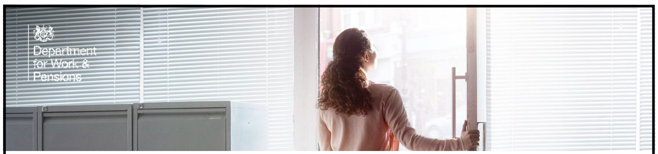


Universal Credit Full Service

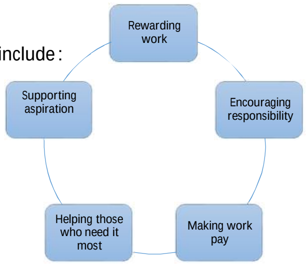
Simon Betts Partnership Manager DWP

UC Universal Credit
Opening up work_

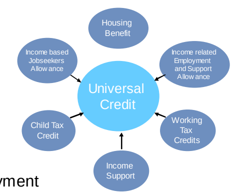
Universal Credit

The Government is introducing the biggest welfare change for the last 60 years.

It's cornerstones include :



Universal Credit - Overview



- One simple payment
- Paid monthly
- For people in and out of work
- Use PAYE in real time information (RTI)

When do you Claim Universal Credit?

- When making a brand new claim from 10/10/18 to one of six affected benefits
- OR when customer's financial circumstances change which would have meant they would have previously need to claim one of those benefits- (see slide 6 below for examples).
- If on existing Universal Credit Live Service will need to transfer to Universal Credit Full Service by December 2018 (see slide 5)
- For everyone else there is a national migration programme between June 2019 & 2023 (not sure where Leeds will be on that schedule.)

Live Service to full Service - the claimant journey

- When you become a full service area all Universal Credit Live Service claimants will start to **switch** onto the full service.
- The switching process is managed by Universal Credit, the claimant does not have to do anything until they are asked.
- It starts approximately 3 months after offices have transitioned to full service.
- Claimants will have an explanation about the switching process, either by their work coach when they attend the jobcentre or in writing prior to them having to switch their Universal Credit Claim.
- They will need to complete their details on line via the full service, and then book and attend an appointment in their jobcentre. Claimants will also be asked to provide evidence to support their identity either by successfully using VERIFY on Gov.uk or at the jobcentre. This will ensure the most up-to-date evidence is held for the claimant.

Natural Migration Triggers Examples

Move from out of work to in work Current JSA(IB)/ IS claimants, or their partners, who increase their working hours or start work such that they no longer meet the conditions for JSA/IS are no longer able to make a new claim to Tax Credits if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit. Those with an existing Tax Credit claim can continue to claim Tax Credit	**Move from in work to out of work** Current WTC claimants whose hours reduce to less than 16 hours per week are no longer able to make a new claim to JSA(IB) or IS if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit.	**Move from out of work to sick** Current JSA(IB)/ IS claimants are no longer able to make a new claim to ESA(IR) if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit.	**Move from sick to out of work** Current ESA(IR) claimants are no longer able to make a new claim to JSA(IB) or IS if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit
Move from sick to in work (or permitted work becomes permanent) Current ESA(IR) claimants are no longer able to make a new claim to Tax Credits if they live in a Universal credit Full Service area and should be advised to make an online claim to Universal Credit. Those with an existing Tax Credit claim can continue to claim Tax Credit	**Move from in work to sick (reduction in hours due to sickness)** Current WTC claimants are no longer able to make a new claim to ESA(IR) if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit.	**Household becomes responsible for a child for the 1st time** Claimants living in a Universal Credit Full Service area are no longer able to make a new claim to Tax Credits and should be advised if they wish to claim for additional financial support because they have a child living with them to make an online claim to Universal Credit. Those with an existing Tax Credit claim can continue to claim Tax Credit	**Claimants separate** For example where a current joint tax credit claimants who separate and live in a Universal Credit Full Service area are unable to make a new claim to Tax Credits as a single person. Claimants should be advised to make an online claim to Universal Credit if they continue to require additional financial; support if they have (a) child(ren) living with them or are on a low income.
Stopping an existing claim when a claim to Universal Credit-Full Service is made If a new claim to Universal Credit Full Service is made and there is a current JSA(IB)/ ESA(IR)/ IS/ HB or Tax Credits claim. Universal Credit Full service will contact Benefit Centres/Local Authorities and /or Her majesties revenues and customs to stop the existing claim	**IS lone parent child U5 reaches age 5/ permanently leaves household** Current IS claimants are no longer able to make a new claim to JSA(IB)/ ESA(IR) when their award to IS ends if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit.	**HB claimant moves from LA into a Universal Credit Full Service area LA** Existing HB claimants who move into a Universal Credit Full service area LA are no longer able to make a new claim to HB in the new LA area and should be advised if they wish to continue to obtain financial support with their rent to make an online claim to Universal Credit.	**Stopping an existing claim when a claim to Universal Credit-Full Service is made** If a new claim to Universal Credit Full Service is made and there is a current JSA(IB)/ ESA(IR)/ IS/ HB or Tax Credits claim. Universal Credit Full service will contact Benefit Centres/Local Authorities and /or Her majesties revenues and customs to stop the existing claim

