



Universal Credit

Universal Support –
delivered locally

Updated 21.10.14



Universal Support – delivered locally

- Local Support Services Framework published February 2013

<https://www.gov.uk/government/publications/universal-credit-local-support-services-framework>

- It was developed to acknowledge that some people will need additional help in making and maintaining a claim for Universal Credit
- Recognises that individual local needs can best be met through an integrated localised support service offering which involves working jointly and collaboratively with partners
- Produced to help DWP and local partners plan the detail of appropriate services and delivery methods to support delivery of Universal Credit and move claimants towards greater individual self-sufficiency and independence

Universal Support – delivered locally

- UC Local Support Services Update and Trialling Plan published in December 2013

<https://www.gov.uk/government/publications/universal-credit-local-support-services-update-and-trialling-plan>

- It describes how we will work together over the course of the next 12-18 months to test different arrangements for
 - partnership working
 - financial management
 - the effective delivery of front line services
 - and other specific aspects of the LSSF

Universal Support – delivered locally

There are 4 strands to our proposed trialling:

1. Formal trialling sites
2. Informal trialling sites
3. Live Universal Credit service sites
4. Ongoing Partnership Development

Universal Support – delivered locally

11 sites have been selected to take forward **formal** trialling of LSS principles and activities:

- Westminster and RB Kensington & Chelsea
- Lambeth/Lewisham/Southwark
- West Lindsey - City of Lincoln, North Kesteven & Lincolnshire
- Northumberland & Sth Tyneside
- **Argyll and Bute**
- Blaenau Gwent
- Derby City
- Islington
- Carmarthenshire
- **Dundee City**

Who do we think may require Universal Support – delivered locally ?

Claimants with mental health issues

Geographically isolated people

Multi Agency Public Protections Agreement (MAPPA) restricted claimants

Prison leavers

People with English language limitations

Claimants with learning difficulties

People with Financial Inclusion or severe debt issues

Domestic Violence victims

People with literacy/numeracy difficulties

Entitled 16/17 year olds

People with physical and/or sensory disabilities

Those under the supervision of the Troubled Families Initiative

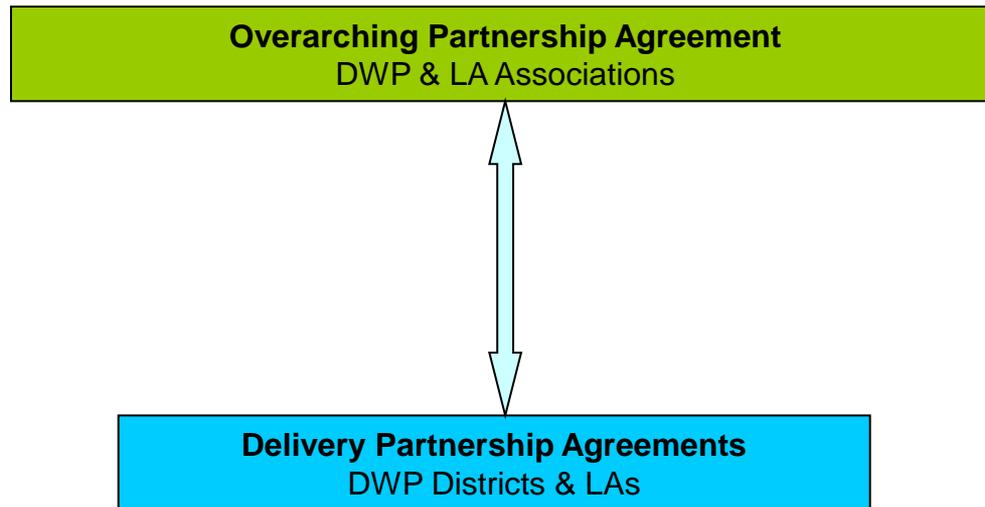
Non EEA citizens – including refugees

Homeless people

People with addiction problems (drugs/alcohol/gambling)

Care leavers

Universal Support – delivered locally: Partnership arrangements



- A common **Overarching Partnering Agreement (OPA)**, signed at the corporate level between the DWP and LA representative bodies (LGA, WLGA and COSLA) setting out a number of general terms, obligations and expectations that apply to all DWP and LA delivery partnerships; and
- A set of local level **Delivery Partnerships Agreements (DPA)**, signed between the DWP and LAs locally, will give details of specific service providers locally

Universal Support – delivered locally: Local Delivery Partners: What we are hoping to achieve



The real purpose of the Partnerships approach is joined up “coherent claimant journey” for claimants with complex needs, from benefits dependency to independence and, where appropriate, work

Personal Budgeting Support – Why?

