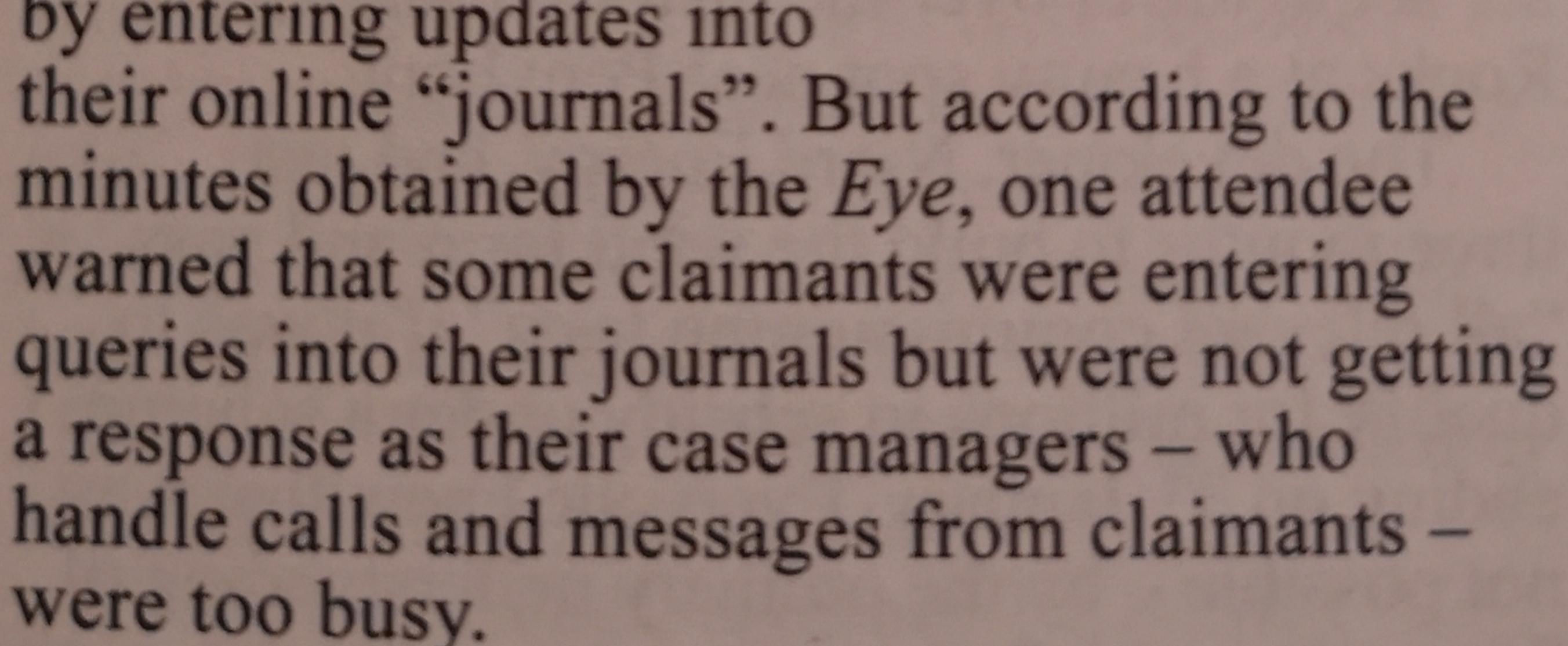
UNIVERSAL CREDIT

Creaking havoc

THE director-general of the government's universal credit (UC) programme has admitted that benefits staff are "creaking" under their caseloads, minutes of a meeting with welfare rights advisers reveal.

Neil Couling (pictured) was addressing a meeting of the Greater Manchester Welfare

Rights Advisers Group
(GMWRAG) last October,
attended by welfare advisers
and local council staff. Under
UC's "digital by default"
system, claimants are
encouraged to communicate
with the Department for
Work & Pensions (DWP)
by entering updates into



According to the minutes. Couling