Things to remember

- The service is the same no matter what device you use.
- There is no app – it runs in your internet browser.
- Gather all your personal details before you start to make things quicker.
- You will need to create an email address before you begin if you don't have one.
- If you aren't able to make a claim for Universal Credit at the moment, GOV.UK provides links to some benefit calculators that may help you.

It's a simplification of the benefit system

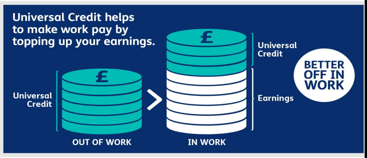
Current benefit system	Universal Credit
Multiple benefits with multiple places to claim them	One benefit, one place to claim
Different benefits for in or out of work	One benefit that stays with you in and out of work
Different entitlement rules for different people	One benefit for everyone*
Complex rates for ESA	Simpler rates for limited capability (only two elements)
Different organisations (DWP, HMRC, Local Authorities)	All administered under DWP
Paper forms or clerical processes to claim	Can claim online
The Government keeps your information / data	Claimants own and can see all their information / data using an online account
Changing details can be clerical or paper/phone based	Change circumstances online
Feels more individual	Is based on everyone in your household

*Full service only.
Once fully rolled out, 7 million people will be affected by Universal Credit.

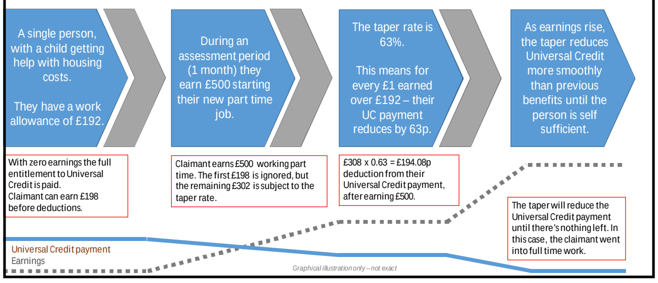
Universal Credit – is opening up work by…

- Helping make sure you're better off in work than on benefits
- Allowing part-time and short-term work to act as a stepping stone into work
- Enabling you to work more than 16 hours a week and still claim Universal Credit
- Paying towards your childcare costs, giving you more flexible working hours

This is enabled by a enabling by a taper that reduces your Universal Credit as you earn more money instead of stopping all your support outright when you work a certain amount.



The Taper In Action



The 2017 Autumn Budget changes continue to define the benefit itself

These announcements bring positive changes to Universal Credit (UC) service.

- Claimants can now claim up to a 100% advance straight away and repay it over a 12 month period.
- Claimants will be able to request an advance online from Spring 2018.
- Claimants no longer need to wait 7 waiting days to qualify for benefit.
- There is a "Transition to UC housing payment" that gives a 2 week housing payment (non repayable).
- It is easier for claimants to get a managed payment to landlords and is discussed with the work coach.
- Additional funding for in-work progression trials has been set aside to help that demographic.
- Every jobcentre will have the full (online) service by the end of 2018*
- UC temporary accommodation measure
- We will be working closer in partnership with Citizens Advice
- Extension of the gateway for families with more than 2 children back to legacy benefits until Jan 2019.
- Closure of UC Live Service for new claims from Dec 2017.

Assisted Digital Support.

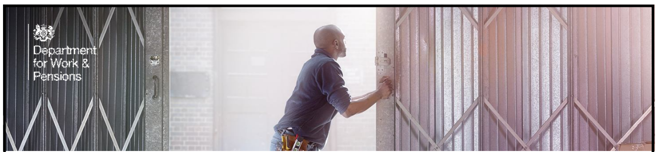
- Working in Partnership with the Local Authority to develop the support needed for claimants to access and maintain their UC account
- Working in partnership with Local Authorities to ensure that holistic support is provided for claimants in each local area
- Claimants are supported to increase their confidence in making and maintaining their UC account.
- Most of our claimants can make and maintain their claim for UC on line.

