

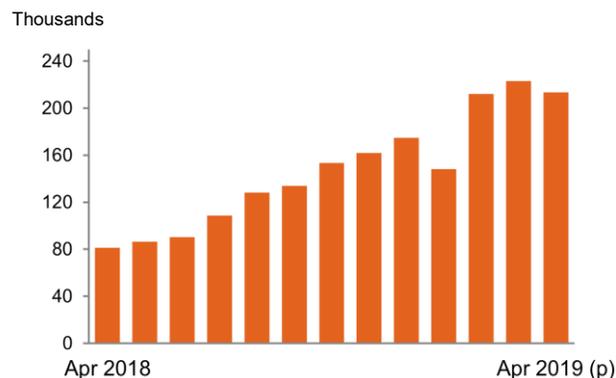
Universal Credit is a payment to help with living costs for those on a low income or out of work. Eligibility for Universal Credit depends on individual circumstances and location.

Universal Credit was introduced in April 2013 in certain pathfinder areas of North West England. Universal Credit is now available in every jobcentre across Great Britain. Roll out was completed in December 2018.

## Main story

The number of people on Universal Credit as at 11 April 2019 was just under 2.0 million. Of these people 650 thousand (33 per cent) were in employment. In February 2019, 1.6 million households were on Universal Credit. The average amount of Universal Credit paid to households on Universal Credit was £660 per month.

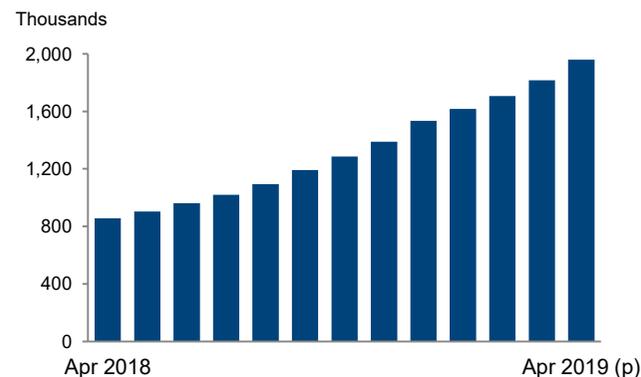
### 200 thousand people started UC In the month up to 11 April 2019



The total number of starts that have been made since Universal Credit began is 3.4 million. The number of starts made to Universal Credit was 200 thousand in the month up to 11 April 2019.

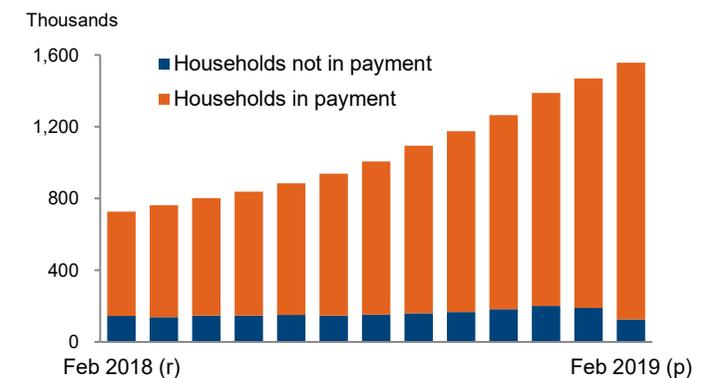
The figures in this chart have been standardised, so may not match figures in the document. Please see the [Background Information and Methodology](#) document for more detail.

### 2 million claimants At 11 April 2019



The number of people on Universal Credit rose to just under 2.0 million in April 2019. This is a 8 per cent increase from March 2019.

### 1.6 million households At 14 February 2019



In February 2019, 1.6 million households were on Universal Credit. Of these households, 1.4 million (92 per cent) were receiving a Universal Credit payment.

There are a number of reasons why a household may not be in receipt of a payment, one being when someone moves into work and their level of earnings increases to a level where they no longer receive a payment.

