



Department  
for Work &  
Pensions

DWP Central Freedom of  
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[DWP Website](#)

Our Ref: FOI2022/05415

16 February 2022

Dear Rosie Mears,

Thank you for your Freedom of Information (FoI) request received on 24 January. You wrote:

“I would like to submit the following FOI request:

Effective dates of supersessions on the ground of a change in circumstances in universal credit

When a claimant notifies the DWP about a change in circumstances that affects their UC, the DWP have to decide what date the supersession should take effect from, out of paragraphs 20, 21 or 31 of Schedule 1 and regulation 35 or regulation 36 of the Decisions and Appeals Regulations for late notifications. We are interested in how the system or DWP official(s) identifies the correct effective date and if there is any level of automation.

1) Please provide screenshots of the relevant DWP agent to-dos when a claimant notifies that they have had a change of circumstances that affects entitlement in the following circumstances.

a. a claimant notifies that they became entitled to carer’s allowance or their child became entitled to DLA, and this was reported after the assessment period in which the change occurred.

b. A claimant notifies that they have moved house and the change is advantageous as there are new or higher housing costs and the notification happens after the end of the assessment period in which the change occurred.

2) Please provide any learning and development training on supersessions and effective dates, particularly training materials which provide screenshots of the agent to-dos and any other internal processes. Please include any additional training materials used by mentors which may not currently be part of the authorised training catalogue, but do not only include Spotlights.”

## DWP Response

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

Q1. Unlike previous benefits that have clerical applications with all possible questions Universal Credit applications are only available digitally. This has the benefit that due to the dynamic nature of the system only relevant follow up questions will be asked depending on answers.

This however does mean it is logistically challenging to provide screenshots and any provided would be impossible to provide in order due to the branching nature of many questions and to-do's

Due to this we are not able to provide you a meaningful copy of what you request.”

Q2. All UC Decision Makers undergo comprehensive learning which continues at point of need throughout their role.

We include specific topics recognising and understanding customers change of circumstances, including supersessions, as follows:

- **The Foundation Decision Making module- DMA05 (OLT4562)**

Part 2 in particular provides information and process regarding revisions and supersessions, how they differ, time limits, circumstances when a decision can be revised or superseded and the effective date for a revision or supersession.

- **Late Reporting of Change – UCDM34**

This is a new product, currently in development which is due for publication 9th February 2022. This learning explains what a decision maker needs to do when a Universal Credit claimant is late reporting a change, and explains when and how to impose a civil penalty.

Please also find the following UC Guidance products:

Mandatory Reconsiderations

Spotlight on: Child included on more than one claim

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 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.