

**Your Ref:****Our Ref: FOI2018/4970****Date:** 08 November 2018

Dear Mr Frank Zola

Thank you for your Freedom of Information request received on 02 October 2018. You asked:

*Citizens Advice to provide support to Universal Credit claimants The Department for Work and Pensions (DWP) will fund Citizens Advice to provide Universal Support from April 2019, the government has announced.*  
<https://www.gov.uk/government/news/citizens-advice-to-provide-support-to-universal-credit-claimants>

*Please provide a copy of the contract, agreement or service level agreement you have for your allocation of £39 million to Citizens Advice " to provide Universal Support from April 2019".*

*Which law and regulations can allow a prospective Universal Credit claimant to be mandated to attend a Universal Support appointment or 'course' of support?*

*Evaluation of the Universal Support delivered locally trials "The Islington trial was the only case where claimants were mandated to attend a first appointment with their personal budgeting or digital support provider.*  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/537089/ad-hoc-report-33-evaluation-of-the-universal-support-delivered-locally-trials.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/537089/ad-hoc-report-33-evaluation-of-the-universal-support-delivered-locally-trials.pdf)

**DWP Response**

In reply to your request of 2 October, I attach the grant agreements between the Department for Work and Pensions and Citizens Advice and Citizens Advice Scotland dated 28 September 2018.

For the avoidance of doubt the Universal Support arrangements were made under grant agreements. The body of the grant agreements adopt terms that

are typical within the Department and across government and in other contexts.

The redactions in the Grant Offer letters are to protect personal data.

You will note from the grant agreement table of contents that there is no Annex 1. Nothing has been removed.

Redactions at Annex 3, 4 and 6 are due to commercial interests/sensitivity.

In Annex 6: For Citizens Advice England and Wales the amounts payable will be between approximately £1.1 m and £8.8m. For Citizens Advice Scotland the amounts payable will be between approximately £118k and £1m

The redactions at Annex 8 are to protect personal data.

**Universal Support is not mandatory. Claimants are not sanctioned for failing to attend Universal Support.**

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

Yours sincerely,

DWP Policy Group 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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.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)