



Universal Credit – Full Service



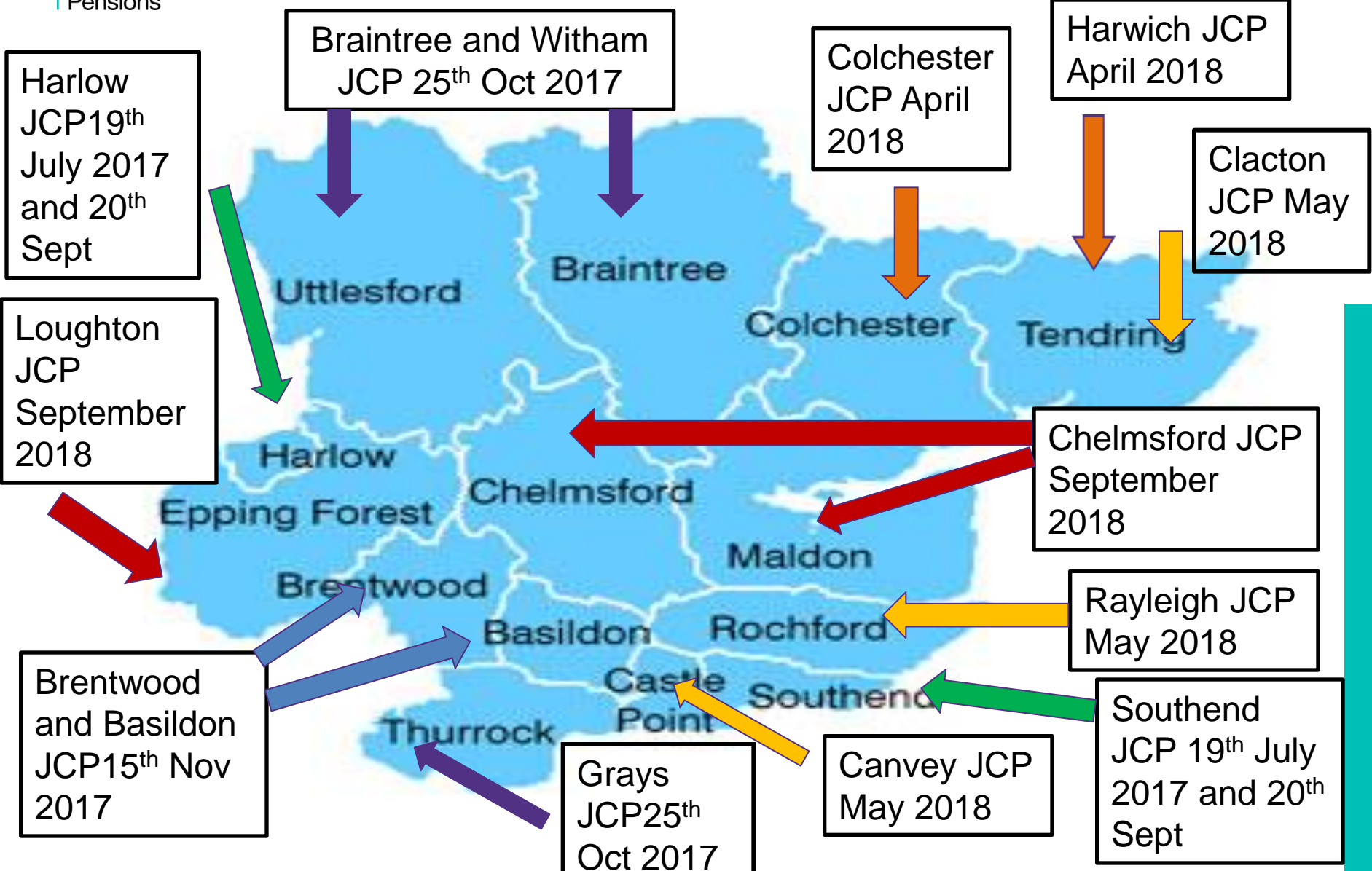
Universal Credit – full service

- The Universal Credit full service:
 - any GB citizen can make a claim – even complex cases
 - introduces additional on-line functionality for the claimant
 - enables and encourages digital/electronic interaction with claimant
- Tested in a small number of jobcentres – one or two to begin with, eight by the end of April 2016
- National expansion of the full service will start from May 2016
- Universal Credit service centres dealing with full service claims - expanding from 2016
- Essex will start to take claims for UC Full Service from July 2017 – September 2018

