



Alona Jezerskiha

Hartshead Square
1, Hartshead Square
Sheffield S1 2FD

27 January 2017

Fol ref No 133

Dear Alona Jezerskiha

Thank you for your Freedom of Information request received on 11 January 2017. You asked for:-

Please release DWP Universal Credit operational guidance on vulnerability or vulnerable customers.

Please release any documents in a format which can be searched (e.g. as a PDF which can be searched using a PDF search function).

Please do not send anything from the ADM or other publicly available guidance. I am only interested in the internal operational guidance."

Thank you for your time and assistance.

Please find attached to this email Universal Credit operational guidance.

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

Yours Sincerely,

Gill Ward

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 FoI 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