Frank Field MP

Dear Frank,

Thank you for your letter dated 23rd July 2019 regarding the Universal Credit decision notifications and, in particular, the UCD82. I am replying as the Minister now responsible for this policy area.

As you have rightly pointed out, the Universal Credit decision letter (UCD82) does not include a postal address. It is quicker and easier for UC claimants to use their journal or contact the Department via the Freephone number to request a mandatory reconsideration, so the letters currently highlight these methods of contact. However, we are currently undertaking a review of UC decision notifications and are in the process of updating all the letters to include the UC Freepost address as well as including consistent signposting to the gov.uk mandatory reconsideration webpage.

The decision notice does advise claimants to contact the Department if they would like us to reconsider the decision, for example if they think we have overlooked information or if they have more information that affects the decision. They are also advised to do this within one month.

Over recent years, the Department has undertaken a number of improvements to help claimants navigate the mandatory reconsideration process. For example, we launched a mandatory reconsideration web page on gov.uk to explain how to request a mandatory reconsideration and to provide additional advice about what evidence might aid a more effective decision-making process: https://www.gov.uk/mandatory-reconsideration

The launch of the mandatory reconsideration form (CRMR1) and the accompanying guide (CRMR1A) were also part of this initiative and seek to help claimants request a mandatory reconsideration more effectively: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/
I should be clear that it is not mandatory for claimants to use the CRMR1 form when requesting a mandatory reconsideration. As mentioned above, they may contact the Department to request a mandatory reconsideration by any method they wish, for example, over the phone or in writing.

The CRMR1A covers all DWP benefits, not just UC, so the information needs to be relevant to all benefits – hence why it refers to the address on the letters rather than providing a specific address, as these will be benefit specific.

I hope that this letter is helpful.

Kind regards,

Will Quince MP
Minister for Welfare Delivery