## At a glance

Page

Claims at 4.4 million

3

52 per cent of starts were from females

4

2 million people on Universal Credit

5

Where Universal Credit claimants live

6

1.6 million households on Universal Credit

7

Payment timeliness at 95 per cent

8

Please note the figures for the latest month (April 2019) are provisional (p) and will be finalised in the next release. See the [Background Information and Methodology](#) document for more detail on the definitions used in this publication.

**Lead Statistician:** Chris Johnston

[christopher.s.johnston@dwp.gov.uk](mailto:christopher.s.johnston@dwp.gov.uk)

**DWP Press Office:** 0203 267 5144

Thoughts? We welcome feedback

Published 14 May 2019

Next edition 13 August 2019

ISBN: 978-1-78659-122-7

## What you need to know

This summary contains statistics on Universal Credit covering the period to 11 April 2019. Universal Credit is now available in every jobcentre across Great Britain. Roll out was completed in December 2018. Universal Credit provides a single payment per household based upon the circumstances of the household. Support for housing costs, children and childcare costs are integrated into Universal Credit and it also provides additions for disabled people and carers.

The following benefits will be replaced as Universal Credit rolls out:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit
- Housing Benefit

The main features of Universal Credit are:

- Universal Credit is available to people who are in work and on a low income, as well as to those who are out of work.
- Most people will apply online and manage their claim through an online account.
- Universal Credit will be responsive – as people on low incomes move in and out of work, they will get on-going support.
- Most claimants on low incomes will still be paid Universal Credit when they first start a new job or increase their part-time hours.
- Claimants will receive a single monthly household payment, paid into a bank account in the same way as a monthly salary, with some exceptions; support with housing costs will usually go direct to the claimant as part of their monthly payment, although some exceptions apply.

This report contains four measures. **Claims made** counts the number of applications submitted for Universal Credit. Some of these people will go on to **Start** on Universal Credit. **People on Universal Credit** include all those who have started and are still on Universal Credit at the count date (second Thursday of the month). Some people will have their claim terminated either at the request of the individual or if their entitlement to Universal Credit ends. **Households on Universal Credit** are counted as being on Universal Credit where entitlement has been calculated for an assessment period spanning the count date. It includes those who receive a payment, as well as those that don't.

From November 2018, statistics for claims, starts, people and households on Universal Credit has been published quarterly. Data for people on Universal Credit is available via [Stat-Xplore](#) each month.

Due to an issue with the underlying data, the housing support entitlement and tenure breakdowns for Households on Universal Credit in this document and on Stat-Xplore have been withdrawn in this release. We are working to address the problem and intend to restore the breakdowns to Stat-Xplore in June 2019 alongside the next publication of People on Universal Credit. The breakdown for postcode district for Claims and Starts on Universal Credit has also been withdrawn after a separate issue was identified. Investigations are currently ongoing and the breakdown will be restored in due course.