We want to help people to be able to manage their own finances successfully, whether they are in or out of work

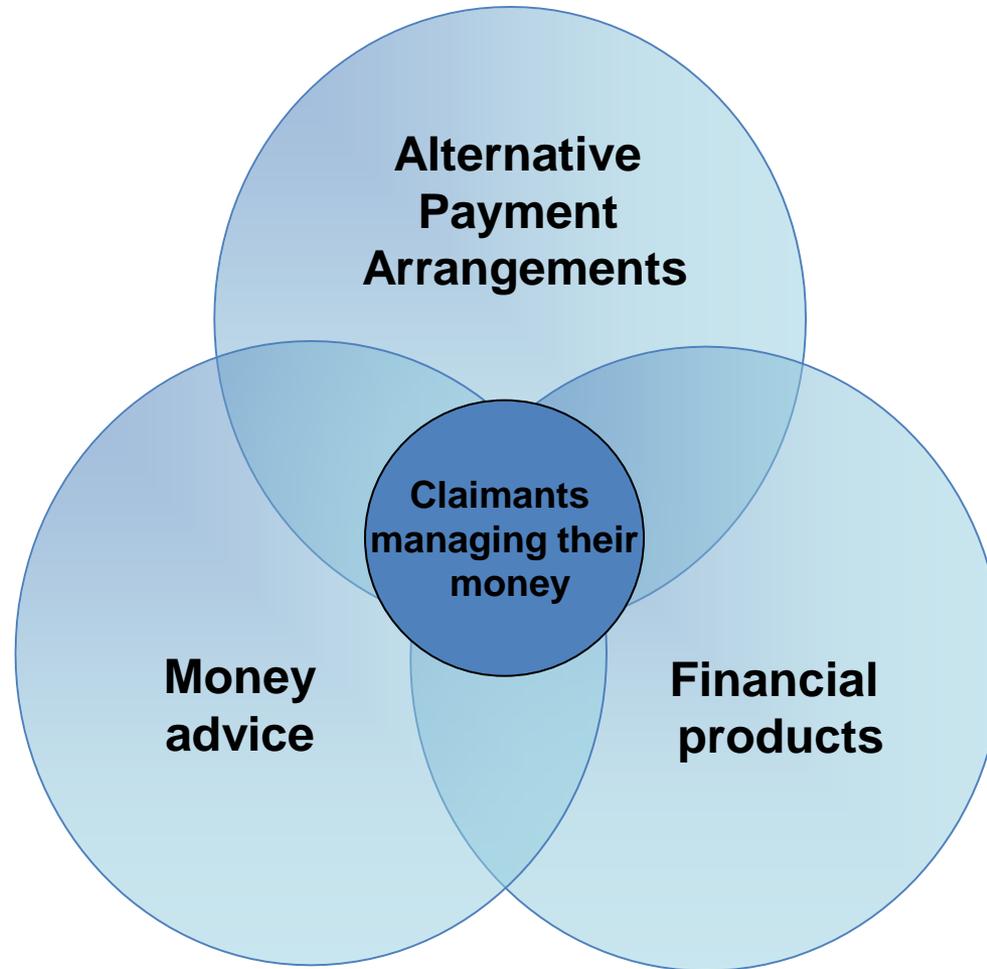
REQUIREMENT FOR A PERSONAL BUDGETING STRATEGY IS DRIVEN BY THESE Universal Credit CHANGES

Housing costs direct to tenant

Single payment to household

Monthly Payment

Personal Budgeting Support - Overview



Alternative Payment Arrangements



- For a minority of claimants, alternative payment arrangements may be required; these might include
 - paying the rent directly to the landlord (managed payments)
 - making more frequent than monthly payments
 - splitting the payment within the household
- We will also have the option to make managed payments directly to the landlord if a claimant reaches a certain level of rent arrears. (Usually 2 Calendar months / 8 weeks)
- These alternative payment arrangements will be considered on a case by case basis and assessed on their individual merits
- When considering alternative payment arrangements, a series of Tier 1 and Tier 2 factors indicating potential support needs will be used to help to decide if these arrangements are appropriate to an individual
- The decision about whether an alternative payment arrangement is suitable will be made by a Universal Credit adviser through the PBS process

APA – consideration factors

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
Tier Two factors - Less likely / possible need for alternative payment arrangements
No bank account
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

