



**Department
for Work &
Pensions**

Minister for Family Support,
Housing and Child Maintenance
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Rt. Hon. Frank Field MP

03 JUN 2019

Dear Frank,

In 2016 as part of the benefit delivery inquiry the Work and Pension's Select committee made a recommendation that the DWP conduct an immediate investigation into the 28 day "move-on" period and work with the Home Office to amend the length of time if necessary.

The investigation was carried out and the main issue found was that in many cases refugees were leaving it until the move on period was well underway before making contact with DWP which then resulted in their benefit claim not having been processed by the end of the period.

In response to this we have set up the "Post Grant Appointment Service" (PGAS), which aims to contact refugees at the start of the 28-day period and arrange an appointment for them with their nearest Job Centre Plus office.

Our analysis has highlighted that, although the service appears to be working well for those who take part, there is still a sizeable minority who we are unable to reach. The Home Office is considering other ways of making effective contact, including moving this work over to a third sector provider.

Reassuringly, all of the Universal Credit claimants in the sample received their first regular payment on time and over a third accepted and received an earlier advance payment before the expiry of their Home Office support (i.e. within the 28 days grace period).

I enclose with this letter a summary of the informal assessment of this service, which we have carried out jointly with the Home Office.

Yours ever

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Will Quince MP

Minister for Family Support, Housing and Child Maintenance