

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: FOI2018/07325

14 November 2018

Dear Andy Pennington,

Thank you for your Freedom of Information (Fol) request received on 28 October. You asked:

Is there an expectation for hospital inpatients e.g. patients in Mental Health Units in hospitals and Oncology units etc. To attend jobcentres to e.g. verify ID, agree claimant commitments or Interviews per se or does the department offer alternatives to this.

DWP Response:

There is no expectation for hospital inpatients to attend a jobcentre to make or maintain their claim for Universal Credit. Claims can be made or maintained online, or over the phone. Where information needs to be physically verified and the claimant is unable to attend a jobcentre due to a health condition, DWP's team of visiting officers can visit the claimant at home or at the hospital. This is dependent on the claimant's condition, treatment and any hospital restrictions.

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

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@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 https://ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745