



Department
for Work &
Pensions

DWP Central Freedom of Information
Team
Caxton House
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London
SW1H 9NA

Andy Pennington
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freedom-of-information-request@dwp.gov.uk

[DWP Website](#)

Our Ref: FOI2021/103339

30 December 2021

Dear Andy Pennington,

Thank you for your Freedom of Information (FOI) request received on 17 December. You wrote:

“The following was cited from a DWP source on
<https://www.rightsnet.org.uk/forums/viewthread/17920/#84868>

‘Thank you for the information about your national insurance credits. A solution to this problem is currently in development which will ensure that all UC claimants are credited with the appropriate credits, with a contingency if a case is rejected. We don’t currently have a timescale for when this work will be fully completed.

We are currently prioritising claimants who are within 4 months of State Pension Age to ensure that their claims for State Pension are not delayed.’

How many claimants have been affected by this, how long has this been going on and when did the department first become aware of this anomaly?”

DWP Response

I can confirm that we hold the recorded information to respond to your request.

The issue regarding the updating of an individual’s National Insurance record with class 3 contributions was first identified in 2019.

Since then a strategic solution has been implemented to ensure all Universal Credit claimants are credited with the appropriate credits to support their qualifying years for state pension purposes.

Between November 2020 to November 2021 there have been 855 such cases raised for further investigation.

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

Yours sincerely,
DWP Central Freedom of Information Team
Department for Work and Pensions

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@dwp.gov.uk or by writing to: DWP Central FOI Team, Caxton House, 6-12 Tothill Street, London, 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.