to open or manage a transactional account, DWP can pay Universal Credit into a Post Office card account.

<http://www.homeless.org.uk/connect/blogs/2017/sep/04/how-will-universal-credit-claimants-experiencing-homelessness-be-paid>

Please could you provide a copy of the internal communication that states this, so that where a Work Coach has forgotten this communication, they may be gently reminded.

By the way, I notice from a previous FOI I submitted about Post Office Card Accounts for those unable to open a bank account, (2513) that DWP had replied

"I can confirm that Universal Credit payment regulations have not changed and payment of Universal Credit can be made into a Post Office Card Account (POCa).

We are pleased to report that changes to the online portal will include reference to POcas.

Early indications show that it should be possible to adapt our service in this way. In the interim, internal processes are in place to ensure that claimants who have a POca can claim Universal Credit. "

Just wondering if the change to the online portal includes changes to the online claim in Full Service and whether this adaptation has now been implemented."

DWP Response:

Please find attached Universal Credit (UC) full service work coach guidance on post office accounts.

In reference to your final question. I can confirm that some extra content changes made on the bank details screen have been released. This advises claimants who do not have bank account details to contact UC so we can help with their application.

Yours sincerely,

DWP Central 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@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 or telephone 0303 123 1113 or 01625 545745