



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
6-12 Tothill Street
London
SW1H 9NA

Kellie Dorrington
request-943157-f9a14ef2@whatdotheyknow.com

[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2023/13567

13 March 2023

Dear Kellie Dorrington,

Thank you for your Freedom of Information (Fol) request received on 17 February. You wrote:

“Please accept this as a request with the withdrawal of question 9

Original request:

I would like to make a freedom of information request about the Universal Credit claims sent to the risk review team at the DWP from May 2020 to 2022.

- 1 How many Universal Credit claims have been passed to the risk review team broken down over the period from May 2020,2021 and 2022?
- 2 Proportion of claims sent to the risk review team whose payments are suspended?
- 3 How do these UC claims with the risk review team break down in terms of nationality of claimant?
- 4 Categories of the reasons claims were sent to the risk review team.
- 5 Categories of the reasons claims were sent to the risk review team, broken down in terms of nationality of claimant.
- 6 How UC claims in general break down in terms of nationality of claimant?
- 7 Length of time claims take to proceed to a conclusion based on categories of reasons sent to the risk review team?
- 8 How many complaints have been received for this period on cases sent to the risk review team?
- 9 How many claimants who have had their claim sent to the risk review team have had their award reinstated fully, partially and refused
- 10 Estimated average cost of investigating a claim sent to the risk review team.”

DWP Response

We confirm that we hold some of the information you have requested.

Question 1 - How many Universal Credit claims have been passed to the risk review team broken down over the period from May 2020,2021 and 2022?

Since April 2020 the Enhanced Review Team has received the cumulative total of 1,100,843 claims to review, the Enhanced Review team (ERT) is the overarching name for Risk Review

Team (RRT) and Enhanced Checking Service (ECS) functions that has been in place since October 2022. Unfortunately, due to the age of this data and the way it was recorded we are unable to provide a yearly breakdown of this figure.

Question 2 - Proportion of claims sent to the risk review team whose payments are suspended?

Based on cumulative figures RRT have suspended 188,119 claims since late April 2020, based on the last figures available 109,402 remain suspended with the remained being either Closed (71,496) or reinstated (7,221).

Question 3 - How do these UC claims with the risk review team break down in terms of nationality of claimant?

We do not hold this information. No data is kept regarding a customer's nationality by the or the wider Enhanced Review Team.

Question 4 Categories of the reasons claims were sent to the risk review team.

We do not hold this information. Defined categories are not used in allocating claims to the Risk Review Team or wider Enhanced Review Team. Claims are selected based on intelligence which indicates potential high risks of fraud.

Question 5 - Categories of the reasons claims were sent to the risk review team, broken down in terms of nationality of claimant.

We do not hold this information. No data is kept regarding a customer's nationality by the Risk Review Team or the wider Enhanced Review Team.

Question 6 How UC claims in general break down in terms of nationality of claimant?

As per our response to previous question, we do not hold this information.

Question 7 - Length of time claims take to proceed to a conclusion based on categories of reasons sent to the risk review team?

We do not hold this information. This is because the length of time it takes cases to progress through the RRT Journey can vary. Timescales can depend on a number of factors, The largest of which is the time it takes to gather the requested information from the customer, we are fully reliant on customers engaging with us and providing any documentation and information we require to bring the case to a conclusion. The overall level of complexity of the case itself also plays a role in how long it takes a case to reach outcome.

Question 8 - How many complaints have been received for this period on cases sent to the risk review team?

Since the wider Enhanced Review Team started to formally record complaints in November 2021 there have been 216 complaints made.

Question 9 - How many claimants who have had their claim sent to the risk review team have had their award reinstated fully, partially and refused

Requestor withdrew this question.

Question 10 - Estimated average cost of investigating a claim sent to the risk review team.

We do not hold this information, each case will vary in both length and depth of investigation based on individual case circumstances, this makes calculating average costs very difficult without a formal study. This is something that has not yet been carried out on RRT activities and so we cannot give an evaluation of cost at this time. Factors that cause variation in cases are mentioned in Question 7, but namely customer engagement, complexity of case, number of claim elements to be checked and the overall type of case being investigated. As mentioned before if the customer chooses not to engage with requests this can greatly increase the time it takes to reach an outcome on a case.

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@dwp.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 FOI and EIR complaints](#) or telephone 0303 123 1113.