Pension Credit applications and awards: May 2025

Published 29 May 2025

Introduction

This statistical release provides data on Pension Credit applications and awards covering the number of weekly Pension Credit claims received, claims cleared, claims awarded or not awarded, and outstanding Penson Credit claims between 3 April 2023 and 25 May 2025, for Great Britain only.

Main story

In 2024/25 (1 April 2024 – 30 March 2025), Department for Work and Pensions (DWP) received 321,000 Pension Credit applications, a 28% increase or 69,900 extra applications compared to 2023/24 (3 April 2023 – 31 March 2024). DWP has received 29,500 Pension Credit applications in the first eight weeks of 2025/26 (31 March 2025 – 25 May 2025).

Comparing the period since the announcement on 29 July 2024 that Winter Fuel Payment (WFP) will be means tested (29 July 2024 to 25 May 2025) with the comparable period a year previous (31 July 2023 to 26 May 2024), DWP has:

- Received 285,600 Pension Credit claims a 51% increase or 96,200 extra applications on the comparable period a year previous
- Cleared 308,800 Pension Credit claims a 74% increase or 131,300 extra clearances on the comparable period a year previous, of which:
 - 162,800 Pension Credit claims have been awarded a 57% increase or 58,800 extra awards on the comparable period a year previous.
 - 146,000 claims were not awarded a 99% increase or 72,500 extra awards on the comparable period a year previous.

There were 10,800 outstanding Pension Credit claims still to be processed at the end of week commencing 19 May 2025, 74,800 lower than at the end of week commencing 16 December 2024 (when outstanding Pension Credit claims peaked).

Key definitions

- **Pension Credit claim applications:** an application for Pension Credit made by, or on behalf of, either a single person or a person with a partner in a household
- **Pension Credit claims cleared:** Pension Credit claims where an outcome decision has been notified to the applicant, recorded in the week it was cleared
- Pension Credit claims cleared awarded: where the outcome decision resulted in an award
- Pension Credit claims cleared not awarded: where the outcome decision resulted in no award

- Outstanding Pension Credit claims: Pension Credit claims where an outcome decision is still to be determined.
 - Advanced Pension Credit claims applications have been excluded from outstanding Pension Credit claims figures, as these cannot be processed until the claimant (and their partner if they have one) reaches State Pension age. Advanced claims are where the application can be started up to 4 months before reaching State Pension age.

Policy context

On 29 July 2024, the Government announced that from Winter 2024, Winter Fuel Payments (WFP) will now be dependent on receiving another means tested benefit. Pension Credit is the primary benefit by which pensioners will receive the WFP. Since that time, there has been a significant increase in Pension Credit applications.

Results

Applications

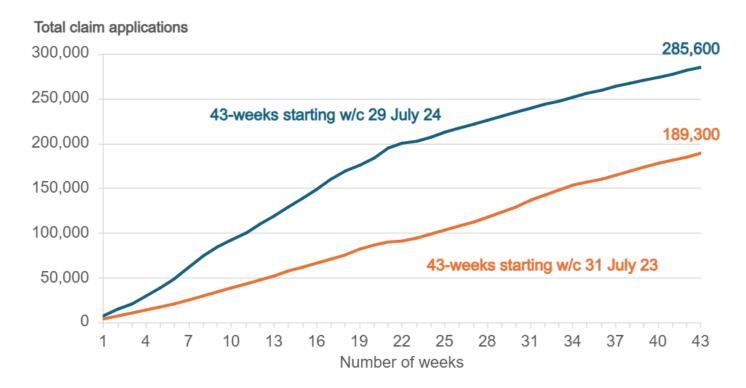
DWP received 285,600 Pension Credit claim applications from 29 July 2024 to 25 May 2025, representing a 51% increase in applications compared to 189,300 Pension Credit claim applications for the comparable period a year previous (31 July 2023 to 26 May 2024).

