



Universal Credit – Partner Presentation

Updated 27 April 2016



Welfare Reform

Welfare Reform has introduced a simpler, fairer benefits system that helps ensure people are better off in work than on benefits.

Our reforms ...

Prepare the long-term unemployed for the world of work

Help to ensure people are better off in work than on benefits

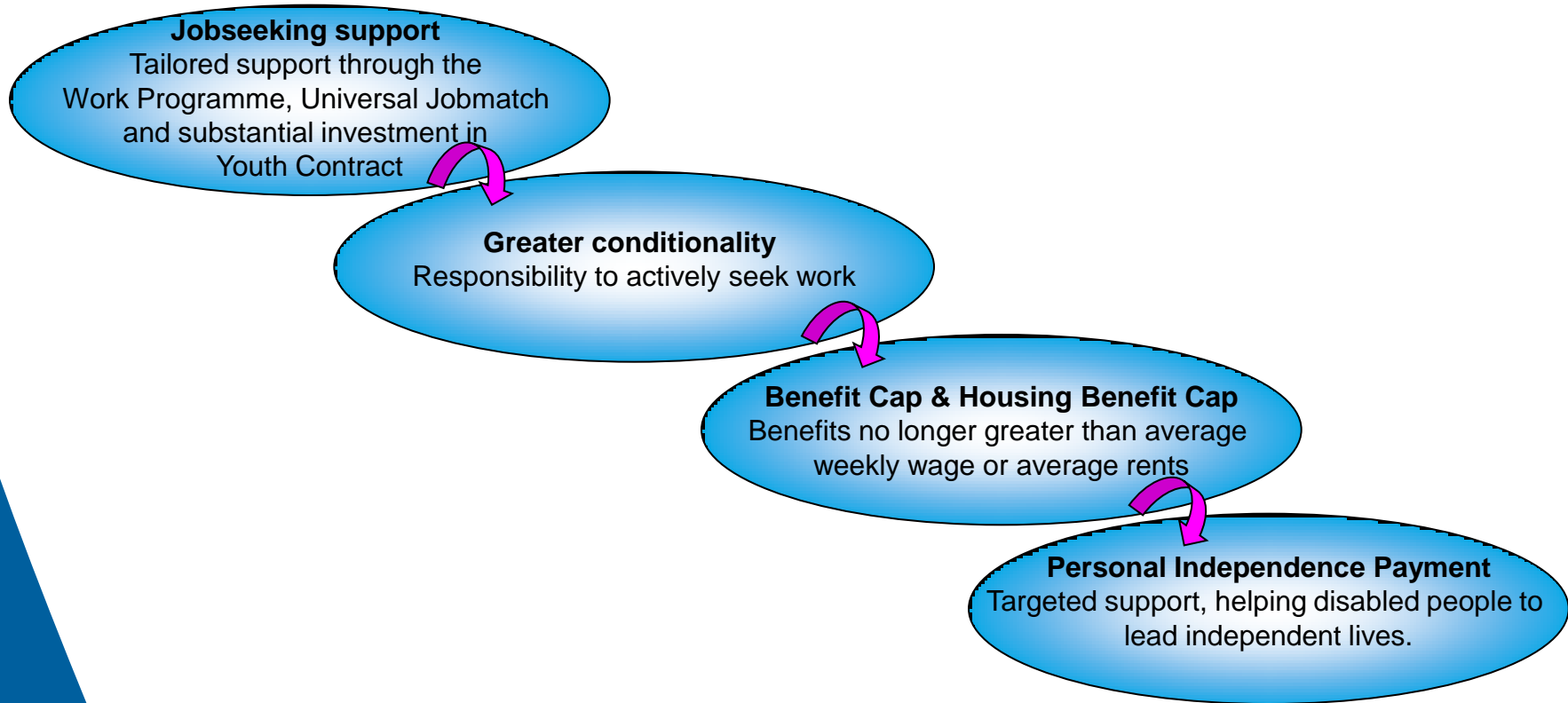
Ensure people receive a fairer pension and are encouraged to save for retirement

Support families to stay together

Provide unconditional support for those who need it

Welfare Reform

We have already introduced...



