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Chris Loder MP
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Your ref: [REDACTED]

Our ref: [REDACTED]

11 August 2023

Dear Chris,

Thank you for your letter of 14 July to the Minister for Employment, on behalf of Mr Andy Pennington, about the department's offsetting procedures. I am replying as the Minister of State for Disabled People, Health and Work.

With regard to Mr Pennington's specific concerns relating to Mr [REDACTED]'s case, I would like to assure you that a specialist team is investigating the case as a matter of priority. This team will respond to you separately regarding the specifics of the case, once its investigation is complete.

In the meantime, I can confirm that we are aware of the issues Mr Pennington raises regarding our ability to offset over and under-payments between Universal Credit and New-Style Employment and Support Allowance, and I would like to thank you for raising this with the department, alongside him.

We have been working to put a solution in place to better enable this offsetting to take place. However, previous tests have proven unscalable. We will, therefore, be undertaking further investigative work over the coming months, with a view to improving the process. As a modern digital service, Universal Credit is iterated all the time and we are continually looking to make improvements to the service.

Once again, thank you for having taken the time to write and I hope Mr Pennington will find this reply helpful. I would also like to take this opportunity to thank Mr Pennington and the team at Bridport Citizens' Advice for all of the important work that they do supporting your constituents.

With best wishes,

Yours ever,

A handwritten signature in black ink, appearing to read 'Tom Pursglove', with a stylized flourish at the end.

Tom Pursglove MP
Minister of State for Disabled People, Health and Work