DWP received an extra 97,900 Pension Credit claim applications in the 43 weeks (29 July 2024 to 25 May 2025) following the announcement, with 285,600 claims received in total, compared to the 187,600 claims received over the 43 weeks before the Winter Fuel Payment announcement (2 October 2023 to 28 July 2024), representing an increase of 52% over the period.

The highest recorded level of weekly Pension Credit claims received by the Department was the week commencing 9 September 2024, with 13,400 claims received, 192% higher than the average weekly Pension Credit claim applications recorded between 3 April 2023 and 28 July 2024 (the day before the WFP announcement).

Chart 1: 96,200 more Pension Credit applications have been received since the WFP announcement than over a comparable period a year previous

Cumulative Pension Credit applications received over a 43-week period, starting week commencing 29 July 2024 and starting week commencing 31 July 2023



Clearances

DWP cleared 308,800 Pension Credit claims from 29 July 2024 to 25 May 2025, representing a 74% increase in clearances compared to 177,500 cleared Pension Credit claims for the comparable period a year previous (31 July 2023 to 26 May 2024).

DWP cleared an extra 132,500 Pension Credit claims in the 43 weeks (29 July 2024 to 25 May 2025) following the announcement, with 308,800 claims cleared in total, compared to the 176,200 claims cleared over the 43 weeks before the Winter Fuel Payment announcement (2 October 2023 to 28 July 2024), representing an increase of 75% over the period.

The highest recorded level of weekly Pension Credit claims cleared by the Department was week commencing 20 January 2025, with 13,400 claims cleared, 194% higher than the average weekly Pension Credit claims cleared between 3 April 2023 and 28 July 2024 (the day before the WFP announcement).

Chart 2: 131,300 more Pension Credit applications have been cleared since the WFP announcement than over a comparable period a year previous

Cumulative Pension Credit applications received over a 43-week period, starting week commencing 29 July 2024 and starting week commencing 31 July 2023



Claims cleared - awarded

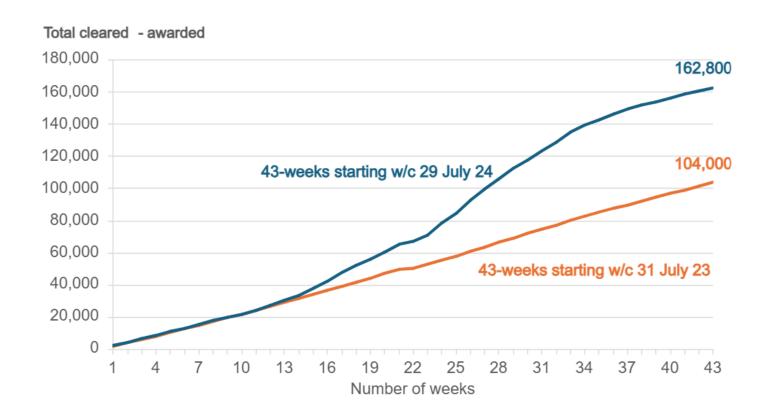
DWP awarded 162,800 Pension Credit claims from 29 July 2024 to 25 May 2025, representing a 57% increase in awards compared to 104,000 awarded Pension Credit claims for the comparable period a year previous (31 July 2023 to 26 May 2024).

DWP awarded an extra 58,600 Pension Credit claims in the 43 weeks (29 July 2024 to 25 May 2025) following the announcement, with 162,800 claims awarded in total, compared to the 104,200 claims awarded over the 43 weeks before the Winter Fuel Payment announcement (2 October 2023 to 28 July 2024), representing an increase of 56% over the period.

The highest recorded level of weekly Pension Credit claims awarded by the Department was week commencing 20 January 2025, with 7,600 claims awarded, 205% higher than the average weekly Pension Credit claims awarded between 3 April 2023 and 28 July 2024 (the day before the WFP announcement).