Universal Credit - it's all about work

- Universal Credit aims to reward work
- Universal Credit will encourage a new type of relationship with claimants
- Universal Credit aims to support jobseekers through the Claimant Commitment
- Universal Credit claimants are expected to use Universal Jobmatch

Better off in work

Universal Credit helps people be better off in work than on benefits by:

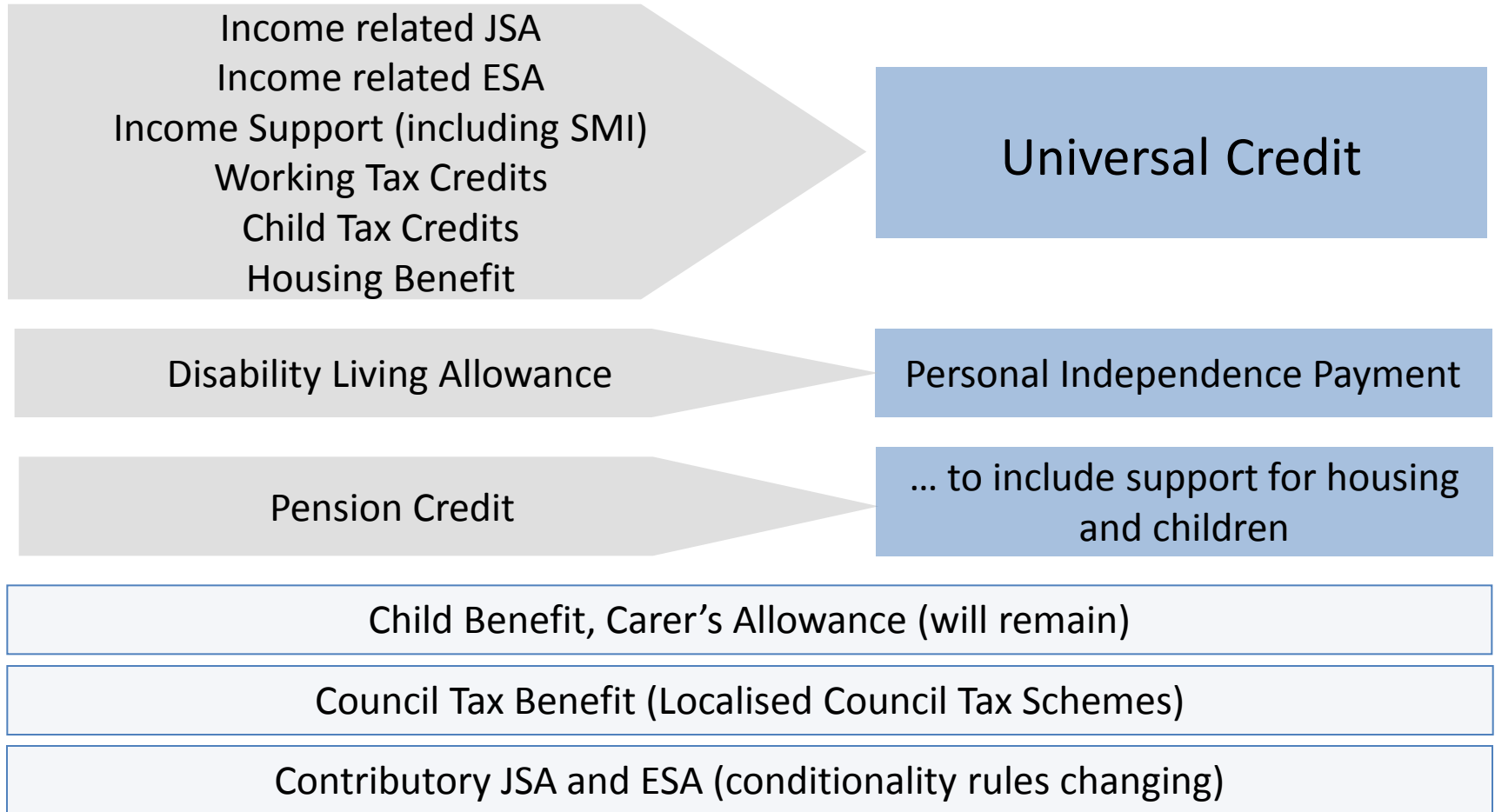
- Simplifying work allowances from April 2016
- Removing the limit to the number of hours someone can work each week
- Reducing a claimant's Universal Credit payment gradually as their earnings increase, so they won't lose all their benefits at once if they're on a low income
- Working families on Universal Credit can claim up to 85% of actual childcare costs up to a monthly cap from April 2016. This will equate to a maximum monthly amount of £646 for one child and £1,108 for two or more children