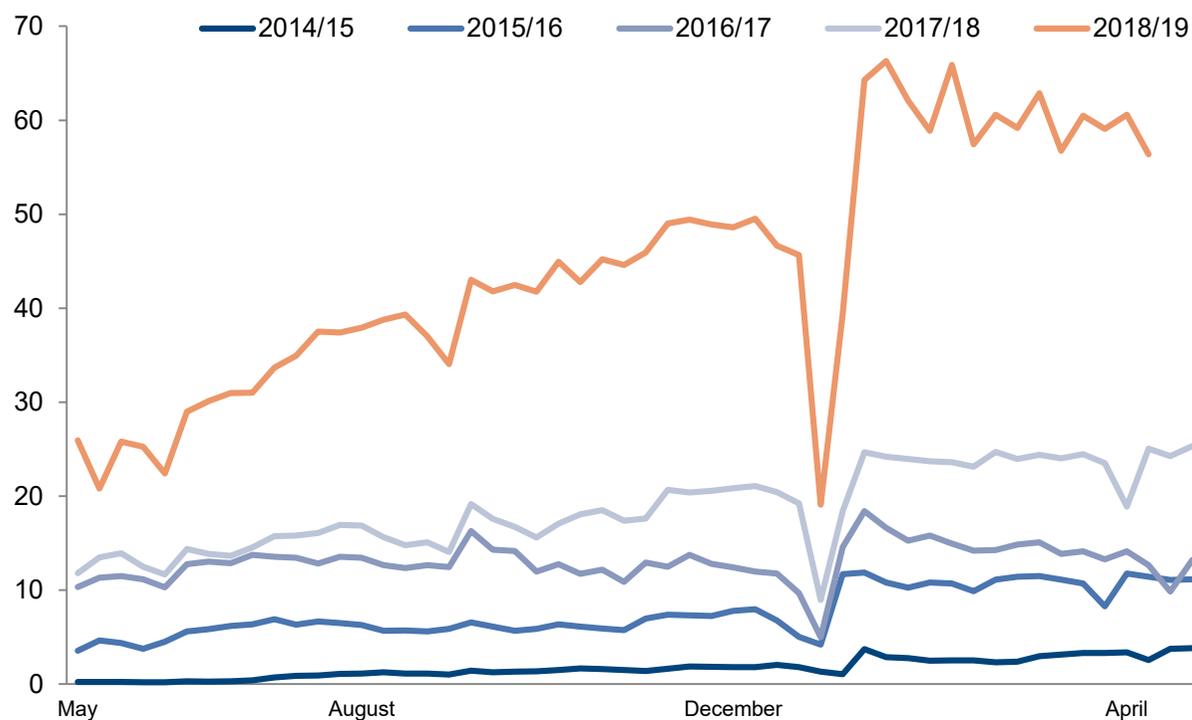
# Claiming Universal Credit

## Total claims made have reached 4.4 million

New claims per week, May to April of each year from 1 May 2014 to 11 April 2019

Weekly number of claims

Thousands



The total number of claims made for Universal Credit in the four weeks up to 11 April 2019 was 240 thousand, with an average of 60 thousand claims per week. Generally, more claims are made for Universal Credit on weekdays, compared to weekends. The total number of claims made for Universal Credit has now reached 4.4 million.

Since Universal Credit began, there has been a seasonal trend involving a large drop in the number of claims around the Christmas period and a subsequent increase in January. Similar yet smaller dips are also noticeable over the Easter period and the other Bank Holiday periods of each year. In 2018/19 there was an increase in the number of claims in line with the expanded roll out of Universal Credit.

Claims made for Universal Credit reached a daily peak of 14 thousand on 14 January 2019, and a weekly peak of 66 thousand in the week ending 17 January 2019. This is consistent with the observed seasonal trend in previous years, though previously the extent of the seasonal increase was mitigated to a degree by the continuing rollout of Universal Credit.

Claims to Universal Credit are now available in every jobcentre across Great Britain. Roll out was completed in December 2018.

See **Table 1.1** for summary statistics and [Stat-Xplore](#) for the complete data series.

