



Department  
for Work &  
Pensions

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

Our Ref: FOI2022/58849

26<sup>th</sup> August 2022

Dear Rosie Mears,

Thank you for your Freedom of Information (FoI) request received on 28 July. You wrote:

“In your Annual Report and Accounts 2021 - 22 you confirmed you had automated the 'insertion of deductions and how deductions are allocated in cases with multiple or shared debts'. I am interested in which parts of the universal credit award calculation still remain manual and which bits have been fully automated.

1) Please provide a copy of the current training materials (powerpoint and notes/workbook etc) available to a UC decision maker or case manager which tell them which parts of the UC calculation currently need to be done manually,

2) Please provide a copy of the current training materials for performing each type of UC calculation that needs to be done manually,”

## **DWP Response**

The DWP learning products which support Universal Credit Decision Makers and Case Managers regarding manual calculations are attached. These products show which parts of the UC calculation currently need to be done manually, and how to perform them.

There are occasions where the service is not currently able to automatically calculate the payment, these are:

- Housing with shared ownership
- Non-standard housing
- Foster caring bedroom entitlement once child has left
- An arrears calculation only, and
- A minus figure showing in the calculation

In addition to the above, other learning topics (attached) reference manual calculations as follows:

- Missing statements are covered specifically for National Services and in UC114NS Claims by phone.
- There is also a spotlight on Claims by Phone (excerpt attached Missing Statement) which mentions creating a statement and it is also in a Calculating Payment spotlight

- Over/underpayments – Covered in UC38 Over and underpayments which references out to UC27 Calculation of payments.

The Universal Credit service processes the majority of Third-Party Deductions, but where this fails to go through, a manual calculation is required. The relevant training (UC43) is also attached.

Where the above learning incorporates links to Spotlights and guidance relating to manual calculation, these are attached. The learning also contains references to Spotlights, Bitesize and guidance which do not relate to manual calculation, and these are not included in this response.

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@dwp.gov.uk](mailto: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 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](https://ico.org.uk/for-the-public/foi/) or telephone 0303 123 1113.