



Department
for Work &
Pensions

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

Owen Stevens
ostevens@cpag.org.uk

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

[DWP Website](#)

Our Ref: FOI2021/27530

21 April 2021

Dear Owen Stevens,

Thank you for your Freedom of Information (FoI) request received on 7 April. You wrote:

"This blog refers to a new 'Homeless and Housing Toolkit':
<https://www.crisis.org.uk/about-us/the-crisis-blog/dwp-toolkit-helps-take-another-step-towards-ending-homelessness-for-good/>

See also: <https://www.insidehousing.co.uk/news/news/dwp-launches-housing-advice-toolkit-for-job-centre-staff-70266>

Please provide:

- Any documents providing information to DWP staff on how to use the toolkit;
- Any documents on the circumstances in which DWP staff may contact Shelter and/or Crisis using the 'ask the expert' feature; and
- Documents fitting this description - 'safeguarding resources to support our most vulnerable customers'

DWP Response

I can confirm that we hold some information relating to your request.

There is no documentation for DWP staff on how to use the toolkit. It is an internal intranet based product that was designed to ensure staff are able to navigate it easily and it adheres to the corporate standards that exist across the whole DWP Intranet system.

There is no documentation associated with the circumstances in which DWP staff may contact Shelter and / or Crisis using the 'Ask the Expert'. On the 'Ask the Expert' page on the Toolkit the instructions are listed as

- Look at the frequently asked questions page on the toolkit.

If the answer to the question is not within the listings;

- Consult with the member of staff who is the Jobcentre homelessness single point of contact.

If further assistance is required;

- Contact the National Homelessness Advice Service complex cases helpline.

If DWP staff have been unable to find an answer to their question using the above processes, they can type their question in the field provided on the toolkit. Those questions are fielded by staff in the National Employer and Partnership Team (NEPT) who will consult with colleagues in DWP to provide the necessary response. Should an answer to the question not be found by DWP, NEPT will consult with Crisis and / or Shelter (England).

With regards your request for documentation associated with 'safeguarding resources to support our most vulnerable customers', we are able to supply you with the accompanying document entitled 'Guidance - Helping Customers Who Require Advanced Support'.

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 FoI 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.