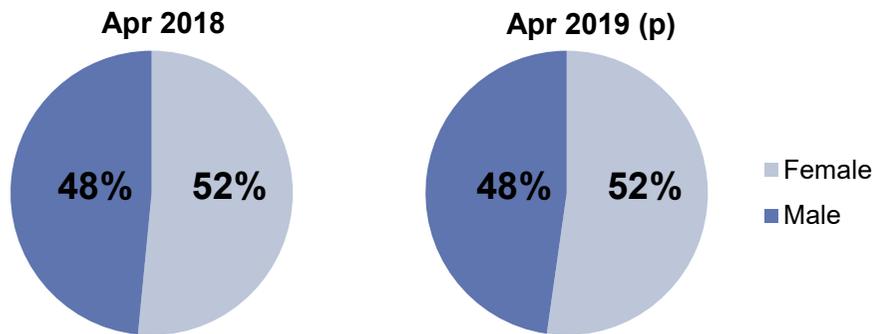
## How people claim Universal Credit

People will usually make a claim for Universal Credit online, during which initial claim verification will take place. The claim date is the date that a claimant completes this process and submits their claim. After making a claim, an initial interview will take place with the claimant, where the eligibility for Universal Credit will be confirmed and the claimant will accept a [Claimant Commitment](#). At this point, a claimant will be recorded as starting Universal Credit. Not all people who make a claim for Universal Credit will go on to start, however the statistics for claims used in this publication include all claims made to Universal Credit.

# Starts to Universal Credit

## More than half of starts to Universal Credit in April were from females

Starts per month to Universal Credit by gender, at 12 April 2018 and 11 April 2019

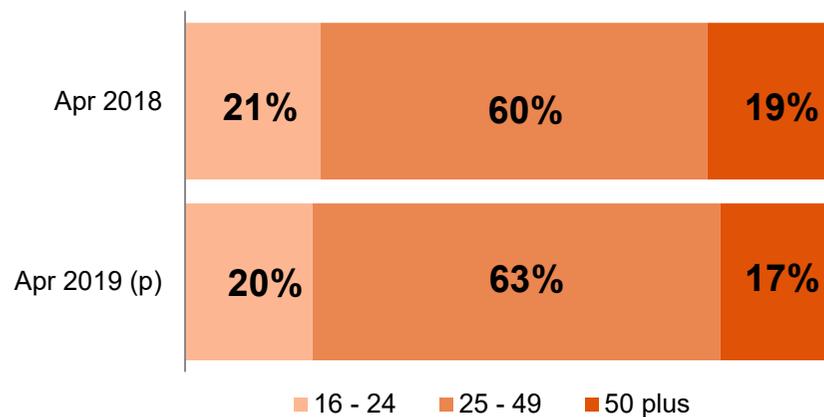


A total of 200 thousand starts were made to Universal Credit in the month up to 11 April 2019.

Of all starts in the month up to 11 April 2019, 52 per cent were by females and 48 per cent were by males. The proportion of females on Universal Credit has grown in line with the roll out of Universal Credit .

In the month up to 11 April 2019, the London and Essex Jobcentre Plus group had the highest proportion (16 per cent) of the total number of people starting Universal Credit, followed by North and East Midlands (13 per cent).

Starts per month to Universal Credit by age band, at 12 April 2018 and 11 April 2019



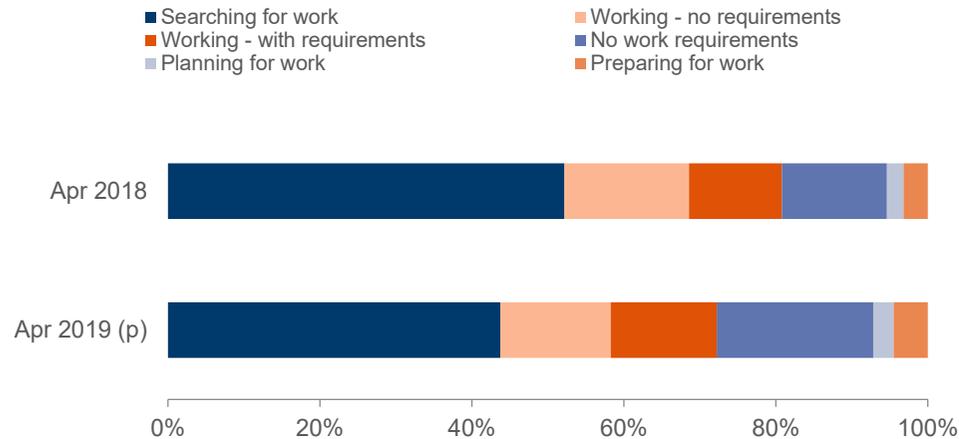
Of all starts in the month up to 11 April 2019, the 25-49 age group had the most starts at 63 per cent. The proportion of starters aged 50 and over in the month up to 11 April 2019 was 17 per cent, compared to 19 per cent in the equivalent month in 2018.

