



Department  
for Work &  
Pensions

DWP Central Freedom of  
Information Team  
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[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2020/58101

xx October 2020

Dear Mark Abraham,

Thank you for your Freedom of Information (Fol) request received on 2nd October. You wrote:

“Thank you for your kind and painstaking response to my last communication. I really appreciate your thoughtful reply, pointing out the difficulties in fulfilling this request under FOI, and the suggestions you make to obtain information nonetheless.

I accept all the suggestions you make to focus the search for information more accurately, and ask you to proceed to progress the request as amended along these lines. Once again, thank you for your assistance in this matter.

[However, as required by Section 16 of the Fol Act, I have considered how I might help you to

bring your request within the cost limit.

I can confirm that, if you were to omit the 2nd question in your original request and refine your

1st and 3rd questions then we may be able to respond to a revised request from you. I cannot

be prescriptive about the questions you ask but, in order to facilitate a response, I can advise

that we would be able to provide the number of debts loaded onto the Department's Debt Management system from July 2018 to January 2019, which are being recovered via Universal

Credit.

In relation to what is currently your 3rd question, I would suggest asking for the percentage of

people currently repaying debt to DWP who are on a hardship rate.]”

## **DWP Response**

I can confirm that we hold the recorded information to respond to your request.

I have taken your revised request as being in two parts as follows:

1. How many debts were loaded onto the Department's Debt Management system from July 2018 to January 2019, which are being recovered via Universal Credit?

Answer: The number of cases registered on Debt Manager between 1<sup>st</sup> July 2018 and 31<sup>st</sup> January 2019 where a repayment was recovered from Universal Credit in September 2020 was 161,230.

2. What percentage of people who are currently repaying debt to DWP are on a hardship rate?

Answer: 7%

**Notes:**

Repayment of Debt may be from various sources over the period of recovery, dependant on a customer's circumstances.

Only recoveries made in September have been used to identify the current recovery position.

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

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**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@dwf.gov.uk](mailto:freedom-of-information-request@dwf.gov.uk) or by writing to: DWP Central FoI 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 Contact Information](#) or telephone 0303 123 1113 or 01625 545745