

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: FOI2019/00070

23 January 2019

Dear Ken Porter,

Thank you for your Freedom of Information (Fol) request received on 3 January. You asked:

*Thank you for your response to my FOI request.*

*As you have suggested, I have changed my request to limit the data that I am looking for to a National level.*

*Please provide, for the period June 2018 to November 2018 (or the dates closest that meet your datasets) the factors, by percentage that stop a claim proceeding to a full Universal Credit Service. What is the mean time for making a decision that a claimant is not eligible for Universal Credit.*

*I have re-looked at Stat-Xplore and I do not see a table that provides me this type of data.*

**DWP Response:**

The table below shows the claim closure reasons for Universal Credit Full Service claims declared in August 2018 that were closed prior to first payment, which represent 28% of claims declared.

<i>Claim Closure Reason</i>	<i>Process Compliant</i>	<i>Process Non-compliant</i>
Failed to book initial interview		35.0%
Claimant commitment not accepted		25.8%
Claim withdrawn	13.7%	
Failed to attend interview		8.6%
Insufficient evidence	5.2%	
Failed Habitual Residence Test	4.4%	
New claim not eligible or entitled	2.3%	
Other process compliant	1.5%	
Annual verification incomplete	1.5%	
Ineligible due to capital	1.4%	
Claimant in Full time education	0.6%	
Total	30.5%	69.5%

The other process compliant category includes claims closed for the following reasons: ineligible due to claimants at state pension or pension credit age, nil entitlement, claimant aged 16 or 17 or claimant is in prison.

Percentages have been rounded to the nearest 0.1% and as a result may not sum to the total.

In the table above, all of the claim closures due to ineligibility are included in the process compliant category. For this category the mean time taken from the date a claim was declared to the date it was closed was 13 days.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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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@dwpgsi.gov.uk](mailto: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  
[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745