



Department  
for Work &  
Pensions

Mr O Stevens  
Greenwich Welfare Rights Service  
The Woolwich Centre  
35 Wellington Street  
London SE18 6HQ

Operations FoI Team  
Caxton House  
Tothill Street  
LONDON  
SW1H 9NA

26 July 2017

[www.gov.uk/dwp](http://www.gov.uk/dwp)

Our Ref: FOI Review IR 288

Dear Mr Stevens,

Thank you for your Freedom of Information review request received on 8 June 2017.

I am of a senior grade to the person who dealt with your request, I was not involved previously, and can confirm that I have carried out an internal review. I am now in a position to respond to you.

You asked:

*I would like to request a review of this response. Perhaps I was not clear in my initial query – I am not interested in being given information from the JCP core visit referral guidance.*

*Being aware of the information in the JCP core visit referral guidance I was intrigued to hear that there was a reference to UC home visit procedures when someone fails to attend or to participate in:*

- 1) A WCA
- 2) Work focused interview

*I was surprised because I am not aware of any other guidance which suggests that a core visit referral would/could be made in these circumstances.*

*Please send me any other guidance (besides the JCP core visit referral guide) which relates*

*to core visits in these specific scenarios (either FTA/FTP a WCA or FTA/FTP WFI) for Universal Credit.*

*If there is no guidance then please let me know. If the guidance is still to be written then please let me know. If the JCP Core Visit Referral Guidance chapter is inaccurate then please let me know.*

*Thank you*

## **DWP Response:**

Following a search of our paper and electronic records, I have established that in the specific scenarios requested there are no Universal Credit Instructions. Your original FOI request 2216 has identified that changes may be required to the JCP Core Visits Referral Guide and this is currently being considered.

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

Yours sincerely,

DWP Operations Freedom of Information 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, 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 [www.ico.gov.uk](http://www.ico.gov.uk)

