



Department
for Work &
Pensions

Universal Credit at the heart of
Welfare Reform

Universal Credit Full Service

**London Network of Nurses and Midwives
(LNNM) Homelessness Group**

Friday 12th October 2018

UC *Universal
Credit*

Opening up work_

What I will cover today....

- What is Universal Credit?
- Universal Credit in Numbers.
- Autumn Statement and System Changes.
- What is needed to make a Universal Credit Claim?
- Identification Requirements
- Additional Support in making a claim for Rough Sleepers.
- New Claims from Prison Leavers
- Support for claimants with Complex Needs.
 - Alternative Payment Arrangements
 - Assisted Digital
 - Personal Budgeting support
- Escalation Routes

What is Universal Credit?

Universal Credit replaces the following benefits:

- Child Tax Credit;
- Housing Benefit;
- Income Support;
- Income-based Jobseeker's Allowance (JSA);
- Income-related Employment and Support Allowance (ESA);
- Working Tax Credit.

Universal Credit is usually paid monthly. Your Universal Credit payment is made up of a standard allowance and any extra amounts that apply to you, for example if you:

- have children;
- have a disability or health condition;
- need help paying your housing costs.

Universal Credit does not include help to pay for Council Tax. When you have your own tenancy you will need to claim this separately, speak to your work coach for more information.

UCFS in numbers (11th Sept 2018)

26 Service
Centres

441
Jobcentres at
14th Sept.

2.6m
claims
made

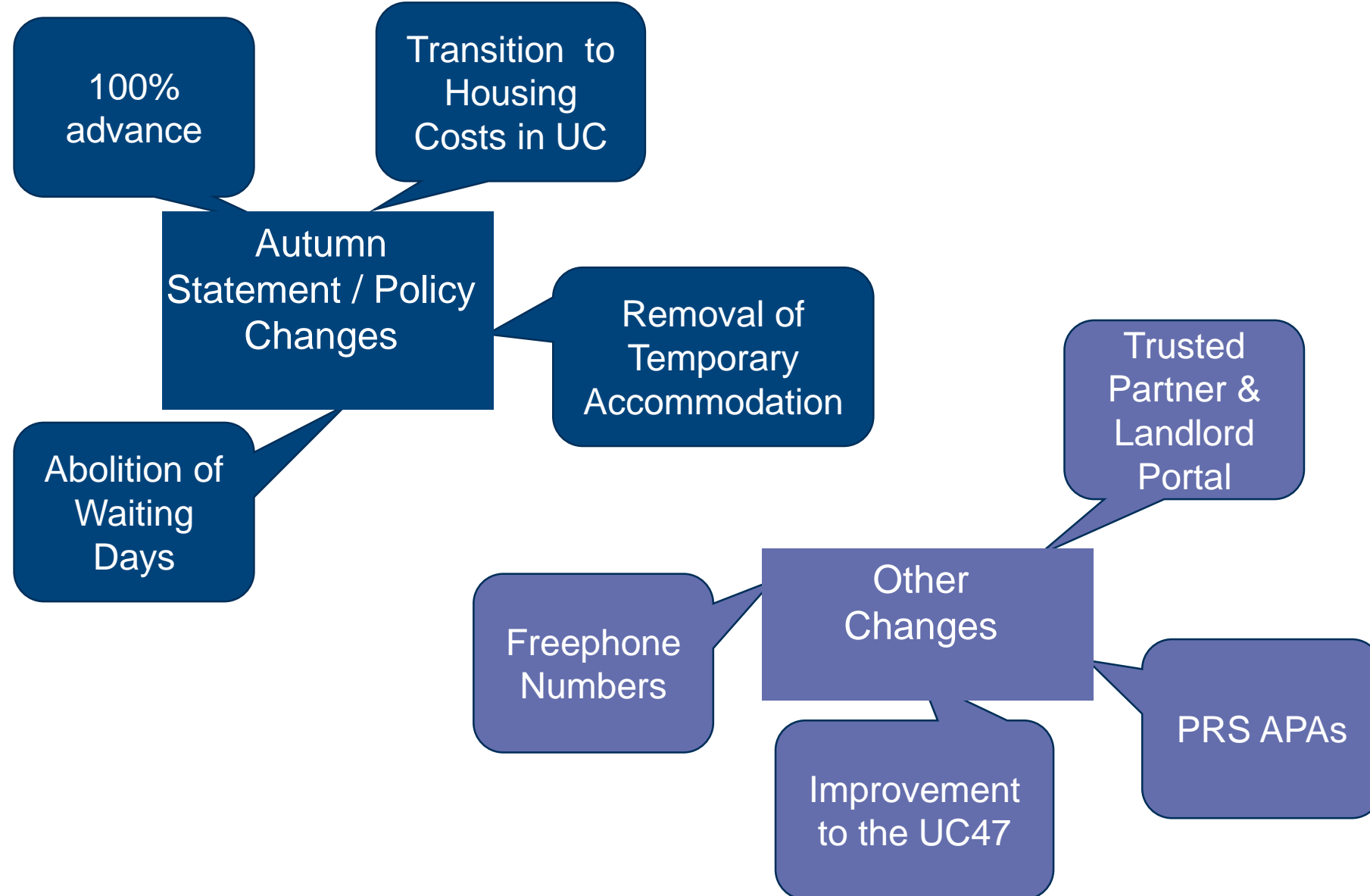
510,000 (45%) in
searching for work
conditionality regime

1.1m
claims on
caseload

410,000
(37%) in
employment

2019
managed
migration

UC Autumn Statement and System Changes



What is needed to claim Universal Credit?

