

DWP Central Freedom of Information Team

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

Our Ref: FOI2018/14848

15 January 2019

Dear Andrew Dutton,

Thank you for your Freedom of Information (Fol) request received on 20 December. You asked:

*Citizens Advice is due to take over Universal Support from Local Authorities in April 2019.*

*The support provided by CA will cover the initial claim and preparation for first payment.*

*1/ What arrangements are proposed for the delivery of Personal Budgeting Support, which is currently dealt with by LAs?*

*2/ How does the DWP intend to deliver ongoing support to claimants who cannot budget and who cannot manage an online claim?*

**DWP Response:**

It may be helpful if I explain the role of the Freedom of Information Act. The Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). The Act does not provide that a public authority must create new information to answer questions; nor does it provide that a public authority give advice, opinion or explanation in relation to issues/policies under question.

In cases where a customer does ask a question, rather than request recorded information, we do our utmost to provide the recorded information that best answers the question. Once the public authority has provided the recorded information, it has met its obligations under the Act; interpretation of the information provided is left to the requestor.

The information we hold that best explains / answers your questions:

We are creating a brand new partnership between DWP and Citizens Advice to deliver Universal Support.

The new Help to Claim service supports people to get ready for their first payment - this includes understanding how Universal Credit payments work, preparing for the practicalities of making a claim (such as collecting suitable evidence and understanding the impact of monthly

payments) and where needed, applying for additional financial easements and adaptations available within Universal Credit.

Where clients need budgeting support Citizens Advice and Citizens Advice Scotland will signpost or refer claimants to expert Citizens Advice services or other local expert organisations.

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

Yours sincerely,

DWP Central FoI 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@dpw.gsi.gov.uk](mailto:freedom-of-information-request@dpw.gsi.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 [https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745