Chart 3: 58,800 more Pension Credit applications have been awarded since the WFP announcement than over a comparable period a year previous

Cumulative Pension Credit applications cleared and awarded over a 43-week period, starting week commencing 29 July 2024 and starting week commencing 31 July 2023



Claims cleared - not awarded

DWP did not award 146,000 Pension Credit claims from 29 July 2024 to 25 May 2025, representing a 99% increase in not awarded figures compared to 73,500 not awarded Pension Credit claims for the comparable period a year previous (31 July 2023 to 26 May 2024).

DWP did not award an extra 74,000 Pension Credit claims in the 43 weeks (29 July 2024 to 25 May 2025) following the announcement, with 146,000 claims closed - not awarded in total, compared to the 72,000 claims closed - not awarded over the 43 weeks before the Winter Fuel Payment announcement (2 October 2023 to 28 July 2024), representing an increase of 103% over the period.

The highest recorded level of weekly Pension Credit claims not awarded by the Department was week commencing 18 November 2024, with 5,900 claims closed - not awarded, 186% higher than the average weekly Pension Credit claims cleared – not awarded between 3 April 2023 and 28 July 2024 (the day before the WFP announcement).

Chart 4: 72,500 more Pension Credit applications have not been awarded since the WFP announcement than over a comparable period a year previous

Cumulative Pension Credit claim applications cleared and not awarded over a 43-week period, starting week commencing 29 July 2024 and starting week commencing 31 July 2023



Outstanding Pension Credit claims

The most recent week for which data is available (week commencing 19 May 2025) shows there are 10,800 outstanding Pension Credit claims still to be processed.

Outstanding Pension Credit claims peaked in week commencing 16 December 2024 at 85,500, 2.5 times (253%) above the average weekly outstanding Pension Credit claims of 24,200 between 3 April 2023 and 28 July 2024 (the day before the WFP announcement).

As a result of increased Pension Credit claim clearances since week commencing 6 January 2025, and lower levels of weekly Pension Credit claim applications since week commencing 23 December 2024, weekly outstanding Pension Credit claims have fallen by 74,800, or 87%, between week commencing 16 December 2024 and week commencing 19 May 2025.

Since week commencing 3 March 2025, the number of outstanding Pension Credit claims at each week has been lower compared to the most comparable week a year previous, with outstanding claims at week commencing 19 May 2025 64% lower than a year previous (week commencing 20 May 2024).

Chart 5: Outstanding Pension Credit applications increased following the WFP announcement, but since March 2025 have fallen below the levels seen a year previous

Outstanding Pension Credit claim applications over a 43-week period, starting week commencing 29 July 2024 and starting week commencing 31 July 2023

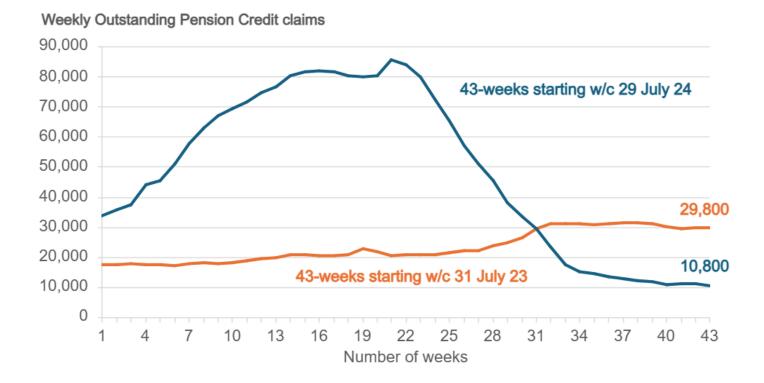


Table 1: Weekly Pension Credit claims received, claims cleared, claims awarded and not awarded, and outstanding claims from 3 April 2023 to 25 May 2025

