



Contact: [REDACTED]

Phone: [REDACTED]

Email: [foi@guildford.gov.uk](mailto:foi@guildford.gov.uk)

15 April 2019

Dear [REDACTED]

**INFORMATION REQUEST REFERENCE: FOI2019/00314**

We have considered your request for information.

As you made your request under the Freedom of Information Act 2000 the format of this response is formal in order to meet our legal requirements.

The answers to your questions are:

a) Any estimate of the total monetary cost to your authority of the introduction of Universal Credit since its inception in 2013 (ideally broken down by municipal year and including 2018/19 to date);

Guildford went Live on 24 October 2018. We have not kept a record of separate costs.

b) The total monetary value of any crisis loans funded by yourselves and given to Universal Credit claimants since January 1 2013;

We do not fund crisis loans.

c) The total funding given by yourselves to third-sector organisations for the purpose of supporting Universal Credit claimants since January 1 2013;

We have not provided separate funding.

d) The cost to yourselves of offering support or advice to Universal Credit claimants who are in financial difficulty or struggling with the process of claiming Universal Credit since January 1 2013;

As Guildford only went Live on 24 October 2018, costs have been minimal. Until 31 March 2019 we were reimbursed by DWP for providing Universal Support.

**Copyright and re-use of information**

Please be aware that copyright may exist on information that we provide in response to requests, including attachments.

Where we are providing information that the Council has authored, you may re-use it free of charge unless we have stated otherwise in our response. However, in some cases we do not own the copyright (for example Ordnance Survey owns the copyright for most map information we use). Therefore, where someone other than Guildford Borough Council owns the copyright for the information, please check with us by writing to [foi@guildford.gov.uk](mailto:foi@guildford.gov.uk) if you plan to re-use it or if you are not sure whether copyright will be an issue.

**Your right to ask for an internal review**

I trust the above addresses your enquiry. However, if you do not agree with the way I have dealt with your request, you may write to ask the Council to review my decision. Another officer will carry out a review and they will then write to you, letting you know whether they agree with my decision or whether they have reached a different conclusion.

You should write to, Customer Services, Guildford Borough Council, Millmead House, Millmead, Guildford GU2 4BB ([foi@guildford.gov.uk](mailto:foi@guildford.gov.uk)). It is important that you clearly state that you are asking for an Internal Review and provide a copy of your correspondence with the Council about this request. We recommend that you include the FOI reference number and "Internal Review" in the email or letter header to help avoid delays.

**Your right to appeal to the Information Commissioner**

You also have the right to contact the Information Commissioner if you believe we have failed to meet our obligations to deal with your request for information. Please remember that they will usually only consider appeals after the Council has had the opportunity to carry out an internal review. More guidance about your rights is available on the Information Commissioner's website at [www.ico.org.uk](http://www.ico.org.uk).

Yours sincerely



**Guildford Borough Council**  
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