



Department
for Work &
Pensions

DWP Central Freedom of Information Team
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[DWP Website](#)

Our Ref: IR2022/04728

3 February 2022

Dear Andy Pennington,

Thank you for your Freedom of Information (FOI) request received on 20th January. You wrote:

"I am writing to request an internal review of Department for Work and Pensions's handling of my FOI request 'UC claimants not being automatically being credited with National Insurance credits without DWP intervention'.

Please could I have a response as soon as possible to the following I should have received by 19/01/2022.

'Thank you for your response, really helpful!!!! But I am not clear on the following'.

'Since then a strategic solution has been implemented to ensure all Universal Credit claimants are credited with the appropriate credits to support their qualifying years for state pension purposes'.

'Would you mind please clarifying the above that was in the response i.e. what was/is this 'strategic solution'?"

DWP Response

In response to your internal review request, we can confirm that the handling of your original request and response has now been appropriately reviewed by someone unconnected with the handling of your original request.

We can advise that the original response was partly correct. Your complaint is therefore partially upheld. The reason for this is as follows –

The issue was first identified in 2019 with a manual solution being put into place, **not** a strategic solution as previously described. If appropriate, UC Class 3 Credit Liabilities will be applied to a customer's National Insurance Account to support their qualifying years for State Pension purposes.

To be helpful, we have attached a document 'Spotlight on: National Insurance Credit Error Handling Service', which gives more information on this.

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 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.

Web: [ICO Contact Information](#) or telephone 0303 123 1113 or 01625 545745