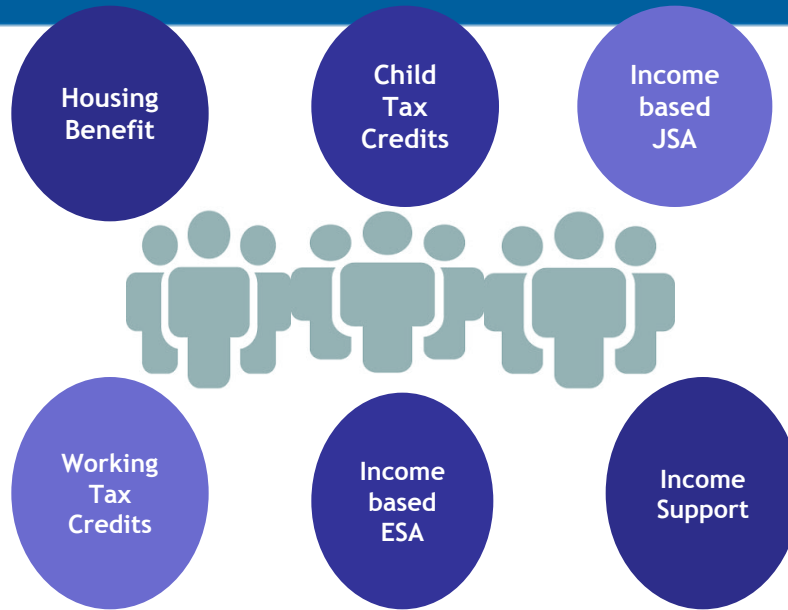


Department
for Work &
Pensions

Essex UC Full Service roll-out



Universal Credit Full Service – who can claim?



The service will be available for all claimant groups from the start.

The service will initially be available to claimants making a new claim, or certain changes in circumstances.

Migration Definitions

Claimants currently claiming Income Support (IS), Jobseekers Allowance (Income Based) (JSA(IB)), Employment & Support Allowance (Income Related) (ESA(IR)), Working Tax Credit (WTC), Child Tax Credit (CTC) and Housing benefit (HB) will remain on their existing benefits until such time that their claim can migrate to Universal Credit. These benefits will be referred to as Legacy benefits.

Type 1

Natural Migration – This occurs when a claimant reports a natural migration qualifying change of circumstance to their Legacy benefit, for example when moving from sick to out of work or claimant is no longer a full time carer.