See the [Background Information and Methodology](#) document for more details. See **Table 2.1** for summary statistics and [Stat-Xplore](#) for the complete data series.

# People on Universal Credit

## There is a decreasing trend in the proportion of people on Universal Credit in the Searching for Work conditionality regime, which now accounts for less than half of the people on Universal Credit

People on Universal Credit by conditionality regime, at 12 April 2018 and 11 April 2019



Of the 2.0 million people on Universal Credit as of 11 April 2019, 44 per cent (860 thousand) were in the Searching for Work conditionality regime, compared to 52 per cent (450 thousand out of 860 thousand in total) in April 2018. During the same period, the proportion of people in each of the remaining conditionality regimes have continued to increase with the exception of “Working – no requirements”.

The number of people on Universal Credit, by conditionality regime and gender, 11 April 2019



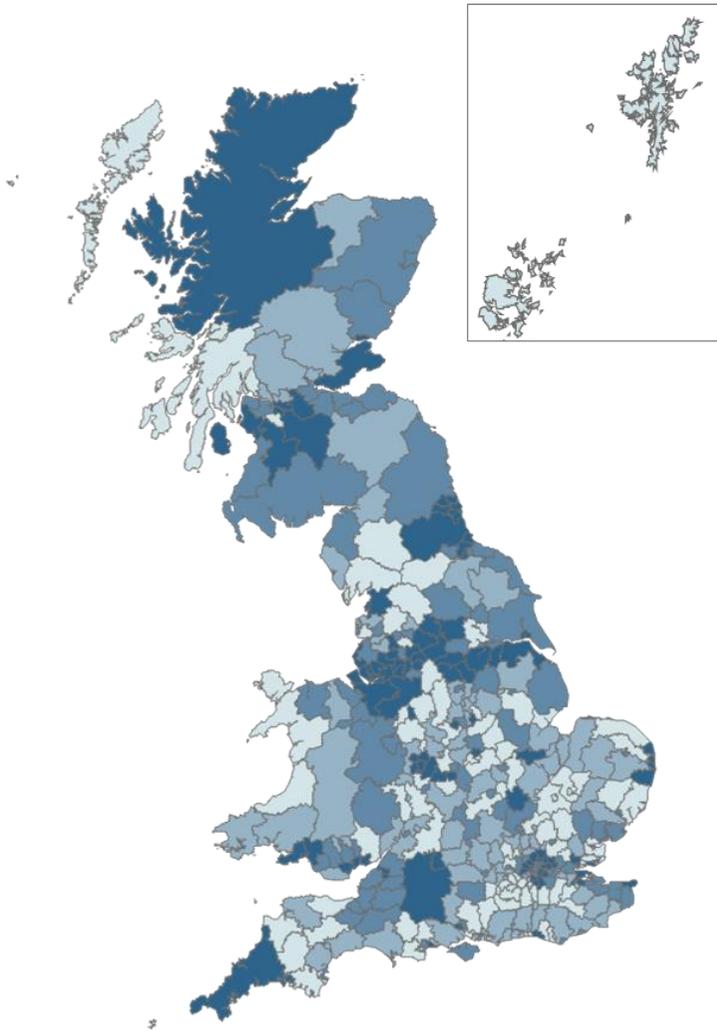
Of those in the “Working – no requirements” conditionality regime, 58 per cent (170 thousand out of 290 thousand in total) were female at April 2019 compared to 49 per cent (68 thousand out of 140 thousand in total) at April 2018.