	Number of Pension	Number of Pension	Number of Pension Credit	Number of Pension Credit	Number of outstanding
Week	Credit claims	Credit claims	claims cleared -		•
Commencing	received	cleared	awarded	not awarded	claims ¹
03-Apr-23	5,400	5,300	2,900	2,500	25,900
10-Apr-23	5,600	5,500	2,700	2,800	25,800
17-Apr-23	5,400	6,700	3,100	3,600	24,800
24-Apr-23	6,000	6,600	3,000	3,500	24,400
01-May-23	6,500	6,600	2,900	3,700	24,400
08-May-23	9,600	7,800	3,200	4,600	26,900
15-May-23	11,400	8,700	3,700	5,100	29,500
22-May-23	5,900	7,600	3,300	4,200	26,700
29-May-23	3,800	6,200	3,000	3,200	24,700
05-Jun-23	4,400	5,800	2,800	3,000	23,400
12-Jun-23	5,100	6,000	3,000	3,000	22,800
19-Jun-23	4,400	5,800	2,900	2,900	21,300
26-Jun-23	4,000	5,500	2,800	2,700	19,800
03-Jul-23	4,100	4,800	2,300	2,500	19,200
10-Jul-23	4,100	5,000	2,400	2,600	18,300
17-Jul-23	4,100	4,200	2,000	2,200	18,100
24-Jul-23	4,200	4,400	2,000	2,400	18,000
31-Jul-23	3,900	4,300	2,000	2,300	17,600

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11-Mar-24 5,100 4,800 2,700 2,100 31,300	
18-Mar-24 5,100 5,200 2,800 2,400 31,300	
25-Mar-24 3,800 4,500 2,600 1,900 30,800	
01-Apr-24 3,900 3,400 2,100 1,300 31,100	
08-Apr-24 4,400 4,100 2,200 1,900 31,400	
15-Apr-24 4,400 4,400 2,300 2,100 31,700	
22-Apr-24 4,200 5,000 2,500 2,500 31,200	
29-Apr-24 3,700 4,800 2,400 2,400 30,300	
06-May-24 3,400 4,000 2,300 1,700 29,700	
13-May-24 4,100 4,000 2,400 1,600 29,800	
20-May-24 4,000 3,900 2,300 1,600 29,800	
27-May-24 3,300 3,500 2,000 1,500 29,700	
03-Jun-24 4,200 3,200 1,900 1,300 30,500	
10-Jun-24 4,000 3,900 2,300 1,600 30,500	
17-Jun-24 3,400 3,800 2,400 1,500 30,300	
24-Jun-24 3,200 4,000 2,400 1,600 29,500	