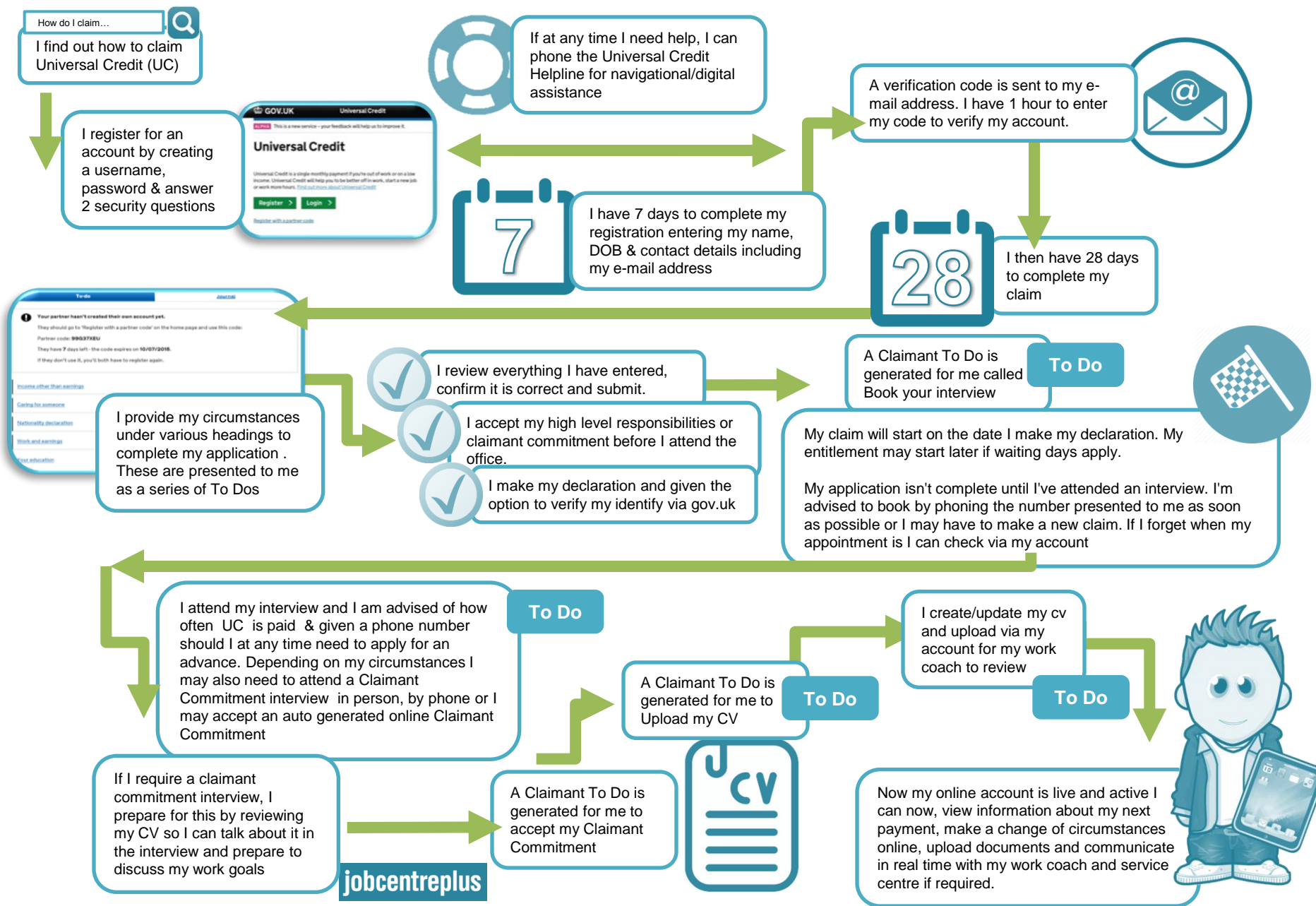
As Universal Credit is a household benefit, this would also trigger the closure of all legacy benefits that Universal Credit is replacing for others in the household.

Type 2

Managed Migration – This occurs when DWP will initiate the transfer of an entire household from Legacy benefits to one Universal Credit entitlement.

<p>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</p>	<p>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.</p>	<p>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.</p>	<p>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</p>
<p>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</p>	<p>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.</p>	<p>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</p>	
<p>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</p>	<p>IS lone parent child under 5 reaches age 5 or 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.</p>	<p>HB claimant moves from a UC Live Service LA into a UC Full Service 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.</p>	<p>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.</p>

Universal Credit digital service claimant journey



UC Full Service Claimant Journey – Pictorial Representation

Customer Touch Points

I get information or advice about how to claim Universal Credit (UC)

I apply on-line. If I need help, I can call the Universal Credit service centre for assistance

I receive a text message to remind me about my interviews at the Jobcentre and a journal message reminding me what to bring.