Please note that the conditionality breakdown measures what regime an individual is in on the count date. This may not be representative of the entire assessment period for that individual. Conditionality regime figures are not the same as the employment breakdown, which shows whether an individual has had earnings during their assessment period. The two breakdowns should only be used together with caution.

See the [Background Information and Methodology](#) document for more information on conditionality regimes.

# Where Universal Credit claimants live

The North West region, where roll out started, has the largest number of Universal Credit claimants



The adjacent map shows people on Universal Credit by local authority as of 11 April 2019.

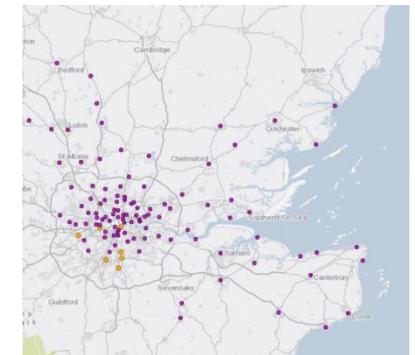
**Key: The darker areas of the map are local authorities with higher numbers of Universal Credit claimants, while the lighter areas are the local authorities with fewer Universal Credit claimants.**

## Where you live

Find information about your Jobcentre Plus office in our interactive map.

Please click [here](#) to access the interactive map.

The interactive map shows the number of people on Universal Credit by Jobcentre Plus office, per region, as can be seen in the adjacent example. Key statistics can be viewed by clicking on the Jobcentre Plus office.



Please note that this map will be unavailable on a monthly basis from 12.30 p.m on the day before each monthly release of People on Universal Credit figures. The map will be updated and made available to users at 9.30 a.m on the day of the monthly release of new figures for People on Universal Credit. For future release dates, see the [statistics calendar](#).

For further information on supported browsers, please visit the ArcGIS website [here](#)

# Households receiving Universal Credit

## 1.6 million households were on Universal Credit at February 2019

In February 2019, 1.6 million households were on Universal Credit. Of these households, 92 per cent (1.4 million) were receiving a payment.

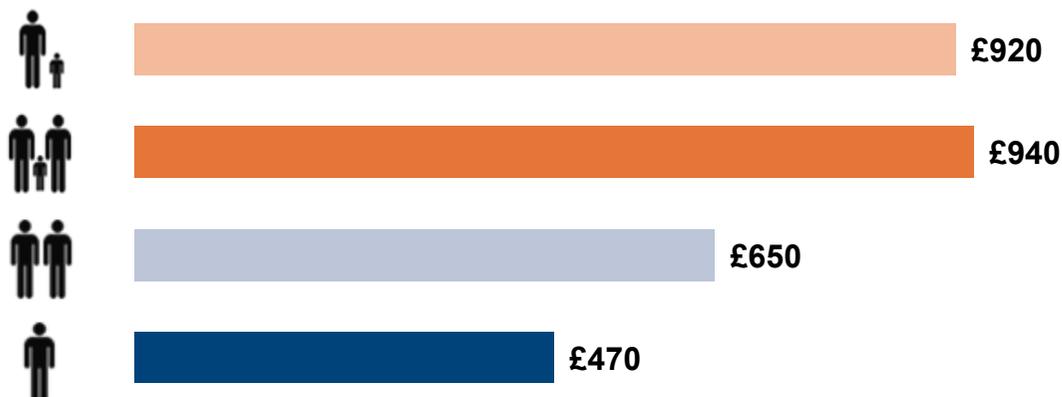
There are a number of reasons why a household may not be in receipt of a payment, one being when someone moves into work and their level of earnings means that they no longer receive a payment. Universal Credit is responsive to changing circumstances, and provides support to people both in and out of work. Universal Credit payments can easily be restarted up to six months after a household's last payment.

### Percentage of households on Universal Credit who are receiving a payment, 14 February 2019



## The average amount of Universal Credit paid to households is £660 per month

### Mean monthly amount of Universal Credit paid by family type, 14 February 2019



In February 2019, the average amount of Universal Credit paid to households on Universal Credit was £660 per month. This is the mean award for households where Universal Credit is in payment.

