

**Our Ref: Fol 2222**

Date: 14<sup>th</sup> June 2017

Dear Ms Jezerskiha,

Thank you for your Freedom of Information request of 25 May 2017. You asked:

*Please send me any guidance relating to referrals to DWP visits for Universal Credit full service claimants.*

**DWP Response**

Please find attached the guidance on Home Visits for full service claimants.

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

Yours sincerely,

DWP Strategy 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@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.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.gov.uk](http://www.ico.gov.uk)

## Annex A

### Home visits

**First published: August 2016**

**Updated: October 2016**

#### **Introduction**

Home visits are a service provided to claimants, however, they are only offered in exceptional circumstances.

#### **When a home visit is appropriate**

Examples of when a home visits can be used:

- the claimant has no phone and no access to information technology and they are housebound for the immediate future
- to safeguard claimants against sanctions if it is deemed that they have a health condition that restricts them from leaving their home (this will help determine whether the claimant fully understood their commitments and good reason can be gathered if appropriate)

A sanction referral is not considered until at least 2 attempts have been made to complete a home visit and all other attempts to contact the claimant have failed. This is only the case for customers who have complex needs and helps identify reasons for them failing to attend.

#### **Date of claim**

If the claimant requires help with making their claim by a home visit, the date of claim will be the date of first contact, even if the claimant is not actually able to complete the claim on that same day. If a claimant needs help applying online see Assisted digital guidance.