I call the service centre to arrange an Initial Evidence & My Commitment interview in the Jobcentre

I attend my interviews in the Jobcentre and take any evidence that has been requested. I accept my online Commitment within 7 days

I can view my UC statement on line and tells me when I will get paid. I am also advised about my on-going responsibilities as agreed in my commitment

I am asked to attend the Jobcentre

I notify the UC Service Centre, via my journal if there is a change in my circumstances.

I attend the Jobcentre and engage in work related activity

I receive a notification to advise me that my Universal credit entitlement has changed or ceased

My work coach arranges appointments to bring in any additional evidence, or asks me to upload them to my journal.



Business Process

UC Service Centre



Claims to Universal Credit (UC) are made on-line. Assistance is available, via the Universal Credit Service Centre.

In exceptional circumstances, claims can be made by telephone or face to face. Claimant can also apply online at the Jobcentre

UC Service Centre



The Service Centre (SC) arranges an Initial evidence and Commitment interview and advises of evidence to provide. The claimant has to call the SC to do this, but if after 7 days, no appointment has been arranged, the claim will be cancelled

Jobcentre



Any additional information required generates To do's (tasks for the claimant to complete).

Evidence is gathered and the Commitment is completed.

Evidence is uploaded to the claim and To-do's are completed.

UC Service Centre



The SC works throughout the claimant's assessment period (AP), to ensure that all outstanding To-dos are completed.

This means that all evidence has been verified, and that the UC claim can be assessed.

Jobcentre



The claimant is invited to attend the Jobcentre to undertake specific work related activity as agreed in the commitment. There is on-going interaction at the jobcentre

UC Service Centre Claims Closure



The claimant may be asked to provide evidence, following their change in circs. At the end of the AP the claimant is notified of their new entitlement

Disclosure of Information – Explicit Consent

Universal Credit full service is transforming delivery. The claimant has all their data in their own hands via a secure online claimant account. This online account means claimants can check payments and award details, ask a question through the journal and alert the work coach of any changes. This builds financial responsibility and minimises telephony queries.

Explicit Consent

Explicit Consent is when an individual has been clearly presented with an option to agree or disagree to the disclosure of their personal data to a third party. Explicit Consent is only valid for a single interaction.

As UCFS is a fully online transactional service **most of the information a third party will need is available via the claimant's account.**

What does it mean to the claimant?

The claimant should be clear about what information they want to be disclosed, e.g. full details about their claim or about a specific aspect of the claim such as housing costs.

Contact from Third Parties

There will be instances when a third party makes contact to discuss an interaction they have directly with UCFS. For example a landlord may want to know if the service centre have received/ and or accepted an APA application. Responding to this query does not involve disclosing any claimant data and so agents will answer the Landlord.

Personal Budgeting Support

Personal Budgeting Support (PBS) under full service remains the same. It is about helping claimants adapt to 3 key changes:

- a single household payment
- being paid monthly and
- rent paid directly to the claimant instead of to the Landlord

There are 2 elements to Personal Budgeting Support:

- Money Advice
- Alternative Payment Arrangements (APA)

There is also a [Universal Credit Personal Planner](#) available online to help claimants identify any changes they may need to make in order to manage their Universal Credit claim.

Detailed information can be found by selecting [Personal Budgeting Support and Alternative Payment Arrangements](#)

Personal Budgeting Support and Alternative Payment Arrangements

- For a minority of claimants, Alternative Payment Arrangements may be required; these might include:
 - paying the rent directly to the landlord (managed payment to landlord)
 - making more frequent than monthly payments
 - splitting the payment within the household
- Option to make managed payments directly to the landlord if a claimant reaches a certain level of rent arrears. (Usually 2 calendar months / 8 weeks)
- Considered on a case by case basis and assessed on their individual needs
- The decision about whether an Alternative Payment Arrangements is suitable will be made by a Universal Credit Decision maker through the Personal Budgeting Support process.
- All Alternative Payment Arrangements are subject to review

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



Universal Credit – Full Service video



Questions?

