



Department
for Work &
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Mr Peter Patton
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8 October 2018

Dear Mr Patton

Thank you for your email of 7 September to the Secretary of State for Work and Pensions. Government Ministers receive a large volume of correspondence and they are unable to reply personally on every occasion. I have been asked to respond.

There are a number of ways that claimants are able to claim Universal Credit:

- those with access to digital help and can act for themselves – can claim on line through Gov.uk website;
- those who are unable to access digital support – can make a claim via a telephone call;
- those with a Corporate Accountable Body (CAB) – the CAB can claim on line at Gov.uk on behalf of the individual; or
- those with severe mental issues that need support - can receive help that best meets their needs through the local Jobcentre or one of our many community partner or stakeholder organisations.

I understand you have found it difficult to complete some of these actions due to the vulnerability of your customers. Officials looked into how you and other Corporate Acting Bodies who may be experiencing similar difficulties can be supported.

Each applicant requires an e-mail address to submit an online claim. I understand that in some circumstances this is not always possible. To address this, the CAB can telephone to make a claim on behalf of the claimant and the agent will use a dummy e-mail address to make the claim.

We have been engaging with CABs and understand the problems in establishing who payments are for. Every CAB should have access to claimant statements which can assist in understanding awards. I can advise that we are currently reviewing this and it is a priority.

It may be helpful to know that logging onto the digital account as a claimant or on behalf of a claimant will allow you to see the payment amount and breakdown prior to the payment being issued.

Learning is provided to all Case Managers, Work Coaches and their Team Leaders regarding Appointees with Complex Needs. This product explains:

- the different types of appointees;
- eligibility criteria;
- how an appointee is appointed;
- skills practice with different scenarios to enhance understanding;
- actions to take if a claimant does not have an online account ; and
- explains consent and disclosure and provides them with links to the guidance on Universal Learning.

We do not yet have a formalised process for claimants with corporate appointees within Universal Credit Full Service. However, we provide individual support to ensure our agents to provide an effective service to this claimant group. We ask that agents seek support from their Service Innovation Lead who, following liaison with our Universal Credit Full Service support team, guide and support corporate appointees through the process.

We are also aware that links from our local Partnership Managers are also supporting a numbers of known corporate appointees; guiding them through the process via the Jobcentre.

A formal process for corporate appointees is a priority and will be delivered over the coming months.

Yours sincerely



Robert Watling
Head of the Ministerial Correspondence Team