Managed Payments to Landlords

- Managed payments will be considered on a case-by-case basis and can be requested by landlords as well as claimants. They can be considered on request from:
 - The start of the claim; or
 - During the claim if the claimant has accumulated rent arrears which will put their tenancy at risk
- We do expect landlords to continue to follow their usual rent collection practices and procedures, making every effort to manage rent payments and recovery of any rent arrears. However, if the claimant is unable or unwilling to resolve payment issues with their landlord, Universal Credit can then intervene
- When a claimant has accumulated one month's rent arrears due to persistent underpayment, we will make an early intervention, reviewing the financial support they need and making managed payments to their landlord if appropriate
- If a claimant has accrued two month's rent arrears, we will pay the Universal Credit housing element direct to the landlord and if requested take steps to recover the rent arrears through deductions from their remaining Universal Credit payment

Money advice will include:

- Online budgeting tools for claimants **who can help themselves** – e.g. by Money Advice Service
- Advice services by external organisations for claimants **who need more support** with, for example, getting a bank account or doing a monthly budget plan
- **Local advice services** will be delivered by phone and face-to-face by expert providers through the Local Support Services framework. The Local Support Services Framework is available on gov.uk:
<https://www.gov.uk/government/publications/universal-credit-local-support-services-framework>
- A Universal Credit personal planner is available on **GOV.UK** to help claimants understand and prepare for financial changes arising from the introduction of Universal Credit:
<https://secureonline.dwp.gov.uk/universal-credit-preparation/>
- The Planner asks claimants a set of questions about their readiness for claiming Universal Credit and, depending on the answers given, sets out an individual action plan



Digital Jobcentres

The Case for Digital Jobcentres

- We must meet the needs of employers and jobseekers by having the equipment in Jobcentres to enable claimants to search and apply for jobs.
- More and more jobs are being advertised online. It is not just big national employers - 33% of Small and Medium Enterprises (SME) have an online presence and 14% sell online.
- It is estimated that 90% of jobs will require ICT skills by 2015.
- 82% of the UK population is online.
- In 2013, 36 million adults (73%) in Great Britain accessed the internet every day.
- Access to the internet using a mobile phone more than doubled between 2010 and 2013 from 24% to 53%.

72% of adults in Britain have bought goods or services online.

Digital Jobcentres - Background

- We are replacing old equipment (Jobpoints) with new (internet computers) to deliver a modern digital Jobcentre service that maximises use of online channels to meet the changing needs of employers, jobseekers and Government.
- Delivery and installation of WiFi and 6,000 computers across the Jobcentre network. This will;
 - ✓ Allow claimants to search and apply for jobs directly on Universal Jobmatch and other internet job sites, using either DWP equipment or their personal devices (mobile phones etc).
 - ✓ Provide WiFi for partners and employers while working within DWP Jobcentres.
- Customer Access Phones (CAPs, also known as Warm Phones) will be removed from sites in line with the move to digital working. The focus will be on an “Assisted Service” rather than “Open Access” to computers and telephones. Staff will assist and help claimants who need a range of support.

How it will work in practice

- DWP front of house staff will direct claimants to the appropriate service.
- An introductory 'Show and Tell' session on the computers will be given to those who need it.
- Appointments will be booked for those needing more intensive IT support.
- Claimants that are able to self serve will be encouraged to do so.
- Computers will enable claimants to;
 - ✓ Search and apply for jobs advertised across the whole of the internet.
 - ✓ Check email accounts.
 - ✓ Update their CVs, linking into Universal Jobmatch.

Digital Jobcentres - Accessibility

- The 'Assisted Service' will help those claimants who may need a range of support in accessing the internet.
- Staff will be able to assist and support individuals in different ways depending on their circumstances.
- A Main Menu makes it easier for claimants with visual impairments to navigate round the services available on the computers. Examples of this are provided on the next slides.
- The computer image incorporates access to the standard Microsoft Windows “Ease of Access” tools – Narrator (text reader); Magnifier; High Contrast; On-Screen Keyboard; Sticky Keys; Filter Keys.
- It is also possible to increase the font size on the computers.
- For wheelchair users all standard wheelchairs will fit under the desks where the computers are situated.

Digital Jobcentres Main Menu (Claim Computer)

Main Menu

Disclaimer | Keyboard Functions



Jobseekers Allowance



Universal Credit



Carer's Allowance



**Personal Independence
Payment**



Child Benefit



State Pension

Switch OFF

Protect your information, switch off after use.

jobcentreplus

Digital Jobcentres Main Menu (Jobsearch Computer)

Main Menu

Disclaimer | Keyboard Functions



Jobsearching on The Web



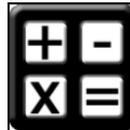
GOV.UK



Universal Jobmatch



CVs and Covering Letters



Benefits Calculator



Work Experience & Volunteering



Social Media



Be Your Own Boss



Apprenticeships



Travel Links



In Work Support



Young Persons

Switch OFF

Protect your information, switch off after use.

jobcentreplus

Thank you

Any more questions?

