



Universal Credit Update

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Universal Credit

- Replaces some in work and out of work benefits such as JSA Income Based, ESA Income Based, Income Support, Housing Benefits, Childs Tax Credits, Working Tax Credits.
- But it doesn't replace all benefits – PIP, DLA and contribution based ESA and JSA are still available. Legacy benefits for families with more than two children
- Customers can remain on Universal Credit when they start work or can claim Universal Credit when they first start work
- Lobster Pot Benefit – customer may move into different regimes but remain on the same benefit when they have different circumstances

Universal Credit

- Wirral has 3000 customers claiming Universal Credit Full service
- Over thousand customers remain on Live service but are in the process of transferring over to full service
- Promotes personal responsibility, whilst supporting those who need it
- Customers encouraged to manage their own finances and take responsibility for paying their own rent
- Its paid monthly, first payment 5 weeks after initial claim
- Customers can request an advance – repayable over 12 months

Universal Credit

- Some changes will trigger natural migration onto Universal Credit Full Service – change of address alone doesn't prompt migration
- Full migration of legacy benefits planned but date not confirmed.
- Supports work including temporary work and zero hour contracts via RTI and makes an easy transition to work for customers
- We only close claims when a customer earns enough to take them off benefits
- Personal budgeting support offered via Local authority

Digital Support

Additional digital training and support.

Service Delivery Team providing one-to-one support – PC's available on all Wirral Sites.

Assisted Digital Support via one stop shops

Free Wi-Fi Hotspots (Wi-Fi – being upgraded across all sites)

DWP in partnership will support customers to become digitally proficient



UC Digital System – Claimant homepage

[Home](#)

[To-do list](#)

[Journal](#)

Your next payment is due in **3 days**.

How much you'll get will depend on your circumstances from **23 March 2017** to **22 April 2017**.

[Report a change
of circumstances](#)

[Add a note
to your journal](#)

[View to-do list](#)

[My commitments](#)

[Payments](#)

[Guide](#)

Your commitments

This is what you've agreed to do in order to receive Universal Credit.

It's important that you understand that in return for your Universal Credit payment you're agreeing to look for work.

You'll need to commit to doing everything you reasonably can to find and take paid work. Your work coach will help you agree your commitments.

UC Digital System – The Journal

Account history

Choose view: [Expand all entries](#) | Collapse all entries

18 April 2017	14:25	Previous earnings from work	
18 April 2017	13:45	Attend your work search review completed	Completed by an agent
18 April 2017	12:01	We need to see some documentation showing your course details Please call 0345 600 4272 to book an appointment to supply evidence of: - the name of the course - the name of the college or university - the level of course - the duration and course dates - details of any student income entitlement (if not entitled state reason) Or alternatively post the information to: Freepost DWP UNIVERSAL CREDIT FULL SERVICE	Added by Victoria Service Centre
18 April 2017	11:51	Hi Laura, I can see that you requested fortnightly payments. I have processed this for the following month. This month you will receive a full payment and then there after your payments will be two weekly. Thanks Victoria, Universal Credit.	Added by Victoria Service Centre
18 April 2017	11:31	Alternative payment agreed	Completed by an agent
03 April 2017	13:27	Explore work you could do	
03 April 2017	13:26	About reduced payments (sanctions)	
21 March 2017	16:41	Advance payment approved	Completed by an agent
21 March 2017	16:39	About your Universal Credit start date - waiting days apply	
20 March 2017	14:01	Accept your commitments completed	
20 March 2017	11:53	Alternative payment requested	Added by an agent

Universal Credit APAS

Landlords can now request an APA via UC47 form

- Customer will be notified via their to do list
- Will be implemented unless customer specifically objects
- Work coach will speak to them about why they are disputing this
- Final decision rests with the work coach in these circumstances
- Work coaches will also be asking customers at their new claim if they are in rental arrears and will suggest an APA is appropriate
- APAS 20% in social landlords only 3% for private landlords – we are working to address this imbalance