For households with children, higher average payments are a result of entitlement to support for one or more children and a higher proportion with entitlement to support for housing.

A small number of households that receive relatively large payments of Universal Credit may have some effect on the mean. In February 2019, 63 thousand households received a monthly payment of over £1,500. This was 4 per cent of all households in payment.

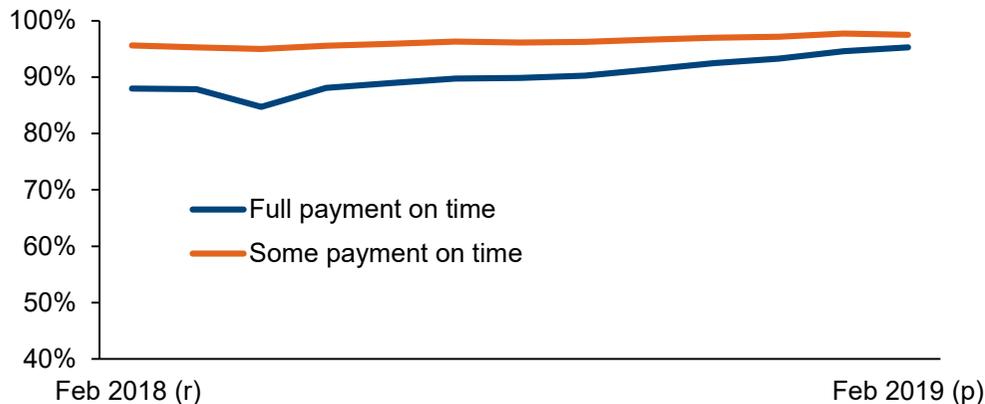
In February 2019, 57 per cent (810 thousand) of Universal Credit awards were paid to single people without children, while just 57 thousand awards (3 per cent) were paid to couples without children.

Over time, a growing proportion of Universal Credit awards have been paid to households with children. In February 2018, 31 per cent of awards were paid to households with children. By February 2019, this had risen to 40 per cent. This is due to the continuing roll out of Universal Credit to a wider range of claimant types throughout 2018.

# Payment timeliness

## 95 per cent of paid Universal Credit claims were paid in full on time

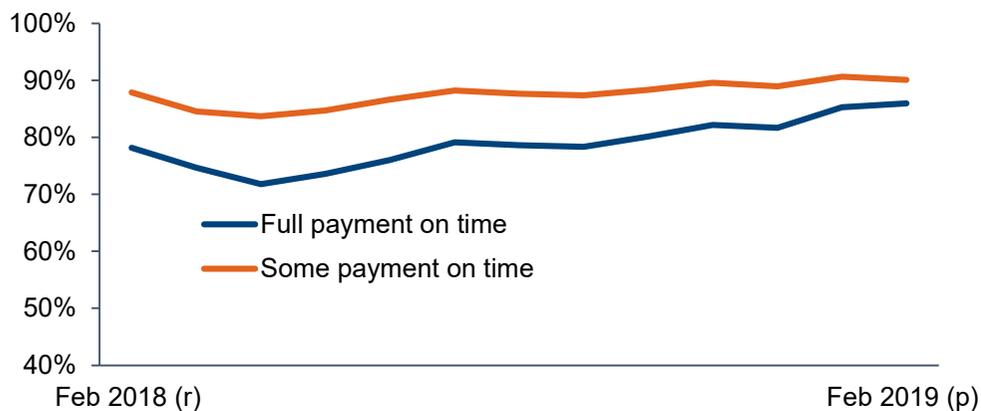
Proportion of paid UC full service claims that were paid on time (all claims) – February 2018 to February 2019



Of the households on Universal Credit in February 2019, 98 per cent that were paid received some payment on time. This compares to 96 per cent that received some payment on time in February 2018.

