

DWP Central Freedom of Information Team
e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: Fol 2025

Date: 04 May 2018

Dear Mr Williams,

Thank you for your Freedom of Information request received on 20 April 2018. You asked:

"The recently released official experimental statistics- "Universal Credit: 29 April 2013 to 8 March 2018 " (available online here: https://www.gov.uk/government/statistics/universal-credit-29-april-2013-to-8-march-2018?utm_source=363fdd7d-4486-4c56-aeaa-30a3800ba157&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate) show that slightly over a quarter of claims to universal credit have not resulted in a "start" on that benefit (i.e. an award of benefit).

I would be grateful if you could release:

1. Any internal analysis of the reasons why a claim for universal credit does not result in a start (i.e. of those claims that are unsuccessful how many are because the basic conditions not met, how many because the financial conditions not met, how many are withdrawn, how many do not proceed to an award because the claimant fails to book or attend interview etc.)

2. In particular any analysis of the numbers of claims made each month which are refused because the claimant does not book or attend either the evidence of identity interview and/or the commitments interview).

Ideally I would prefer the analysis to focus on full service cases only but please release whatever you have. If you do not have the figures for the whole period or broken down per month or you only have figures for a sample of claims then I will settle for that."

DWP Response

For UC Full Service claims made (declared) in November 2017 from analysis carried out in March 2018:

71% of claimants were paid.

29% were closed and not paid and are made up as follows: (all shown as % of the whole):

- 8% were **process compliant** but closed due to **non-entitlement**:

Were closed for the following reasons:

4% withdrew the claim

1% failed the Habitual Residence Test;

1% had Insufficient Evidence;
1% Not Eligible or Entitled;
1% Ineligible Capital;
1% Other.

- 20% were closed due to **non-compliance with the process**. This means they failed to meet requirements to produce evidence to support their claim or to satisfy the conditions placed on them to receive benefit, such as making oneself available for, or actively seeking a job. The claims were closed for the following reasons:

10% Failed to book an initial interview;
6% Claimant commitment not accepted;
4% Failed to attend an interview.

Please note that percentages may not sum due to rounding.

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

Yours sincerely,

DWP Strategy Fol Team

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@dwp.gsi.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