

UC and Housing Benefit

Universal Credit and Housing Benefits

Universal Credit Advance Payments

Universal Credit Advance - An advance payment of a claimant's future award of Universal credit which is recovered from ongoing payments of UC.

- Advance – New Claims / Change in Circumstances
- Advance – Benefit Transfer
- Advance – Child Care Costs

Budgeting Advances - An interest-free advance for one-off items, for claimants that have been continuously receiving an income related benefit for a period of 6 months and have no, or very low, income.

- Advanced payments are recovered over 12 months
- Apply through the UC Service Centre on **0800 328 5644**

Introductions

Sue Hutchison - Assistant Business Unit
Manager (Wirral Council)

Debbie Veevers – Department of Work & Pensions
(Relationship Manager)

Management Changes at Wirral

Trish Hughes and Viv O'Leary retired from Wirral Council at the end of March .

New Business Unit and new managers covering Housing Benefit, Council Tax Support, Council Tax, Business Rates , Personal Finance, Local Welfare Assistance, Discretionary Housing Payments and Free School Meals are; -

Nicky Dixon - Business Unit Manager

Sue Hutchison - Assistance Business Unit Manager

Cathy Chester - Assistant Business Unit Manager

Moving to UC from Housing Benefit

Transition payment of two weeks Housing Benefit paid to claimant's moving to Universal Credit effective from 11 April 2018

The payment is made by the local authority.

The extra 2 weeks of housing benefit will not be taken into account as income and will not reduce the first UC payment.

Claimants do not need to claim these extra 2 weeks – they will be paid automatically when they make a claim.

The 2 weeks run on payment of Housing Benefit is paid directly to the person currently receiving Housing Benefit , unless they move address then only the claimant will get this paid directly to them.

Claimants can only get the housing benefit run on once – the first time they claim UC.

Temporary Accommodation

From 11 April 2018

Claimants who move into Temporary Accommodation and are claiming UC will no longer receive the housing element of UC. They will receive housing benefit instead.

This will be the process for both new claims and also for any change of circumstances that move a claimant into Temporary Accommodation during their claim.

If a change of circumstance occurs, it may leave a claimant with a shortfall to pay, as the housing element would be turned off for the entire assessment period despite there possibly being a rent liability for part of that period. In this case, the claimant can request a Discretionary Housing Payment from the local authority.

Personal Budgeting Support & Money Advice

Personal Budgeting Support is about helping claimants adapt to receiving a single monthly household payment which includes housing costs

There are 2 elements to Personal Budgeting Support:

- Alternative Payment Arrangements (APA)
 - Money Advice
-
- Offered to all claimants when they claim / migrate to UC
 - Referral to LA to arrange Money Advice Locally
 - Self help through on-line budgeting tools

One Stop Shop

OSS deliver Digital Assist and Personal Budgeting Support for customers as part of a partnership agreement with DWP.

We help customers referred to us or those who call in to complete the online application form.

We will provide assistance to enable them to complete the process themselves, but will complete on their behalf where there is a vulnerability.

Personal Budget Support is offered to all UC customers to provide help and support to all customers to provide support to help them manage their monthly payments. This is to support customers to take responsibility for their financial affairs.

One Stop Shops

Please advise your tenants that our PCs in our libraries / OSS who are digitally excluded can access the PCs free of charge to apply for benefits and carry out job search's.

We do charge for printing.

Please note at the moment our service is run across all sites via a drop in services – currently we are not offering an appointment system

Housing Costs for 18 to 21 Year Olds

- News bulletin
- Claimants under 22 are still able to claim help with Housing Costs under UC and Housing Benefit if in supported/temp accommodation

My Account - Landlord Access

From April 2018 - we no longer provide paper copies for weekly Landlord schedules.

This information can now be obtained, by registering on-line for 'My Account '

Go to wirral.gov.uk/myaccount – you'll need to make sure you have an email address, and a Creditor reference (also known as your landlord reference)

As part of the registration stage , you will need to authenticate yourself, if insufficient information is supplied, then you can request a PIN reference, which will be posted to you.

My Account - Landlord Access

Once the first step is completed, you will be asked to choose which service/s you would like to add to your account by clicking “Add”.

You can also add Council Tax and Business Rate services for all properties that belong to you and after adding the Landlord service you can also view.

- Your payment schedule and download
- Claimant Entitlement
- Correspondence sent to you (view for e-notifications

Once your service/s are added, you can also sign up for paperless notifications and/or paperless billing. (If this/these options are selected, a further email will be sent to confirm).

NB: A generic business email address for a paperless service is required for landlords

Example of a 'My Account' -Landlord View

My Services

This is the My Services dashboard

From here you can access any of the services you have subscribed to. If you want to add a new service click the 'Add Service' button, if you want to add another account on an existing service then select the 'Add Account' button at the bottom of each tile. To remove an account select 'Remove Account'.

Add Service

Click Add Service to see the list of available services

Landlord

73611 : MR TEST LANDLORD



Last Payment Received: £380.00 on 08.02.2018

Show Details

+ Add account

- Remove Account

A My Account - Landlord Summary example

Landlord Summary

MR TEST LANDLORD

03 April 2017 - 02 April 2018 

Creditor Reference: 73611

Creditor Name: MR TEST LANDLORD


Find a Tenant

The quickest way to retrieve the records you require is by searching on the 'Claim Number' or 'Postcode' options.

Search 

or

 [Sign up for paperless notifications](#)

 [Online Payment](#)

Payment Date	Payment Number	Amount	Status
08.02.2018	3570520	£380.00	Complete

The Future - Migration from Housing Benefits

The Future

As we are now full UC service since last November 2017 , Housing Benefit claims for working age people will gradually migrate to UC.

Information and help for yourselves and your tenants in relation to UC including Housing Costs is available on the gov.uk website

Our non-working age caseload remains the same.

Housing Benefit will therefore continue to be administered and claimants paid by Wirral Council for Pensioner's , in addition to claimants in Supported Accommodation, Temporary Accommodation, and at present we will still support Households with >3 children.