

Universal Credit Statistical Ad Hoc: Length of Payment Delays for New Claims to Universal Credit

Data for claims due a first payment in February 2018

● One Off

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One Off

Policy background and introduction

This publication provides ad hoc statistics on the length of payment delays, for new claims to Universal Credit (UC) that are paid late.

A previous ad hoc publication has provided statistics on the proportion of claims which were paid late, and provide further background on UC. This can be found at: <https://www.gov.uk/government/statistics/universal-credit-payment-timeliness-january-to-june-2017>.

Relevant statistics can also be found in response to a recent Parliamentary Question, at: <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2018-05-17/145370/>

Universal Credit entitlement is calculated over monthly Assessment Periods. New claims that are that are paid on time will receive a payment by the 'payment due date', which is 7 days after the first Assessment Period ends. Payments received after this point would be late. Late payments can arise for a number of reasons, including: verification processes not being completed on-time (either by DWP or the claimant), or claims being amended at a late stage.

This analysis is restricted to new claims, as late payments are more likely for this group. This is because there are a number of one-off verification processes that must be completed at the start of a claim to ensure the claimant (or both claimants in a joint claim) are eligible for UC. An example of a verification process would be checking a claimant's identity (which may require the claimant to attend an appointment at their JobCentre).

This analysis looks at new claims that were due a payment in February 2018. For these claims, enough time has now passed for us to observe late payments. We have provided results showing the time taken for these claims to receive 'some payment', and the time taken to receive 'full payment':

- A claim is recorded as receiving some payment when it receives its first payment. In some cases the claimant may receive a further payment.
- A claim is recorded as receiving full payment when it receives its last payment.

One circumstance where a payment could be made in multiple instalments is where verification processes have not been completed for a particular element of a claim. For example, if verification has not been completed for the housing element, the basic payment may be paid first, followed by a payment in respect of housing once the claimant's entitlement to this element is confirmed.

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Comments? Feedback is welcome

Results

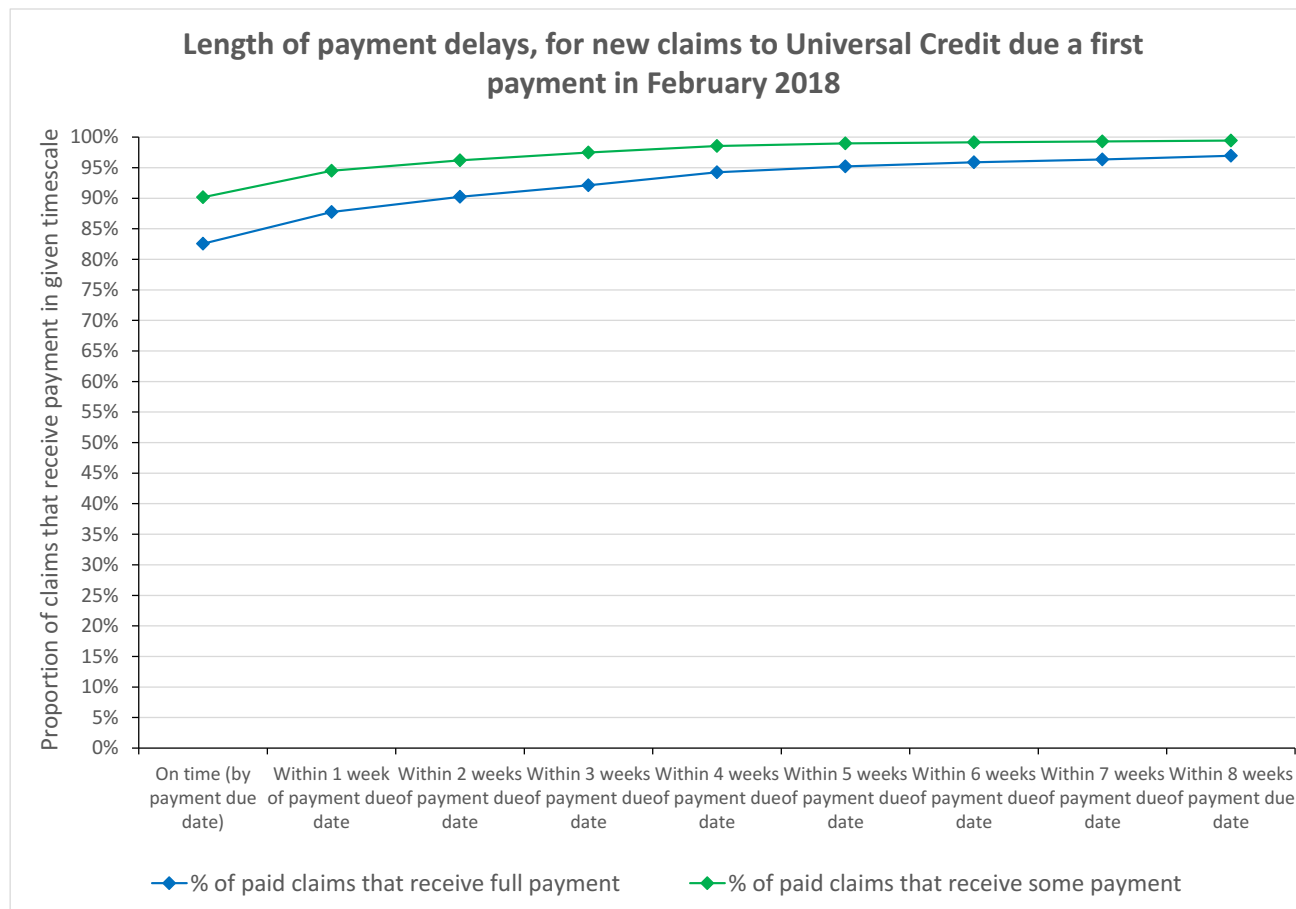
The latest available data, for payments due a first payment in February 2018, shows:

Full payment on time

- 83% of new claims to Universal Credit Full Service received full payment on time.
- 94% of new claims received full payment within 4 weeks of the payment due date.
- 97% of new claims received full payment within 8 weeks of the payment due date.

Some payment on time

- 90% of new claims to Universal Credit Full Service received some payment on time.
- 99% of new claims received some payment within 4 weeks of the payment due date.
- 99% of new claims received some payment within 8 weeks of the payment due date.



Length of payment delays, for new claims to Universal Credit due a first payment in February 2018

	On time (by payment due date)	Within 1 week of payment due date	Within 2 weeks of payment due date	Within 3 weeks of payment due date	Within 4 weeks of payment due date	Within 5 weeks of payment due date	Within 6 weeks of payment due date	Within 7 weeks of payment due date	Within 8 weeks of payment due date
% of paid claims that receive full payment...	83%	88%	90%	92%	94%	95%	96%	96%	97%
% of paid claims that receive some payment...	90%	94%	96%	97%	99%	99%	99%	99%	99%