To make a claim for Universal Credit, you need:

- an email address;
- Proof of your identify / nationality;
- Details of your:
 - housing costs (if you are in Temporary or Supported Accommodation – Housing costs are claimed via the Local Authority through Housing Benefit);
 - partner / family;
 - health conditions;
 - Employer / earnings;
 - Childcare costs;
 - Savings;
 - benefit or
 - other income you may have;
- A bank account.

Identity requirements


Universal Credit will only be paid when a claimant's identity has been verified. Claimants must provide identity documentation to confirm their identity, this can be done digitally via Gov.verify.



If the claimant is unable to do this they can provide 1 piece of primary evidence and 2 pieces of secondary evidence:



Primary evidence example; current passport showing the holder as a British citizen or a citizen of the United Kingdom and Colonies having the right of abode in the United Kingdom



Secondary evidence example; certificate of registration or naturalisation as a British citizen, an expired full or provisional photo driving licence

Additional Support in making a claim for Rough Sleepers

Online PC access – A claimant can make a claim at any jobcentre if they do not have access to a smartphone or PC.

Bank Account: A bank account is also required for a claimant to receive Universal Credit payments. A claimant who is a rough sleeper without access to a bank account may consider a Post Office Current Account.

Easements – A work coach can apply a temporary easement to the work conditionality / claimant commitment if the claimant is homeless, has drug or alcohol dependency etc.

Complex need toolkit: Each Jobcentre has a current complex needs toolkit. This identifies leads in the office who act as single points of contact and support homeless or at threat of becoming homeless, prison leavers etc.

Supporting claimants with complex needs or at risk of homelessness



Alternative Payment Arrangements

- Paying housing costs directly to the landlord
- Making more frequent than monthly payments
- Splitting the payment within the household

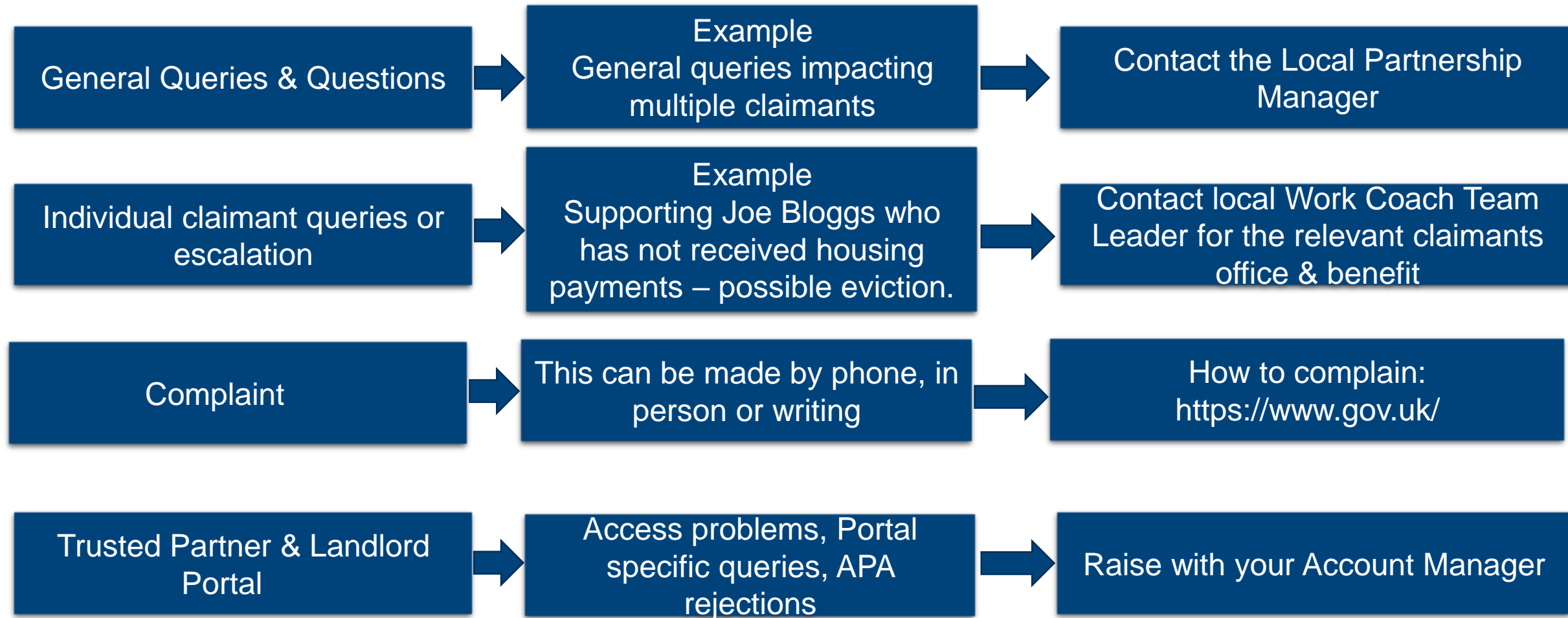
Assisted Digital Support

- Working in partnership with the local authority to develop the support needed for claimants to access and maintain their Universal Credit (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

Personal Budgeting Support

- Support for claimants requiring budgeting advice, supporting UC claimants who might require assistance to budget appropriately
- The UC Work Coach will discuss budgeting support with the claimant to provide an opportunity to discuss further financial guidance and support
- Working with local Authorities and voluntary organisations, such as Citizens Advice and the Money Advice Service, to signpost claimants in need of advice around budgeting and financial matters

Escalation Routes – For Partner Organisations



Thank you

Any questions?