



Department
for Work &
Pensions

Transparency data

DWP Debt Management performance data

Updated 6 August 2026

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This publication is available at <https://www.gov.uk/government/publications/dwp-debt-management-performance-data/dwp-debt-management-performance-data>

Performance data has been rounded to the nearest percentage.

1. Recovery of overpaid benefits

The table shows how the Debt Management unit performed in recovery of overpaid benefits. This excludes Compensation Recovery Unit (CRU) recovery data, which is published on the CRU performance pages.

Debt Management	Year	Forecast	Achieved
Recovery of overpaid benefits	2024 to 2025	£2.300 billion	£2.739 billion
Recovery of overpaid benefits	2023 to 2024	£2.286 billion	£2.490 billion
Recovery of overpaid benefits	2022 to 2023	£2.345 billion	£2.380 billion
Recovery of overpaid benefits	2021 to 2022	£2.441 billion	£2.441 billion
Recovery of overpaid benefits	2020 to 2021	£1.882 billion	£1.963 billion
Recovery of overpaid benefits	2019 to 2020	£1.630 billion	£1.867 billion
Recovery of overpaid benefits	2018 to 2019	£1.196 billion	£1.387 billion
Recovery of overpaid benefits	2017 to 2018	£1 billion	£1.128 billion
Recovery of overpaid benefits	2016 to 2017	£970 million	£991.666 million

2. Customer satisfaction survey

The table shows the percentage of customers surveyed by Debt Management that were satisfied by the service.

Since 2017 customer satisfaction surveys take place annually.

Debt Management	Year	Target	Achieved
Customer satisfaction	2025	90%	94%
Customer satisfaction	2024	90%	94%
Customer satisfaction	2023	90%	93%
Customer satisfaction	2022	90%	95%
Customer satisfaction	2021	85%	97%
Customer satisfaction	2019 to 2020	85%	94%
Customer satisfaction	2018	80%	98%
Customer satisfaction	2017	80%	95%
Customer satisfaction	2014 to 2015	80%	91%

3. Customer calls

The table shows the percentage of calls answered by Debt Management.

Debt Management	Year	Target	Achieved
Customer calls answered	2024 to 2025	90%	92%
Customer calls answered	2023 to 2024	90%	92%
Customer calls answered	2022 to 2023	90%	90%
Customer calls answered	2021 to 2022	90%	90%
Customer calls answered	2020 to 2021	90%	84%
Customer calls answered	2019 to 2020	90%	73%

Debt Management	Year	Target	Achieved
Customer calls answered	2018 to 2019	90%	89%
Customer calls answered	2017 to 2018	90%	88%
Customer calls answered	2016 to 2017	90%	93%

4. Customer complaints

The table shows the percentage of complaints Debt Management responded to within 15 days.

Debt Management	Year	Target	Achieved
Customer complaints responded to	2024 to 2025	98%	99%
Customer complaints responded to	2023 to 2024	98%	98%
Customer complaints responded to	2022 to 2023	98%	99%
Customer complaints responded to	2021 to 2022	98%	93%
Customer complaints responded to	2020 to 2021	90%	59%
Customer complaints responded to	2019 to 2020	90%	90%
Customer complaints responded to	2018 to 2019	90%	98%
Customer complaints responded to	2017 to 2018	90%	95%
Customer complaints responded to	2016 to 2017	90%	93%

5. Customer compliments

We no longer publish compliments data. Data for customer compliments for the financial years 2016 to 2021 can be found on the [national archives website](#)

(<https://webarchive.nationalarchives.gov.uk/ukgwa/+/https://www.gov.uk/government/publications/dwp-debt-management-performance-data/dwp-debt-management-performance-data#customer-compliments>).



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