To make a claim for UCFS

- Advise customers to go to:
- www.gov.uk/apply-universal-credit
- https://www.gov.uk/government/publications/introducing-govuk-verify/introducing-govuk-verify
- You can apply for free school meals at: https://www.gov.uk/apply-free-school-meals

VERIFY!

- It takes about 15 minutes for customers to verify their identity the first time they use GOV.UK **Verify**, and a couple of minutes any time after that.
- When they use GOV.UK Verify to access a government service, they choose from a list of companies certified to verify their identity.
- The company they've chosen may ask them some questions, or perform other checks using photo identification and financial information before confirming their identity to the government department they're trying to use (eg to HMRC if they're doing their tax).
- Each certified company has different ways of verifying their identity, and the options are growing all the time.
- Using certified companies makes GOV.UK Verify a safer, simpler and faster way of accessing government services online.
- Go to: **https://www.gov.uk/government/publications/introducing-govuk-verify/introducing-govuk-verify**



Universal Credit Full Service

Work Coach Support

UC Universal Credit

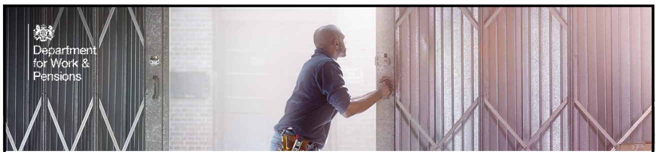
Opening up work_

Role of the Work Coach

- This isn't like the 'legacy benefit process at all!!
- Elements of the approach have been tested in UC live running (Single people)
- Work Coach caseloads will have a range of customer groups – numbers are expected to grow faster that in UC live running
- The Work Coach will interact with the customers in a variety of ways e.g. by text, email, via 'To DO's' in the customers journal and where necessary face to face
- Customers will also have support from their Case Manager in the Service Centre – very much a three way interaction
- The Service Centre will have a dedicated team that will deal with a specific geographical area

Things to remember

- Links to websites or jobs sent to you are not clickable. You'll need to copy and paste them.
- You can ask questions directly to your Work Coach using the journal.
- If you need to upload something to your account, a to do will be sent to let you.
- You can re-access any work tools you have used from your journal.
- Once a to do is completed, all the notes attached to it will move to your journal all together.
- Your Work Coach can view your account as you do and so if you need support you can work on something together. Your Work Coach can then save its progress in your journal for you to continue making progress at home.
- Whilst you can keep CV's and other documents saved into your account, we recommend saving them on your own device / cloud storage too.
- Work tools are very much in early development and like the rest of the service, are subject to change.



Universal Credit Full Service

Supporting Claimants Needs

UC Universal Credit

Opening up work_

Supporting claimants with complex needs.

- Assisted Digital Support
- Personal Budgeting Support
- Alternative Payment Arrangements
- Advance payments

Assisted Digital Support.

- Working in Partnership with the Local Authority to develop the support needed for claimants to access and maintain their UC account
- Working in partnership with Local Authorities to ensure that holistic support is provided for claimants in each local area
- Claimants are supported to increase their confidence in making and maintaining their UC account.
- Most of our claimants can make and maintain their claim for UC on line.

Alternative Payment Arrangements

For a minority of claimants, alternative payment arrangements may be required; these might include-

- paying the housing element directly to the landlord
- making more frequent than monthly payments
- splitting the payment within the household.

We will also have the option to make rent payments direct to the landlord if a claimant reaches a certain level of rent arrears.

APA request matrix

Factors to consider for alternative payment arrangements	
Tier One factors – Highly likely / probable need for alternative payment arrangements	
1.1	Drug / alcohol and / or other addiction problems e.g. gambling
1.2	Learning difficulties including problems with literacy and/or numeracy
1.3	Severe / multiple debt problems
1.4	In Temporary and / or Supported accommodation
1.5	Homeless
1.6	Domestic violence / abuse
1.7	Mental Health Condition
1.8	Currently in rent arrears / threat of eviction / repossession
1.9	Claimant is young either a 16/17 year old and / or a Care leaver
1.10	Families with multiple and complex needs
Tier Two factors - Less likely / possible need for alternative payment arrangements	
2.1	Third party deductions in place (e.g. for fines, utility arrears etc)
2.2	Claimant is a Refugees / asylum seeker
2.3	History of rent arrears
2.4	Previously homeless and / or in supported accommodation
2.5	Other disability (e.g. physical disability, sensory impairment etc)
2.6	Claimant has just left prison
2.7	Claimant has just left hospital
2.8	Recently bereaved
2.9	Language skills (e.g. English not spoken as the 'first language').
2.10	Ex Service personnel
2.11	NEETs - Not in Education, Employment or Training

UC Advance process