



## Public Accounts Committee

**Sir Peter Schofield KCB  
Permanent Secretary  
Department for Work and Pensions**

**By email**

10 December 2024

**Pension Credits processing delays – following the Committee's inquiry on 5 December 2024**

Dear Permanent Secretary,

Following from my Committee's hearing on Thursday 5 December for our inquiry into DWP's Customer Service and Accounts for 2023-24 we are concerned by increased delays being faced by claimants of Pension Credit who will potentially miss out on receiving a Winter Fuel Payment this Winter as a result. As your Department's press notice of 28 November states, "anyone who makes a successful claim for Pension Credit before 21 December will receive both backdated Pension Credit and a Winter Fuel Payment".

Please could you provide an update on the actions being taken to reduce delays faced by applicants for Pension Credit? Please include whether the Department has allocated extra staff or resources or taken other actions to handle the expected rise in Pension Credit claims, and what steps were taken to encourage take-up.

I would be grateful if you could provide me with information on these points by 17 December 2024.

I am copying this letter to the Chair of the Work and Pensions Committee.

Yours Sincerely

Sir Geoffrey Clifton-Brown  
Chair of the Committee of Public Accounts