



Department
for Work &
Pensions

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

Stephen Campbell
request-1038446-fb853c12@whatdotheyknow.com

freedom-of-information-request@dwp.gov.uk

[DWP Website](#)

Our Ref: FOI2023/79183

Date: 2 November 2023

Dear Stephen Campbell,

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

“Under the Freedom of Information Act 2000, I am writing to request information regarding the Help to Save scheme that is available to Universal Credit and Working Tax Credit claimants.

Please provide the following information:

- What are the stated aims and desired outcomes of the Help to Save scheme?
- How many and what proportion of Universal Credit and Working Tax Credit claimants are eligible for the Help to Save scheme?
- How many and what proportion of eligible claimants have opened a Help to Save account?
- How does the DWP and/or HMRC promote awareness and uptake of the Help to Save scheme to eligible claimants?
- What strategies are used to specifically increase uptake rates among eligible claimants?
- Any reviews, statistics or evaluations on the performance and effectiveness of the Help to Save scheme in meeting its aims.

This information will help me understand the usage and success of the Help to Save scheme among the eligible claimant population. If any part of this request is denied, please cite the specific exemption grounds for withholding information.”

DWP Response

We confirm that we do not hold the information you have requested.

Following a search of our paper and electronic records, we have established that the information you requested is not held by this Department. However, to be helpful, there is already some related information in the public domain which can be found here:

[Annual savings statistics 2022 - GOV.UK \(www.gov.uk\)](#) – published by,

[HM Revenue & Customs - GOV.UK \(www.gov.uk\)](#)

The eligibility criteria can be found here:

[Get help with savings if you're on a low income \(Help to Save\): Eligibility - GOV.UK \(www.gov.uk\)](https://www.gov.uk/help-to-save/eligibility)

For any further information on the 'Help to Save Scheme' you may wish to redirect your request to –

Freedom of Information requests

Email: foi.request@hmrc.gov.uk

HMRC FOI Act Team
S1715
7th Floor
Central Mail Unit
Newcastle Upon Tyne
NE98 1ZZ

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 FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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](https://www.ico.org.uk) or telephone 0303 123 1113