

Universal Credit and Explicit Consent: Request for Evidence

The Equality and Human Rights Commission is seeking evidence about the impact of the requirement for advisers to get “explicit consent” to communicate with DWP about individual’s Universal Credit claims.

The Commission has been made aware of difficulties experienced by advisers acting on behalf of claimants for Universal Credit since DWP requires them to obtain “explicit consent” before disclosing personal information. Given that explicit consent can only be given online or on the phone (and face to face meetings are very rare in this context) we are concerned the requirement unduly affects those unable to access the internet, or who cannot use the phone.

The Commission is keen to hear from advisers (and people they are acting for) who have experienced difficulties with their claims for Universal Credit for the reasons outlined.

If you have evidence to share, please get in touch with us (we can provide you with more information and a pro forma as necessary):

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