

Table 6.1 Payment timeliness for Households on Universal Credit full service

<https://www.gov.uk/government/statistics/universal-credit-29-april-2013-to-10-january-2019>

	Caseload Month														
	Sep-17 (r)	Oct-17 (r)	Nov-17 (r)	Dec-17 (r)	Jan-18 (r)	Feb-18 (r)	Mar-18 (r)	Apr-18 (r)	May-18 (r)	Jun-18 (r)	Jul-18 (r)	Aug-18 (r)	Sep-18 (p)	Oct-18 (p)	Nov-18 (p)
Proportion of paid UC claims that were paid on time (all claims)															
Full payment on time	85%	86%	87%	88%	89%	89%	89%	87%	89%	90%	91%	91%	92%	93%	95%
Some payment on time	95%	96%	96%	96%	96%	96%	95%	95%	96%	96%	96%	96%	96%	97%	97%
Proportion of paid UC claims that were paid on time (new claims)															
Full payment on time	73%	75%	78%	78%	80%	79%	75%	73%	74%	77%	80%	80%	80%	82%	86%
Some payment on time	87%	87%	89%	88%	89%	88%	85%	84%	85%	87%	88%	88%	88%	89%	91%

Notes:

1. "-" denotes nil or negligible; "." denotes not applicable; ".." denotes not available.

2. Universal Credit entitlement is calculated over monthly Assessment Periods. Claims which are paid on time will receive payment by the payment due date, which is 7 days after the Assessment Period ends

3. These statistics show, for households that have an assessment period that spans the count date (the second Thursday of the month) and that have been paid, the proportion which received either full or partial payment on time. The 'caseload month' is the month in which the count date falls (eg. for the count date 8 November 2018 the caseload month is November 2018).

4. Please note that this methodology is different to previously published Universal Credit Payment Timelines statistics, which are based on the week that the payment was due, rather than the caseload month (link below)

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/648800/universal-credit-payment-timeliness-statistical-ad-hoc.pdf

5. Results for 'All claims' give a full picture of payment timeliness for UC full service. Results for 'new claims' reflect the timeliness of the first payment to claimants (i.e. relating to the first Assessment Period of the claim). 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.

6. Universal Credit Household statistics are subject to revision in future publications. These statistics are based on the status of each claim as at 1st January 2019.

Information which is provided or verified after this date can result in further late payments being made to these households. Therefore payment timeliness figures are likely to be revised downwards as more payment data become available.

7. Figures on payment timeliness are given from January 2017 as there were relatively low numbers of households on Universal Credit full service before that time.

8. All figures are subject to change as the methodology used to produce these statistics develops over time.

9. (r) = revised figures, (p) = provisional figures