



Department
for Work &
Pensions

Universal Credit Full Service

UC *Universal
Credit*

Opening up work_

Transforming Welfare

From six benefits to one

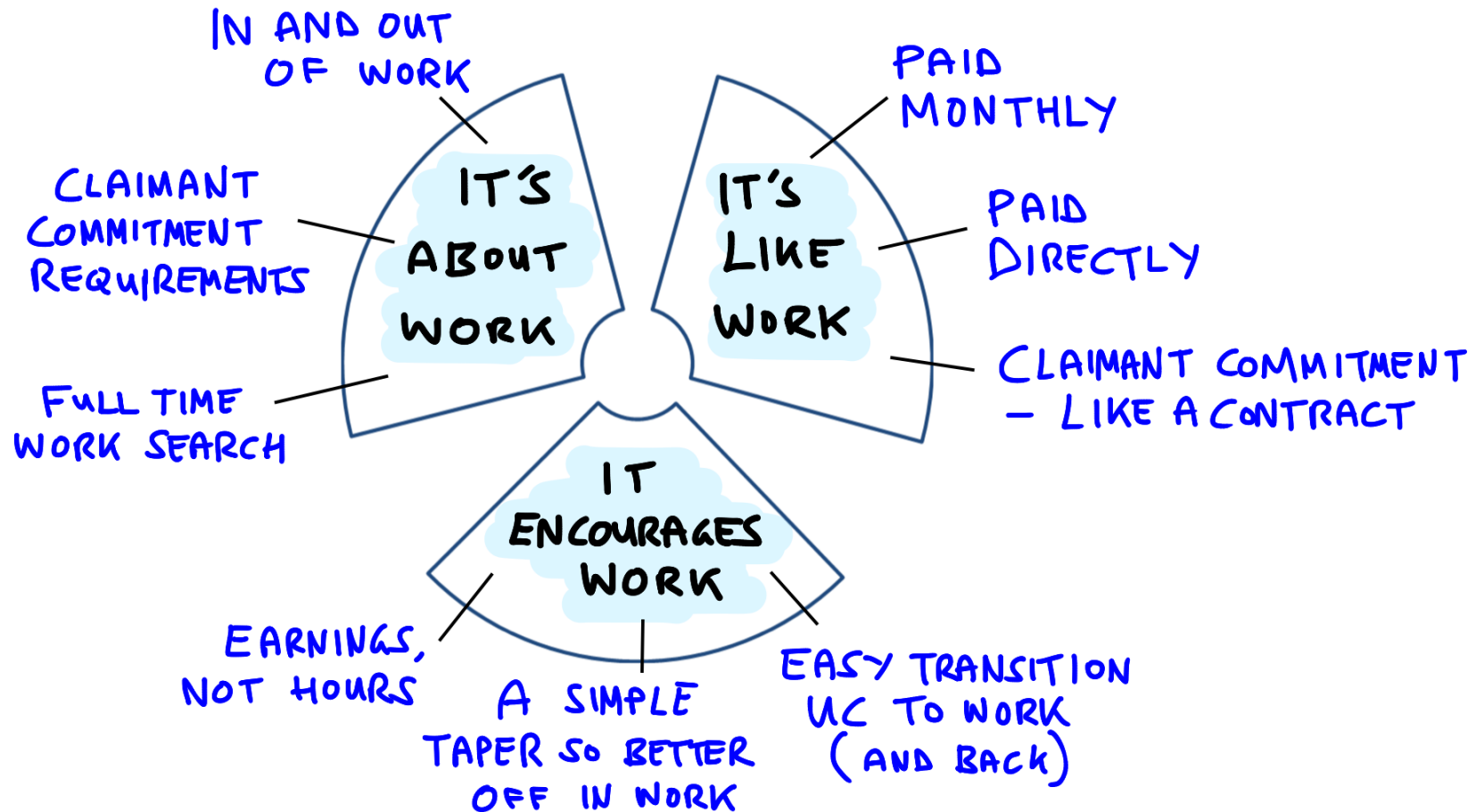


Deal with one organisation not three



- Universal Credit is a digital, flexible and personalised system
- It reduces barriers to work, incentivising people to move into work
- It also helps people a low income to earn more and get on in their job

Universal Credit – What's it about?