For households on Universal Credit in February 2019, 95 per cent of households that have been paid received full payment on time. This compares to 88 per cent in February 2018.

Proportion of paid UC full service claims that were paid on time (new claims) - February 2018 to February 2019



Of the households with new claims to Universal Credit in February 2019, 90 per cent that were paid received some payment on time. This compares to 88 per cent that received some payment on time in February 2018.

For households with new claims to Universal Credit in February 2019, 86 per cent of households that have been paid received full payment on time. This compares to 78 per cent in February 2018.

Payment timeliness is lower when looking at new claims than when looking at all claims. There are a number of one-off verification processes that must be completed by the claimant and by DWP at the start of the claim – to confirm the current circumstances of the claimant (or both claimants in a joint claim) and their entitlement to UC. Payment timeliness is therefore liable to be lower for new claims.

Please note that these figures only relate to households on Universal Credit full service. See the [Background Information and Methodology](#) document for more information and **Table 6.1** for complete data series.

## About these statistics

These official statistics have been compiled using data from systems within local offices and records of Universal Credit benefit payments made by the Department.

These and other new data sources will, in time, allow a progressively wider range of breakdowns to be published as new IT systems are introduced. The methodology used and definitions of the official statistics may be updated within subsequent releases, along with information on the impact of any changes to the time series already released. A [strategy](#) for the release of official statistics on Universal Credit was first published in September 2013 and last updated in January 2018.

These statistics have been developed using guidelines set out by the UK Statistics Authority and are [official statistics](#) undergoing evaluation. They have therefore been designated as Experimental Statistics. Users are invited to [comment](#) on the development and relevance of these statistics at this stage.

Figures contained within this publication are subject to rounding unless otherwise stated. Percentages shown are calculated using figures prior to rounding. Please see the [Background Information and Methodology](#) document for details on the level of rounding applied, which is dependent on the magnitude of the figure being quoted.

## Roll out and migrating claimants from other benefits onto Universal Credit

Universal Credit was introduced in 2013 and was rolled out in stages across Great Britain by postcode area. See **Table 4.1** for a full list of Jobcentre Plus offices by the date they implemented Universal Credit Full Service.

The roll out process was completed in December 2018 and Universal Credit is now available in every jobcentre across Great Britain. By 2023, all existing legacy claimants will have moved on to Universal Credit.

Information on Universal Credit roll out can be found here: <https://www.gov.uk/government/publications/universal-credit-transition-to-full-service>

## Where to find out more

This document and the summary tables can be found here: <https://www.gov.uk/government/collections/universal-credit-statistics>

Build your own tables using Stat-Xplore: <https://stat-xplore.dwp.gov.uk/>, which also contains data on households on Universal Credit.

See our claimant level interactive map: <http://dwp-stats.maps.arcgis.com/apps/MapSeries/index.html?appid=f90fb305d8da4eb3970812b3199cf489>

See our interactive map of households at Local Authority level: <http://dwp-stats.maps.arcgis.com/apps/Cascade/index.html?appid=8560a06de0f2430ab71505772163e8b4>

Older releases can be found here but please note that figures are subject to change. <https://www.gov.uk/government/collections/universal-credit-statistics>

The release strategy for the statistics can be found here: <https://www.gov.uk/government/publications/universal-credit-statistics-background-information>

The background information and methodology document can be found here: <https://www.gov.uk/government/publications/universal-credit-statistics-background-information-and-methodology>

Information on Universal Credit Sanctions can be found here: <https://www.gov.uk/government/collections/jobseekers-allowance-sanctions>

## Contact us

**Lead Statistician:** Chris Johnston [christopher.s.johnston@dwp.gov.uk](mailto:christopher.s.johnston@dwp.gov.uk)

**DWP Press Office:** 0203 267 5144

Comments? Feedback is welcome.