01-Jul-24	3,800	4,200	2 500	1,700	20.200
01-Jul-24 08-Jul-24	4,100	3,500	2,500 2,100	1,400	29,200
15-Jul-24	,	3,500	· · · · · · · · · · · · · · · · · · ·	,	29,500
22-Jul-24	3,300 3,500	3,900	2,100 2,300	1,400 1,700	29,400 29,000
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29-Jul-24	7,900	4,300	2,200	2,100	33,900
05-Aug-24	7,300	4,300	2,200	2,100	35,900
12-Aug-24	5,900	4,100	2,100	2,000	37,500 44,300
19-Aug-24	8,400	4,900 4,700	2,400	2,500	· · · · · · · · · · · · · · · · · · ·
26-Aug-24	9,000	· ·	2,000 2,300	2,600	45,500
02-Sep-24 09-Sep-24	10,700 13,400	5,400 6,300	2,400	3,000	51,200 57,800
16-Sep-24	11,800	6,100	2,400	3,700	63,300
23-Sep-24	9,800	5,600	2,000	3,700	67,000
30-Sep-24	8,300	5,200	1,900	3,300	69,500
07-Oct-24	8,200	6,100	2,300	3,700	71,800
14-Oct-24	9,600	6,600	3,000	3,600	74,800
21-Oct-24	9,000	7,200	3,200	4,000	76,600
28-Oct-24	10,000	6,800	3,200	3,700	80,200
04-Nov-24	9,800	8,400	4,300	4,200	81,500
11-Nov-24	10,600	9,900	4,600	5,300	82,000
18-Nov-24	11,100	11,100	5,200	5,900	81,800
25-Nov-24	8,300	9,200	4,600	4,600	80,500
02-Dec-24	7,600	8,400	4,100	4,300	80,100
09-Dec-24	7,500	8,100	4,300	3,800	80,400
16-Dec-24	11,000	9,600	4,900	4,700	85,500
23-Dec-24	5,300	3,500	1,700	1,800	83,900
30-Dec-24	2,700	6,900	3,800	3,000	80,100
06-Jan-25	4,600	12,300	7,200	5,100	72,400
13-Jan-25	4,700	11,500	6,700	4,800	65,300
20-Jan-25	4,600	13,400	7,600	5,800	57,200
27-Jan-25	4,400	11,600	7,100	4,500	51,100
03-Feb-25	4,700	10,400	6,200	4,200	45,400
10-Feb-25	4,300	12,000	6,700	5,300	38,100
17-Feb-25	4,300	8,700	5,100	3,500	33,700
24-Feb-25	4,300	8,600	5,300	3,300	29,500
03-Mar-25	4,400	10,400	6,000	4,500	23,600
10-Mar-25	4,100	10,500	6,100	4,400	17,700
17-Mar-25	4,200	6,900	4,300	2,700	15,400
24-Mar-25	4,000	4,800	3,200	1,600	14,600
31-Mar-25	3,900	5,300	3,600	1,800	13,700
07-Apr-25	4,100	5,200	3,300	1,900	12,800
14-Apr-25	3,200	4,000	2,400	1,600	12,100
21-Apr-25	3,400	3,700	2,100	1,600	11,900
28-Apr-25	3,800	4,900	2,800	2,100	11,000
05-May-25	3,400	3,600	2,200	1,400	11,200
12-May-25	3,800	4,000	1,900	2,100	11,400
19-May-25	3,900	4,600	2,100	2,500	10,800

Source: DWP Management Information

Notes to table 1:

- data is not seasonally adjusted
- due to rounding individual columns may not add exactly to the rounded number of Pension Credit claims cleared
- numbers in thousands have been rounded to the nearest 100
- data records for each week are open to minor, retrospective changes e.g. where claims are subsequently allocated to other weeks once reviewed by caseworkers
- Advanced Pension Credit claims are included in claim applications figures but excluded from the number of outstanding Pension Credit claims (as these cannot be processed until an individual - or both individuals if applying as a household - have reached State Pension age). As a result, weekly outstanding claims figures cannot be derived using applications, clearances, and a previous week's outstanding claims figure.

About these statistics

This release is classed official statistics in development. As this is a new series of data that has previously not been published, we will continue to develop collection methodology and quality assurance processes going forward.

The statistics have undergone thorough quality assurance in line with the Code of Practice for Statistics. All types of official statistics should comply with the Code of Practice for Statistics which makes sure official statistics are trustworthy, have public value, and are of high quality. The strengths and limitations of these statistics are explained in the **Data strength and limitations** section below.

Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality and value in the Code of Practice for Statistics that all producers of official statistics should adhere to. You are welcome to contact us directly at RS.ServiceAnalytics@DWP.gov.uk with any comments about how we meet these standards Please note: this inbox is for statistical queries only and cannot be used to check progress of an individual Pension Credit claim.

Alternatively, you can contact OSR by emailing **regulation@statistics.gov.uk** or via the OSR website.

This is an update to the <u>series published on 27 February 2025</u>.

Previously published Pension Credit claim applications figures have seen some minor changes of 100 cases in any given week, as a result of further methodology and quality assurance checks of Pension Credit data systems. Many of these changes will be much fewer than 100 cases in each week, as figures are rounded to the nearest 100 cases. Further detail can be found in the **Data strength and limitations** section below.