The Taper In Action

A single person,
with a child
getting help with
housing costs.

They have a
work allowance
of £198.

During an
assessment
period (1 month)
they earn £500
starting their new
part time job.

The taper rate is
63%.

This means for
every £1 earned
over £198 – their
UC payment
reduces by 63p.

As earnings rise,
the taper reduces
Universal Credit
more smoothly
than previous
benefits until the
person is self
sufficient.

With zero earnings the full
entitlement to Universal
Credit is paid.
Claimant can earn £198
before deductions.

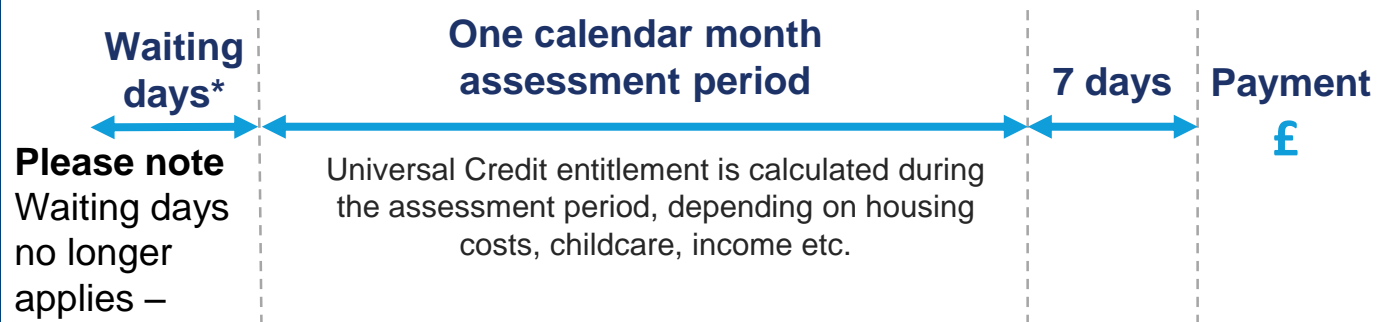
Claimant earns £500 working part
time. The first £198 is ignored,
but the remaining £302 is subject
to the taper rate.

$£302 \times 0.63 = \text{a } £190.26$
deduction from their
Universal Credit
payment, after earning
£500.

The taper will reduce the
Universal Credit
payment until there's
nothing left. In this case,
the claimant went into
full time work.

Universal Credit payment
Earnings

Graphical illustration only – not exact

UC is paid monthly

Please note
Waiting days no longer applies – these were removed for all new UCFS claimants from 14th February 2018

Advance Payments

- Advance payments are available to anyone who needs extra support (once ID verified)
- NB Changes from Jan 2018 increased the maximum advance allowable from 50% to 100% of the anticipated UC award and the repayment period increased from 6 to 12 months



Department
for Work &
Pensions

Migration to Universal Credit Full Service

UC *Universal
Credit*

Opening up work_

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.

Natural Migration Triggers – a few examples

Moving from
out of work to sick
or sick to out of work

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. The same rules apply from ESA(IR) to JSA (IB)/ IS.

Moving from
out of work to in work
or in work to out of 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 cannot 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 but should they drop below 16 hours they will make a claim for Universal Credit instead of JSA(IB) or IS.

Moving from
in work to sick (reduction
of 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.

Moving 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

Natural Migration Triggers – a few examples

HB claimant moves from LA into a Universal Credit 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.

IS lone parent child under 5 reaches 5yrs old or leaves the household permanently

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.

Separating claimants

Where 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.

Household becomes responsible for a child for the first 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 Credits.

Should someone have an existing claim to a legacy benefit when claiming via Universal Credit Full Service we will contact the appropriate department to terminate that claim.

Moving UC Live Service Customers to UC Full Service



When a local authority becomes 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.

The switching process 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. This will explain when they have to take action to switch.

The action required from them is to complete their details on line via the full service, and then book and attend an appointment in their jobcentre.

Jobcentre staff will take all opportunities to explain to existing Universal Credit claimants about switching to the full service and support will be offered for those who require it



Department
for Work &
Pensions



Universal Credit Full Service

Supporting Claimants Needs

UC Universal
Credit

Opening up work_

Supporting claimants with complex needs



Assisted Digital Support

Personal Budgeting Support

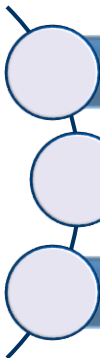


Alternative Payment Arrangements

Advanced Payments

Alternative Payment Arrangements

For a minority of claimants, Alternative Payment Arrangements may be required.

