



Department  
for Work &  
Pensions

DWP Central Freedom of  
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[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2023/89226

18 December 2023

Dear Jamie Thunder,

Thank you for your Freedom of Information (Fol) request received on 20 November. You wrote:

“Of Tax Credit-only claimants sent Migration Notices under the managed migration process to Universal Credit up until the end of July 2023, whose claim was closed without them making a claim to Universal Credit, what was a) the mean b) the median and c) the aggregate annual value of those legacy awards?

Of all other claimants sent Migration Notices under the managed migration process to Universal Credit up until the end of July 2023, whose claim was closed without them making a claim to Universal Credit, what was a) the mean b) the median and c) the aggregate annual value of those legacy awards?

Of all claimants in total sent Migration Notices under the managed migration process to Universal Credit up until the end of July 2023, whose claim was closed without them making a claim to Universal Credit, what was a) the mean b) the median and c) the aggregate annual value of those legacy awards?”

## DWP Response

We confirm that we do hold some of the information you have requested.

A copy of the information is provided below

1. Amongst the 16,000 tax credit claimants sent a Migration Notice between November 2022 and end of July 2023 and whose Tax Credit claim was closed, the table below shows the latest data held on annual Tax Credit award amounts:

Mean	£4,300
Median	£3,200
Total aggregated amount	£67m

Source: Move to UC official statistics data and Legacy to Universal Credit analytical dataset

## Notes:

- a) The Legacy to UC analytical dataset brings together data from (i) DWP benefits, (ii) Housing Benefit from local authorities, and (iii) tax credits from HMRC.

- b) Approximately 2% of the 16,000 tax credit claimants could not be matched to the Legacy to UC analytical dataset and have not been included in this analysis
2. The mean, median, and aggregate amount of all other (non-tax credit) claimants sent Migration Notices under the managed migration process to Universal Credit up until the end of July 2023, whose claim was closed without them making a claim to Universal Credit, is not available.
  3. The mean, median, and aggregate amount of all claimants sent Migration Notices under the managed migration process to Universal Credit up until the end of July 2023, whose claim was closed without them making a claim to Universal Credit, is not available.

Benefits are only ever stopped as a last resort after multiple unsuccessful attempts to engage with claimants.

Claimants are sent Migration Notices which explain they need to move to Universal Credit within three months to continue receiving financial support. The Migration Notice is followed up with a reminder letter and SMS text later in the claimant's three-month window to nudge those who have yet to claim.

Evidence shows most Tax Credit claimants have been able to claim Universal Credit without the need for additional support.

For anyone who misses their deadline there is a one-month 'grace period' following benefit termination. During this period Universal Credit claims are backdated and transitional protection can still be awarded where required.

Neither HMRC nor DWP have received any complaints about the termination of tax credit claims

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

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## **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](mailto:freedom-of-information-request@dwp.gov.uk) or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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 FOI and EIR complaints](#) or telephone 0303 123 1113