Numbers in this publication are not comparable with the <u>DWP benefit statistics</u> published quarterly on gov.uk. This is because this publication relates to Pension Credit applications as opposed to those currently in receipt of Pension Credit.

Changes and revisions

Changes to underlying data from publication on 27 February 2025.

The following table shows the differences between the data published as part of this statistical release, and the previous release on 27 February 2025 (covering 3 April 2023 to 23 February 2025). A negative number indicates we have revised a data point down, while a positive number indicates an upward revision.

Table 2: Revisions to previously published Weekly Pension Credit claims received, claims cleared, claims awarded and not awarded, and outstanding claims from 3 April 2023 to 23 February 2025

	Number of Pension Credit claims received	Number of Pension Credit claims cleared	Number of Pension Credit claims cleared - awarded	Number of Pension Credit claims cleared - not awarded	Number of outstanding Pension Credit claims
03-Apr-23	0	0	0	0	0
10-Apr-23	0	0	0	0	0
17-Apr-23	-100	0	0	0	0
24-Apr-23	0	0	0	0	0
01-May-23	0	0	0	0	0
08-May-23	0	0	0	0	0
15-May-23	0	0	0	0	0
22-May-23	0	0	0	0	0
29-May-23	0	0	0	0	0
05-Jun-23	0	0	0	0	0
12-Jun-23	0	0	0	0	0
19-Jun-23	0	0	0	0	0
26-Jun-23	0	0	0	0	0
03-Jul-23	0	0	0	0	0
10-Jul-23	0	0	0	0	0
17-Jul-23	0	0	0	0	0
24-Jul-23	0	0	0	0	0
31-Jul-23	0	0	0	0	0
07-Aug-23	0	0	0	0	0
14-Aug-23		0	0	0	0
21-Aug-23	0	0	0	0	0
28-Aug-23	0	0	0	0	0
04-Sep-23		0	0	0	0
11-Sep-23	0	0	0	0	0
18-Sep-23	0	0	0	0	0
25-Sep-23		0	0	0	0
02-Oct-23		0	0	0	0
09-Oct-23		0	0	0	0
16-Oct-23		0	0	0	0
23-Oct-23	0	0	0	0	0

30-Oct-23	0	0	0	0	0
06-Nov-23	0	0	0	0	0
13-Nov-23	0	0	0	0	0
20-Nov-23	0	0	0	0	0
27-Nov-23	0	0	0	0	0
04-Dec-23	0	0	0	0	0
11-Dec-23	0	0	0	0	0
18-Dec-23	0	0	0	0	0
25-Dec-23	0	0	0	0	0
01-Jan-24	0	0	0	0	0
08-Jan-24	0	0	0	0	0
15-Jan-24	0	0	0	0	0
22-Jan-24	0	0	0	0	0
29-Jan-24	0	0	0	0	0
05-Feb-24	0	0	0	0	0
12-Feb-24	0	0	0	0	0
19-Feb-24	0	0	0	0	0
26-Feb-24	0	0	0	0	0
04-Mar-24	0	0	0	0	0
11-Mar-24	0	0	0	0	0
18-Mar-24	0	0	0	0	0
25-Mar-24	0	0	0	0	0
	0	0	0	0	0
01-Apr-24 08-Apr-24	0	0	0	0	0
	0	0	0	0	0
15-Apr-24	0	0	0	0	100
22-Apr-24	0	0	0	0	0
29-Apr-24	0	0	0	0	100
06-May-24	0	0	0	0	0
13-May-24	0	0	0	0	0
20-May-24	0	0	0	0	0
27-May-24	0	0	0	0	100
03-Jun-24	0	0	0	0	0
10-Jun-24	0	0	0	0	0
17-Jun-24	0	0	0	0	0
24-Jun-24					
01-Jul-24	0	0	0	0	0
08-Jul-24	0	0	0	0	0
15-Jul-24	0	0	0	0	0
22-Jul-24	0	0	0	0	0
29-Jul-24	0	0	0	0	0
05-Aug-24	0	0	0	0	0
12-Aug-24	0	0	0	0	0
19-Aug-24	0	0	0	0	0
26-Aug-24	0	0	0	0	0
02-Sep-24	0	0	0	0	0
09-Sep-24	0	0	0	0	0