Disclosure of Information



No implicit consent under Universal Credit

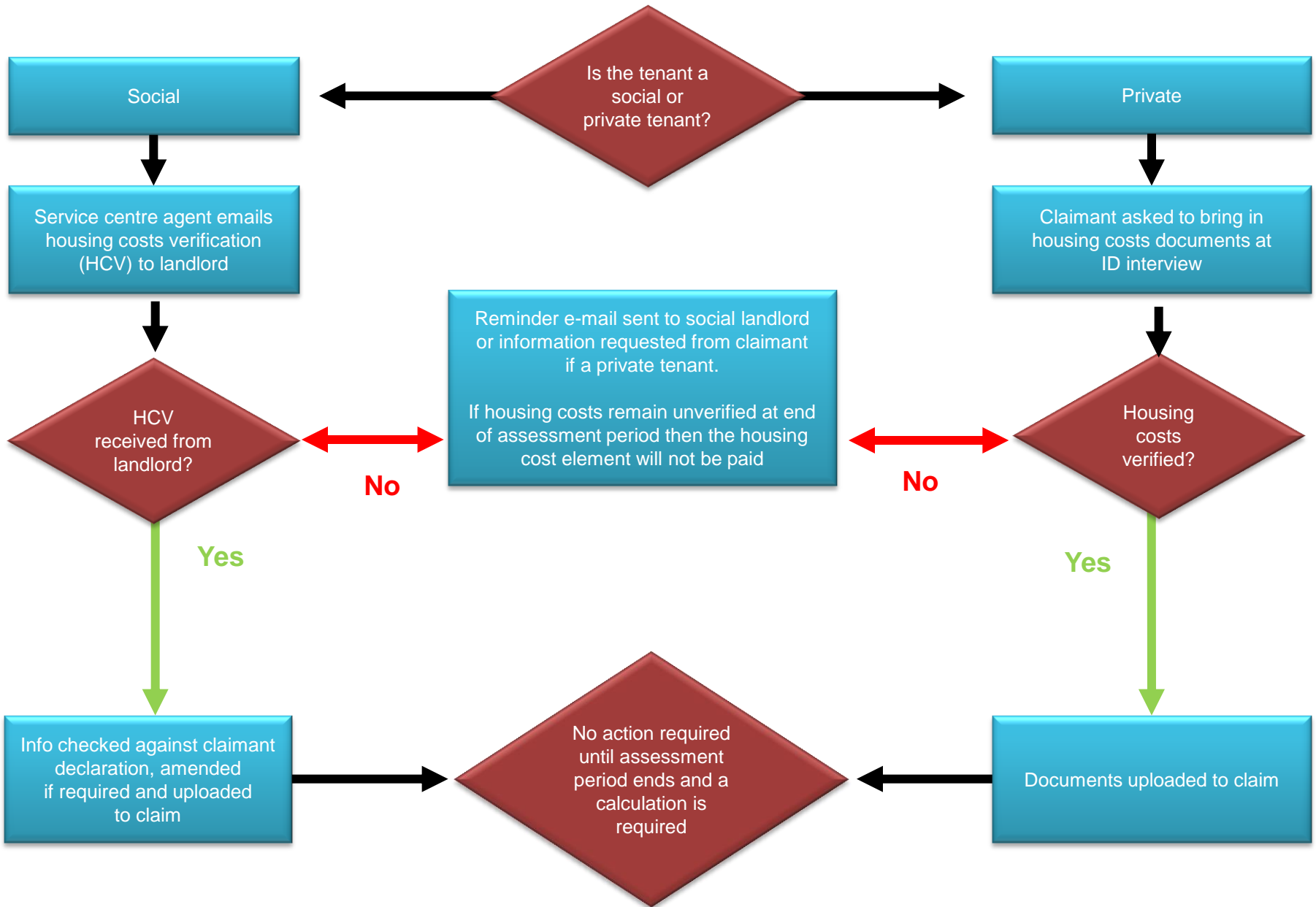
Explicit consent can be provided by the tenants by adding a note on their journal

customers can log onto their account and show information about their benefits to a third party if they want to



Supporting Information for Landlords

Housing Cost verification



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
2. Liability for housing payments
3. Proof that payments have been made. This might be made through the following documents –
 - Bank statements or utility bills
 - Rent book or letter from the landlord

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Questions?