What's different about Universal Credit?



Simplifying a complex system

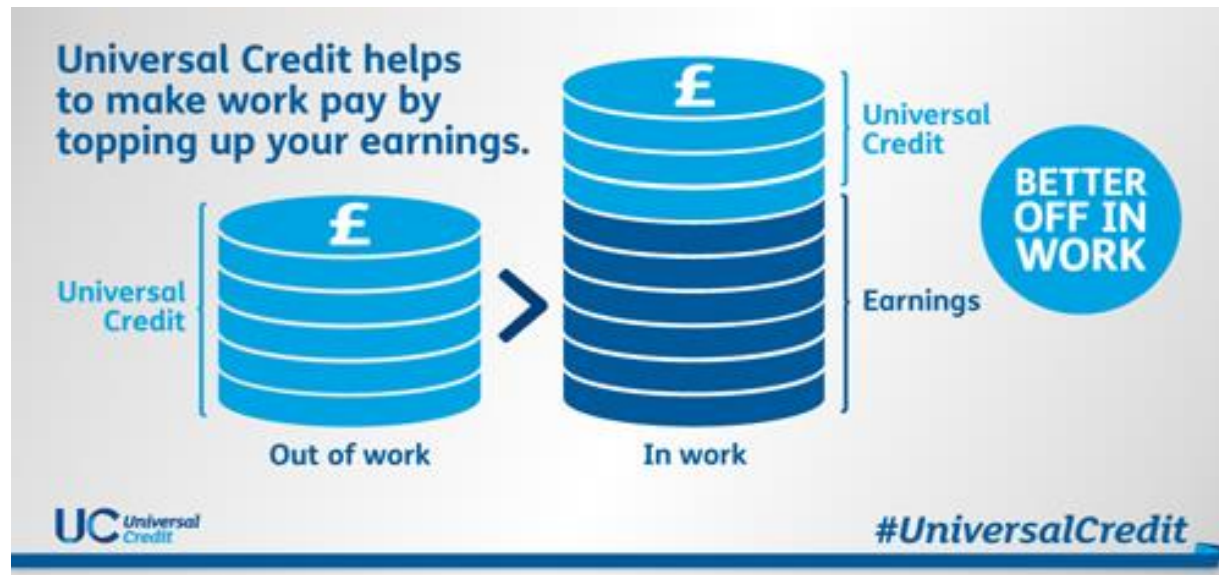
Current system



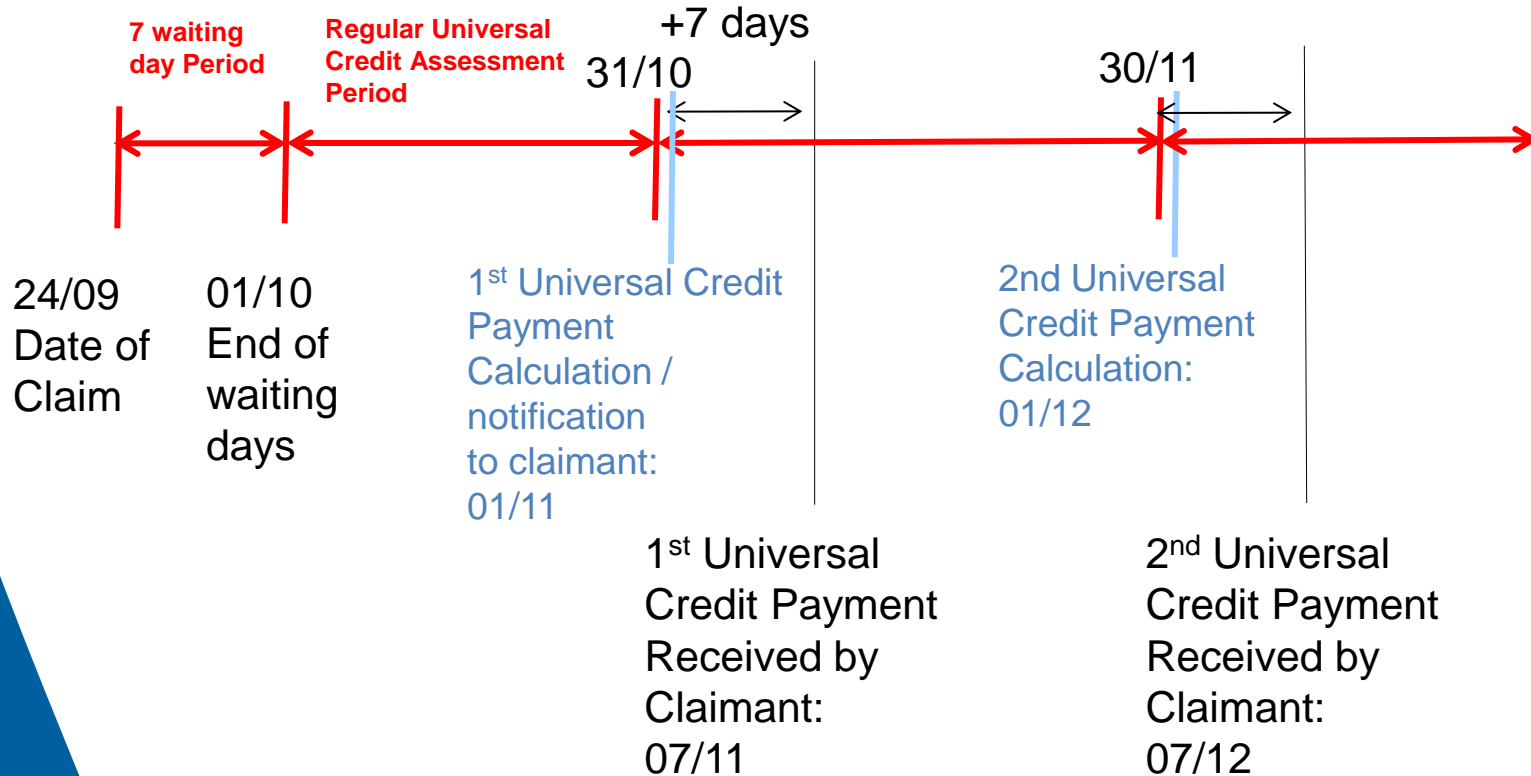
Making work pay

Universal Credit helps to ensure people are better off in work than on benefits by:

- Removing the limit to the number of hours someone can work each week
- Reducing a claimant's Universal Credit payment **gradually** as their earnings increase, so they won't lose all their benefits at once if they're on a low income



An example claim



Alternative Payment Arrangements: consideration factors

Highly likely / probable need for Alternative Payment Arrangements
Drug / alcohol and / or other addiction problems e.g. gambling
Learning difficulties including problems with literacy and/or numeracy
Severe / multiple debt problems
In temporary and / or supported accommodation
Homeless
Domestic violence / abuse
Mental Health Condition
Currently in rent arrears / threat of eviction / repossession
Claimant is young: either a 16/17 year old and / or a Care leaver
Families with multiple and complex needs
Less likely / possible need for Alternative Payment Arrangements
Third party deductions in place (e.g. for fines, utility arrears etc.)
Claimant is a refugee / asylum seeker
History of rent arrears
Previously homeless and / or in supported accommodation
Other disability (e.g. physical disability, sensory impairment etc.)
Claimant has just left prison
Claimant has just left hospital
Recently bereaved
Language skills (e.g. English not spoken as the 'first language').
Ex Service personnel
NEETs - Not in Education, Employment or Training