16-Sep-24	0	0	0	0	100
23-Sep-24	0	0	0	0	0
30-Sep-24	0	0	0	0	0
07-Oct-24	0	0	0	0	0
14-Oct-24	0	0	0	0	0
21-Oct-24	0	0	0	0	0
28-Oct-24	0	0	0	0	0
04-Nov-24	0	0	0	0	0
11-Nov-24	0	0	0	0	0
18-Nov-24	0	0	0	0	100
25-Nov-24	0	0	0	0	0
02-Dec-24	0	0	0	0	0
09-Dec-24	0	0	0	0	0
16-Dec-24	0	0	0	0	0
23-Dec-24	0	0	0	0	0
30-Dec-24	0	0	0	0	0
06-Jan-25	0	0	0	0	100
13-Jan-25	0	0	0	0	0
20-Jan-25	0	0	0	0	0
27-Jan-25	0	0	0	0	0
03-Feb-25	0	0	0	0	0
10-Feb-25	0	0	0	0	0
17-Feb-25	0	100	0	0	0

Source: DWP Management Information

Notes to table 2:

• A negative number indicates we have revised a data point down, while a positive number indicates an upward revision.

Data strength and limitations

Figures presented in this release are from DWP's Pension Credit system which has previously been collected for internal departmental operations use only. They provide the best source of application, clearances and outstanding claims data available for Pension Credit.

Changes to operational and data recording processes to address the exceptional increase in Pension Credit applications, alongside further methodology and quality assurance checks, indicates minor volatility in previous weeks operational data is possible. We believe this does not materially change scale and trends presented in this statistical release, however it is possible future Pension Credit MI data publications will include updated data for previous weeks. Where this occurs, the Department will ensure this is clearly highlighted as per OSR guidance.

Statement of compliance with the Code of Practice for Statistics

The Code of Practice for Statistics (the Code) is built around 3 main concepts, or pillars:

- trustworthiness is about having confidence in the people and organisations that publish statistics
- quality is about using data and methods that produce statistics
- value is about publishing statistics that support society's needs

The following explains how we have applied the pillars of the Code in a proportionate way.

Trustworthiness

DWP analysts work to a professional competency framework and Civil Service core values of integrity, honesty, objectivity, and impartiality. The analysis in this release has been scrutinised and received sign off by the expert lead analyst.

We protect the security of our data in order to maintain the privacy of the citizen, fulfil relevant legal obligations and uphold our obligation that no statistics will be produced that are likely to identify an individual, while at the same time taking account of our obligation to obtain maximum value from the data we hold for statistical purposes. All analysts are given security training, and the majority of data accessed by analysts is obfuscated and access is business case controlled based to the minimum data required.

Quality

This publication uses internal management information from DWP's Pension Credit internal systems and has not been quality assured to Official Statistics publication standards. However, engagement has taken place with data owners to ensure this data is fit-for-purpose and of sufficient quality for publication. Multiple rounds of quality assurance have been applied to ensure the data is as accurate and reliable as possible.

Value

These statistics are being published given public interest in Pension Credit claims following the Chancellor's announcement on the 29 July 2024 that Winter Fuel payments will be limited to those on Pension Credit or other means tested benefits from Winter 2024. The figures add to the wider set of information on those who are claiming Pension Credit. The figures also help support answering Parliamentary Questions, Freedom of Information requests and other forms of ad hoc enquiry.

Contact information

For press enquiries contact DWP Press Office at mailbox newsdesk@dwp.gov.uk