



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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[DWP Website](#)

Our Ref: FOI2021/49739

19 July 2021

Dear Owen Stevens,

Thank you for your Freedom of Information (Fol) request received on 18 June. You wrote:

“On 9/3/21 Will Quince told the Work and Pensions Select Committee that ‘[w]hat the [UC] system does not have is [...] a marker so that we are able to track individuals separately and as one of the vulnerable and disadvantaged groups through the universal credit system. I am pleased to say that we are progressing at pace with modelling and piloting a first phase. I cannot give you an exact time for when it is likely to be ready to go live, but I am pretty confident in saying that it will be this year and, I hope, in the first half of this year.’

Please provide the current version of ‘Spotlight on: Using the claimant profile to record complex needs’ which will presumably indicate whether this new tracking capability has gone live.”

DWP Response

I can confirm that we hold the information requested.

Please see attached the Universal Credit guidance spotlight on: Using the claimant profile to record complex needs.

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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@dw.gov.uk or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.