How Universal Credit is expanding

- We began rolling out Universal Credit live service to single unemployed claimants in a carefully controlled way on 29 April 2013
- It's already transforming people's lives, where claimants are more likely to be in work and work more than Jobseeker's Allowance (JSA) claimants
- In February 2015, the service started to roll out to new single unemployed claimants nationally
- Universal Credit is available in all jobcentres across Great Britain
- We are also taking claims from couples and families in 96 sites across the whole of the North West of England, expanding to the rest of the country from May 2016

The full Universal Credit service

- Alongside the live service we have been successfully testing the new full Universal Credit service or digital service, developed by our own in-house teams, in the London Borough of Sutton
- Following the successful delivery of this test we expanded the full service to Croydon in June with further expansion in November 2015 to London Bridge
- From January 2016 the full service is expanding to an additional five jobcentres and then from May the service will be expanded area by area nationally
- The full service lets us test and learn how Universal Credit works with the full range of claimants, no matter how complex their needs or circumstances. The service is designed to work as well on a mobile as on a computer, making it easier for claimants to access the service in a way that suits them
- There's one online account for payments, reporting changes of circumstance, and getting job alerts and work coach feedback

Universal Credit full service – Timeline

Timing

Our future plans.

From 2016



Initially the rollout of the full service will be phased with around 5 job centre sites per month transitioning from the live service during 2016

From 2017



We will accelerate delivery to around 50 jobcentre areas per month going live with the full service.

From 2018

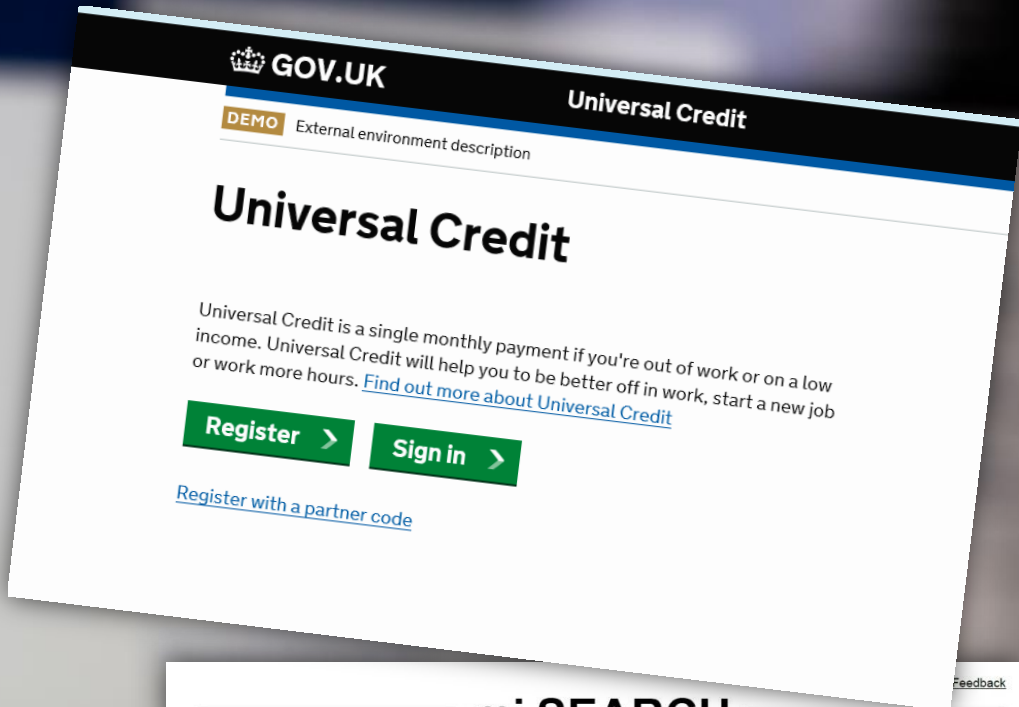


Testing Migration of the legacy system will begin in 2017 with the start of national migration in 2018

From 2020
through to 2021



The intention is that all legacy benefit cases are migrated by 2020/2021



Your payment is based on what you've told us and covers the period between



and



It is important to tell Universal Credit immediately about any changes in your circumstances that could affect your Universal Credit payments.

