



Department
for Work &
Pensions

Universal Credit Full Service

UC *Universal
Credit*

Opening up work_

Universal Credit – Continuing Welfare Reform

The Government is introducing the biggest welfare change for the last 60 years.

It's cornerstones include :



Universal Credit follows on from :

- ~ Tailored Worksearch Support
- ~ Benefit Cap
- ~ Personal Independence Payment

Transforming Welfare

From six benefits to one

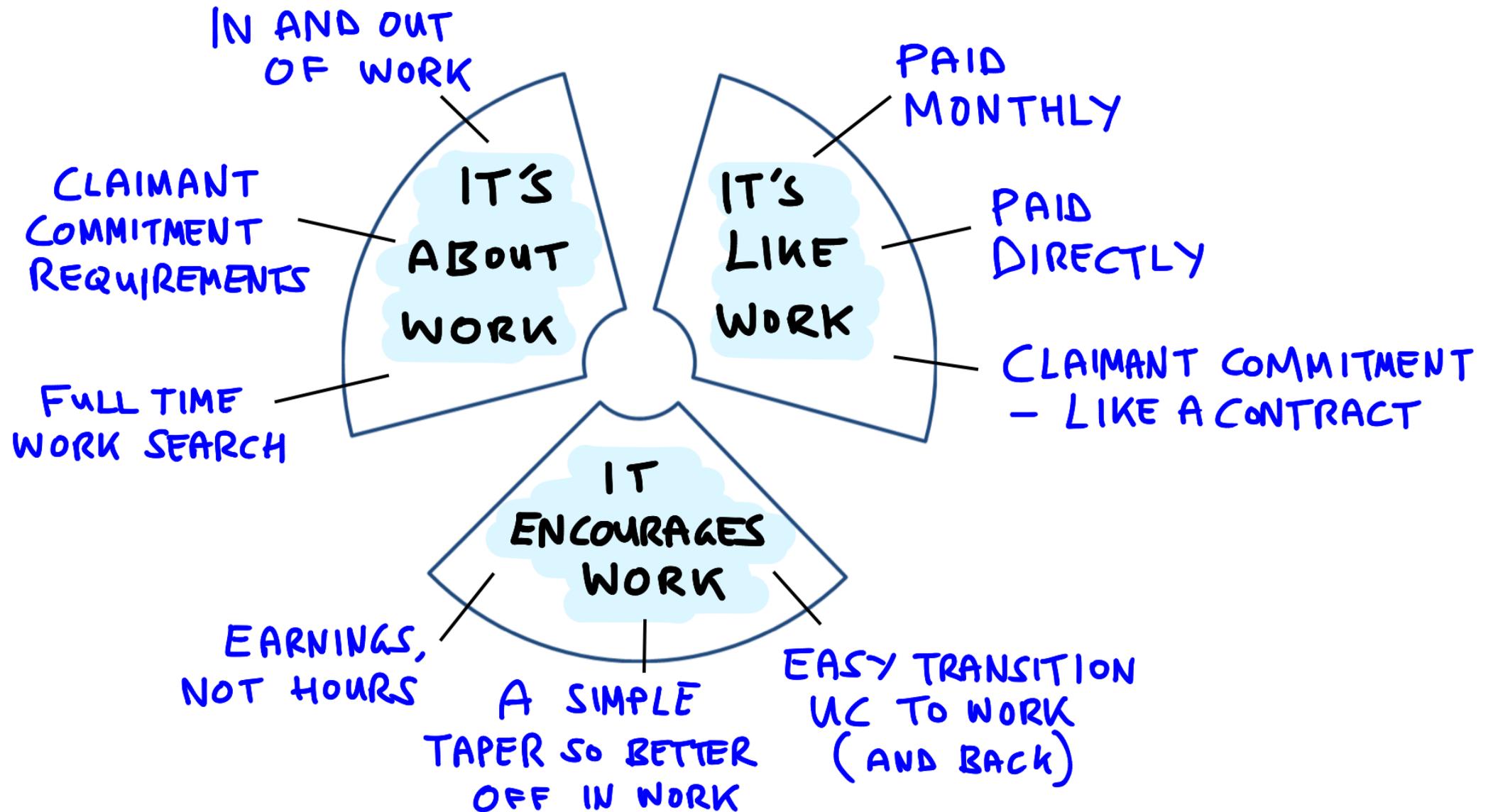


Deal with one organisation not three



- 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

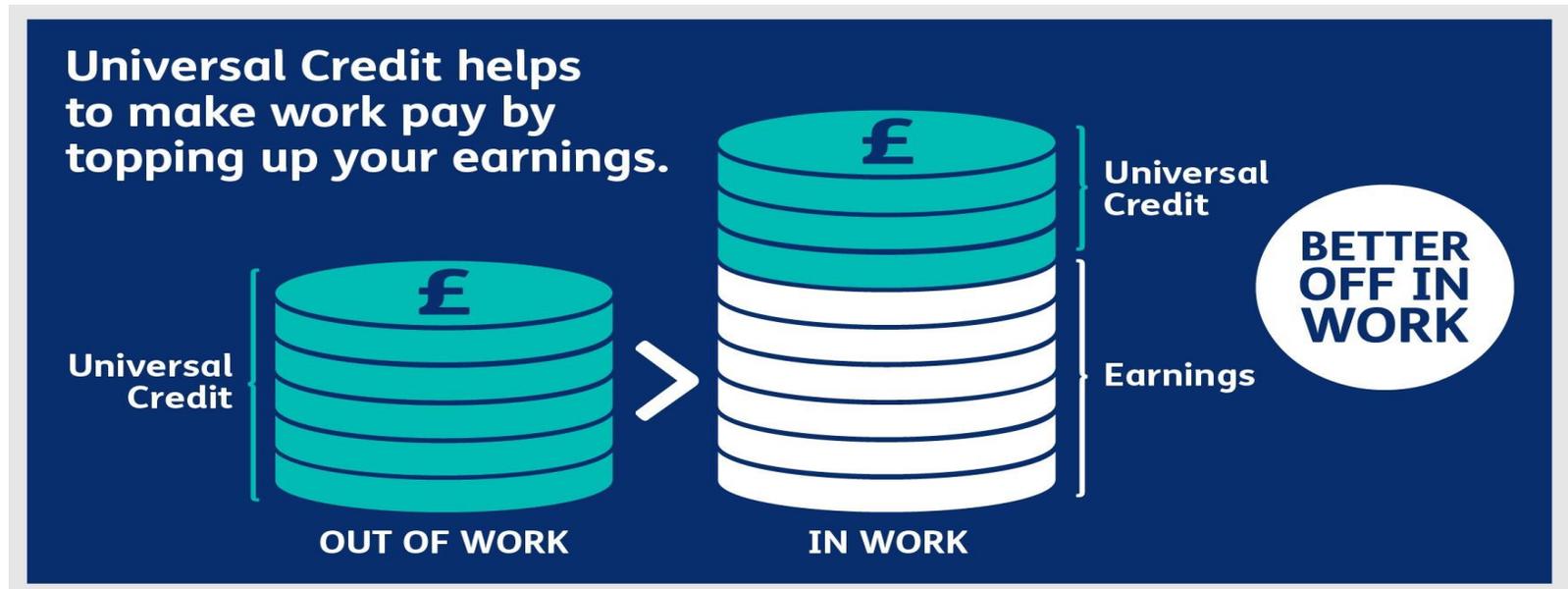
Universal Credit – What's it about?



Universal Credit – is opening up work by...

- Helping make sure you're better off in work than on benefits
- Allowing part-time and short-term work to act as a stepping stone into work
- Enabling you to work more than 16 hours a week and still claim Universal Credit
- Paying towards your childcare costs, giving you more flexible working hours

This is enabled by a taper that reduces your Universal Credit as you earn more money instead of stopping all your support outright when you work a certain amount.



The Taper In Action

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

They have a work allowance of £192.

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 £192 – 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 £192 before deductions.

Claimant earns £500 working part time. The first £192 is ignored, but the remaining £308 is subject to the taper rate.

$£308 \times 0.63 = £194.08p$ 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

It's a simplification of the benefit system

Previous benefit system	Universal Credit
Multiple benefits with multiple places to claim them	One benefit, one place to claim
Different benefits for in or out of work	One benefit that stays with you in and out of work
Different entitlement rules for different people	One benefit for everyone*
Complex rates for ESA	Simpler rates for limited capability (only two elements)
Different organisations (DWP, HMRC, Local Authorities)	All administered under DWP
Paper forms or clerical processes to claim	Can claim online
The Government keeps your information / data	Claimants own and can see all their information / data using an online account*
Changing details can be clerical or paper/phone based	Change circumstances online
Feels more individual	Is based on everyone in your household

*Full service only.

Once fully rolled out, 7 million people will be affected by Universal Credit.

