

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: VTR1457

30/4/14

Dear S Banks,

Thank you for your Freedom of Information request received 31 March 2014. You asked;

Can I please clarify the following information;

1: Is the sample interviewed for this research only including successful UC claimants? People waiting to hear about their claim, or who have not recieved a payment are not included?

2: Phase one indicates they are in receipt of the claim?

3. If you had not explained that tables 4 and 5 had been produced internally by the dwp, I would not have known this as it is not referenced in the report. Can you please advise where this addendum would be held?

The answers to your questions are as follows:

1. Any individual who had made a claim to Universal Credit between July 18th and October 1st 2013 was included in the sample delivered to IFF Research (the independent research company that conducted the fieldwork). To ensure that the survey was only asked to those who had experience of claiming universal credit, individuals were filtered out of the survey if

- they had not made a claim / didn't remember making a claim;
- if their claim was unsuccessful / they were awaiting the outcome;
- if they hadn't yet attended their first interview and did not want to be called back after they had;

These individuals are not included in the final 901 respondents. Further information about the sample (including the number that opted out and who couldn't be contacted by IFF Research) is available in the published report in the "Notes" section.

2. Of the 901 claimants interviewed at Wave 1, 105 were currently in receipt of UC, 759 had not received a UC payment but were due to receive one soon, 31 had finished their claim, whilst 6 did not know.

3. We do not plan to publish a separate addendum. All of the analysis in the report was conducted on data which an independent contractor (IFF Research) had generated through the survey. We will publish further details of the research and analysis methods once the research is completed later this year.

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@dwpgsi.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