[Report a change in my circumstances](#)

Standard allowance

£317.82

You receive a standard Universal Credit allowance each month

Housing

£407.97

You said that your rent is £543.96 per month

Total before adjustments

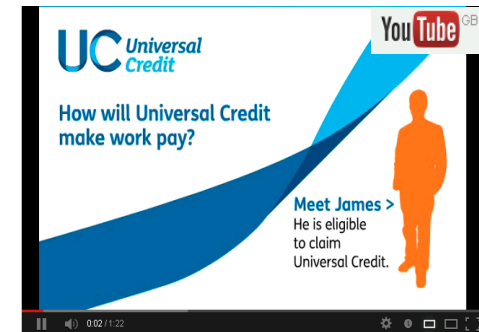
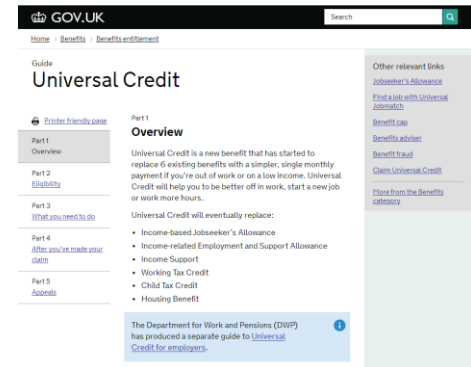
£725.79

Eligibility

**Claimant goes
to
GOV.UK
to check latest position
as Universal Credit
gradually expands**

Communications – what we've done so far

- GOV.UK
- Claimant Leaflet
- Partner Toolkit
- Infographics
- Videos



Useful links for stakeholders

- **An introduction to Universal Credit video**
<http://youtu.be/E7GUu7Xa7Nw>
- **Universal Credit – managing your money video**
https://www.youtube.com/watch?v=ZOjGmDWf6IU&list=PLeysxjNpEPy_UnItAtlw9u3tTwE4oMliL&index=17
- **Universal Credit pages on GOV.UK**
<https://www.gov.uk/universal-credit>
- **A toolkit for Partners**
<https://www.gov.uk/universal-credit-toolkit-for-partner-organisations>
- **The Claimant Commitment**
<https://www.gov.uk/universal-credit-toolkit-for-partner-organisations#the-claimant-commitment>
- **A Personal Planner to help claimants prepare for Universal Credit**
<http://ucpp.dwp.gov.uk/universal-credit-preparation/>
- **A pictorial representation explaining Better off in Work**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/301408/how-uc-tops-up-earnings-to-make-work-pay.pdf
- **Budgeting help and support**
<https://www.gov.uk/government/publications/budgeting-your-universal-credit-quick-guide>
- **Operating Guidance for Personal Budgeting Support & Alternative Payment Arrangements**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181399/personal-budgeting-support-cover-note.pdf
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181400/personal-budgeting-support-guidance.pdf

Useful links for stakeholders

- **The Local Support Services Framework**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181395/uc-local-service-support-framework.pdf
- **The Money Advice Service**
<https://www.moneyadviceservice.org.uk/en>
- **A Money Advice Service Universal Credit video**
<https://www.moneyadviceservice.org.uk/en/videos/get-ready-universal-credit>
- **Making work pay comparison graph explaining how Universal Credit compares to the current system when claimants increase their hours**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/301411/how-uc-helps-to-make-work-pay.pdf
- **A quick guide for employers about Universal Credit and RTI**
<https://www.gov.uk/government/publications/universal-credit-works-for-employers-and-claimants-quick-guide>
- **HMRC and RTI**
<http://www.hmrc.gov.uk/payerti/getting-started/payee-basics/rti.htm>
- **Eight Ways Universal Credit can help your business**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/307091/how-uc-can-help-your-business.pdf

Any Questions ?