The main options include :

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

There is also an option to pay the housing element directly to the landlord once a certain level of arrears has been reached.

Alternative Payment Arrangements

Tier One 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

Alternative Payment Arrangements

Tier Two factors - Potential need for alternative payment arrangements
No bank account
Third party deductions in place (e.g. for fines, utility arrears etc)
Claimant is a Refugees / 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



Department
for Work &
Pensions



Universal Credit Full Service

Information for Landlords

UC Universal
Credit

Opening up work_

Working with our landlords



We have worked with the social rented sector to develop our Alternative Payment Arrangement process

Agreed a uniform rent verification process with the social rented sector.

Improved how we collect and manage contact details for each social landlord so we can minimise fraud and error

Work closely with Local Authorities building essential knowledge and learning for DWP staff.

Housing Costs Evidence required for Verification

Social Landlords

Evidence of housing costs will be obtained directly from the Social Landlord, and include:

- ✓ name of all tenants on the tenancy agreement
- ✓ property address including full postcode
- ✓ current rent and frequency (for example. monthly, weekly)
- ✓ breakdown of rent type, frequency and amount of service charge
- ✓ number of bedrooms
- ✓ landlord/agent details (name, address)
- ✓ rent free weeks (where applicable)
- ✓ if the tenant(s) are living in temporary accommodation

Housing Costs Evidence Required for Verification



Private Landlords

To be eligible for Housing Costs the claimant must provide sufficient documentation to verify three criteria

1. Proof of address/residency (maybe by utility bill or bank statement)
2. Liability for housing payments (possible evidence may include - tenancy agreement, rent book, letter from landlord)
3. Proof that payments have been made (could be by rent book, rent statement, letter from landlord, bank statement etc).

New tenants may only have a tenancy agreement as evidence. They can obtain a supporting letter from their landlord as further evidence, for example to confirm that they are living in the property or have paid a deposit.

A claimant's Universal Credit calculation will include either the total amount of rent they pay, or the Local Housing Allowance (LHA) rate, whichever is lowest.

Claimant will be advised to bring in housing costs documents for their ID interview

Disclosure of information.



The claimant has all their data in a secure online claimant account.

Claimants can access award and payment details via their UC online account which is accessible via any internet enabled device.

For UC full service, requests for information are treated individually and only disclosed where the claimant allows explicit consent or we have the legal powers to share without the claimants consent.

We also ask local authorities and social landlords to work closely with their vulnerable tenants to provide the best possible support.

More Information

- Universal Credit illustrated guides for partner organisations - <https://www.gov.uk/guidance/universal-credit-toolkit-for-partner-organisations>
- [Universal Credit and rented housing](https://www.gov.uk/government/publications/universal-credit-and-rented-housing—2) (<https://www.gov.uk/government/publications/universal-credit-and-rented-housing—2>) explains what UC means for landlords, local authorities and tenants. The products hosted here include the Social Landlord Support Pack, Personal Budgeting Support (PBS) and Alternative Payment Arrangement (APA) guide.
- [Universal Credit and you](https://www.gov.uk/government/publications/universal-credit-and-you) (<https://www.gov.uk/government/publications/universal-credit-and-you>) gives an introduction to Universal Credit for people who are claiming it. To request this in an accessible format please email: accessible.formats@dwp.gsi.gov.uk. Please tell us what format you need. It will help us if you say what assistive technology you use, e.g. if you use, for example, a screen reader and need a version of this document in a more accessible format,.
- [Money Advice Service](https://www.moneyadviceservice.org.uk/en) (<https://www.moneyadviceservice.org.uk/en>) - help for tenants
- [Money Manager](https://obs.moneyadviceservice.org.uk/) (<https://obs.moneyadviceservice.org.uk/>) tool provides personalised, independent advice to help people manage their budget and monthly Universal Credit payments.
- Universal Credit Service Centre (Full Service) telephone number - 0800 3285644
- Universal Credit Service Centre (Live Service) telephone number - 0800 3289344