



Department
for Work &
Pensions

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Daphne Hall
On behalf of National Association of Welfare
Rights Advisors
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29 January 2018

Dear Daphne

Thank you for your letter of 15 December 2017.

I apologise for the delay in responding, but our new intake of Ministers, and a new Permanent Secretary, has meant this has been a very busy time.

As you know, Universal Credit transforms the way we manage the Welfare system. It does not replicate the way the legacy systems work. All this means new ways of working and new uses of technology and systems. We have robust and complete internal system checks that allow us to ensure claims are paid on time and accurately.

The DWP definition of being terminal ill applies equally to Universal Credit. Terminally ill means suffering from a progressive disease where death, as a consequence of that disease, can reasonably be expected within 6 months.

However, if the claimant has a prognosis of over 6 months, they will be subject to the same health journey as other claimants. They would be referred for a Work Capability Assessment, seen by a work coach and may have their claimant commitments removed or reduced depending on the claimant's requirements and capability.

If you have concerns over how specific cases have been managed I'd be happy to look into them, if you provide names and national insurance numbers.

Yours Sincerely

Neil Couling
Director General
Universal Credit Programme