The 2017 Autumn Budget changes continue to define the benefit itself

These announcements bring positive changes to Universal Credit (UC) service.

- Claimants can now claim up to a 100% advance straight away and repay it over a 12 month period.
- Claimants will be able to request an advance online from Spring 2018.
- Claimants no longer need to wait 7 waiting days to qualify for benefit.
- There is a “Transition to UC housing payment” that gives a 2 week housing payment (non repayable).
- It is easier for claimants to get a managed payment to landlords and is discussed with the work coach.
- Additional funding for in-work progression trials has been set aside to help that demographic.
- Every jobcentre will have the full (online) service by the end of 2018*
- UC temporary accommodation measure
- We will be working closer in partnership with Citizens Advice
- Extension of the gateway for families with more than 2 children back to legacy benefits until Jan 2019.
- Closure of UC Live Service for new claims from Dec 2017.

Scottish Choices

The Universal Credit Choices, have been made available from 4 October 2017 to people living in Scotland making a new Universal Credit claim, in full service areas. This represents the first use of the new devolved social security powers & will give new UC claimants in Scotland, in full service areas, the following options:

- claimant choice to be paid either monthly or twice monthly; and
- claimant choice to have the relevant housing costs in their award paid to themselves or to their landlord.
- From 31 January 2018 the Universal Credit Scottish choices are also available to people who:
 - were already receiving UC in a full service area prior to 4 October 2017; and
 - transfer from a live to full service area after 31 January

All Universal Credit phone lines are now free

Phone Line Name	Freephone number
Live Service	0800 328 9344
Full Service	0800 328 5644
Live Service – Landlord Escalation Line	0800 328 3844
UC live service to full service transfers	0800 328 7844
UC/Working Age Welsh line	0800 328 1744
UC Text phone	0800 328 1344
Payment services – creditors/landlords	0800 328 0128
Payment services – customer contact	0800 328 0172

Further information and Guides:

- <https://www.gov.uk/universal-credit>
- <https://www.gov.uk/guidance/universal-credit-toolkit-for-partner-organisations>
- <https://www.gov.uk/government/publications/universal-credit-and-rented-housing--2/universal-credit-and-rented-housing-guide-for-landlords>
- www.understandinguniversalcredit.gov.uk