

Department for Work and Pensions (DWP)
Central Freedom of Information Team

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 1939

Date: 4 July 2017

Dear Mr Williams,

Thank you for your Freedom of Information request received on 5 January 2017.

You asked *"Please provide me with any management information on how long it is taking to conduct a mandatory reconsideration in universal credit. Ideally, I would like this information broken down by month since April 2016. If any detail is held showing how long it takes to conduct a mandatory reconsideration in a UC case dependent on type of request (eg WCA challenge, sanction, challenge to amount of earnings etc) that would be appreciated.*

Please also disclose any performance indicators which are used for how long a mandatory reconsideration should take in a UC case and details of performance against those indicators."

We do not currently have a performance measure which looks across Universal Credit as a whole. However, within Live Service we have been monitoring the proportion of mandatory reconsiderations completed within 10 days, with the standard expectation being to complete 90% within this time frame.

The following shows performance between April 2016 and January 2017 looking at all mandatory reconsiderations completed within each month.

	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
0-5 days	1,272	774	1,112	463	656	1,015	450	115	58	281
6-10 days	515	773	318	866	844	340	466	18	134	2,419
11-15 days	45	41	23	41	41	27	141	165	68	161
16-20 days	30	31	4	8	12	15	16	83	40	84
21-23 days	9	23	4	10	12	5	14	21	21	66
24-28 days	9	10	15	8	16	11	7	10	33	104
after 28 days	8	10	27	35	49	33	59	36	127	365
Grand Total	1,888	1,662	1,503	1,431	1,630	1,446	1,153	448	481	3,480
% MRs completed within 10 days	94.7%	93.1%	95.1%	92.9%	92.0%	93.7%	79.4%	29.7%	39.9%	77.6%

It is not currently possible for us to break this down by the type of request (eg WCA challenge, sanction, challenge to amount of earnings). Please note that the figures supplied are derived from unpublished information and have not

been quality assured to National Statistics or Official Statistics publication standard. They should therefore be treated with caution.

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

Yours sincerely,

DWP Central 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.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745