

Update on service design in universal credit – 18/12/19

Notes from 'Universal Credit Service Design Show and Tell Webinar' 18/12/19 – changes made to the service following a series of workshops with stakeholders during 2019.

New 'blank' statement – will appear in account as soon as claim is submitted as opposed to having to wait until end of assessment period -

The slide on the left is titled 'New "blank statement"' and contains the following text:

This is now available to claimants in their account as soon as they submit their claim.

It shows all the elements of UC that we expect them to be entitled to based on what they've told us, and when they should expect payment.

This also helps to orientate new claimants: they will know where to find their statement once they've been paid.

The screenshot on the right shows the 'GOV.UK Universal Credit' interface. The 'Payments' section is highlighted, showing information about the next payment, how it is calculated, and what might be taken off.

Advances - there will be a link on the statement to get a breakdown of any advances being recovered –

The diagram is titled 'Advances explained' and illustrates the process of receiving and repaying advances.

Before

Advances
We take money off your payment to repay your advances. - £35.00
For a list of advances, please refer to your [journal](#).

After

Advance payments
We take £35.00 off your payment to repay your advances. - £35.00
[Check what advances you've been repaid](#)

New advances 'breakdown'

Advances paid to you
The following information is about advances paid on this claim. The details might not be up-to-date if you've recently made a repayment to our Debt Management Service.

Advance type: New claim

Amount borrowed	£317.00
Final repayment	21 October 2020
Balance to repay	£317.00

Advance type: Budgeting

Amount borrowed	£200.00
Final repayment	21 April 2020
Balance to repay	£200.00

Your [advances](#) statement shows how much you're repaying each month.

If you want to repay your advance in full, contact our Debt Management Service on 0800 916 0647 (Textphone 0800 916 0651).

The Debt Management Service can also tell you about advances paid on previous claims or other debts.

More frequent payments – breakdown of individual payments will be included –

More frequent payments

The screenshot shows a web interface with a navigation bar containing 'Home', 'To do list', and 'Journal'. The main heading is 'Payments', with a link to 'Print this statement'. Below this, the user's name 'nanyu mfp' and address 'The Crescent, Surbiton, BT2 7BA' are listed, along with the 'Assessment period: 30 October to 29 November'. A large blue box contains the text: 'You will be paid, by Bm', followed by '£158.91 on 5 December 2019' and '£158.91 on 19 December 2019'.

Housing costs – there will be a breakdown of explaining why full amount not included –

Improved clarity over housing

Before

The screenshot shows a web interface for 'Jared Admissions' at '10 Victoria Street, London, W1D 2HR'. The assessment period is '7 November to 6 December'. A large blue box states: 'your payment this month is £ 654.22' and 'This will be paid by Bm on 13 December 2019'. Below this, the heading 'What you're entitled to' is followed by a table. The table has two main sections: 'Standard allowance' and 'Housing'. The 'Standard allowance' section shows '£377.82'. The 'Housing' section shows '£371.30'. The 'Total entitlement before deductions' is '£ 688.12'. The 'Housing' section also shows '£ 779.00' per month.

With improved breakdown

The screenshot shows a web interface for 'Jared Admissions' at '10 Victoria Street, London, W1D 2HR'. The assessment period is '7 November to 6 December'. The heading 'What you're entitled to' is followed by a table. The table has two main sections: 'Standard allowance' and 'Housing'. The 'Standard allowance' section shows '£377.82'. The 'Housing' section shows '£371.30'. The 'Housing' section also shows '£ 779.00' per month. The table includes detailed breakdowns of the housing allowance, such as 'Standard allowance', 'Housing', 'Shared Accommodation Rate', and 'Local Housing Allowance'.

ID verification – new preparation journey for claimants which takes them through which ID they may or may not have (couple of example screenshots below) –

New preparation journey for claimants

Video

The screenshot shows a web interface with a navigation bar containing 'Home', 'To do list', and 'Journal'. The main heading is 'Prepare for your appointment'. Below this, there is a section titled 'Before your appointment you need to:' with a list of steps: '1. Choose which documents to bring with you' and '2. Call to book an appointment at the place you want'. A green 'Continue' button is visible. At the bottom, there is a video player with the title 'Count on us to help you'.

New preparation journey for claimants

Video

The screenshot shows a web form titled "Proof of your bank account". At the top, there is a navigation bar with "Home", "Tutorial", and "Assess". Below the title, there is a sub-header "Do you have a bank card for the account you want your Universal Credit paid into?". Below this, there are two radio buttons: "Yes" (selected) and "No". Below the radio buttons, there is a green "Continue" button and a blue "Back" button. At the bottom, there is a link "Go back to the start of the journey".

Agents see what has been submitted and can book appropriate interview – eg biographical if claimant doesn't have documents –

New booking journey for agents

Video

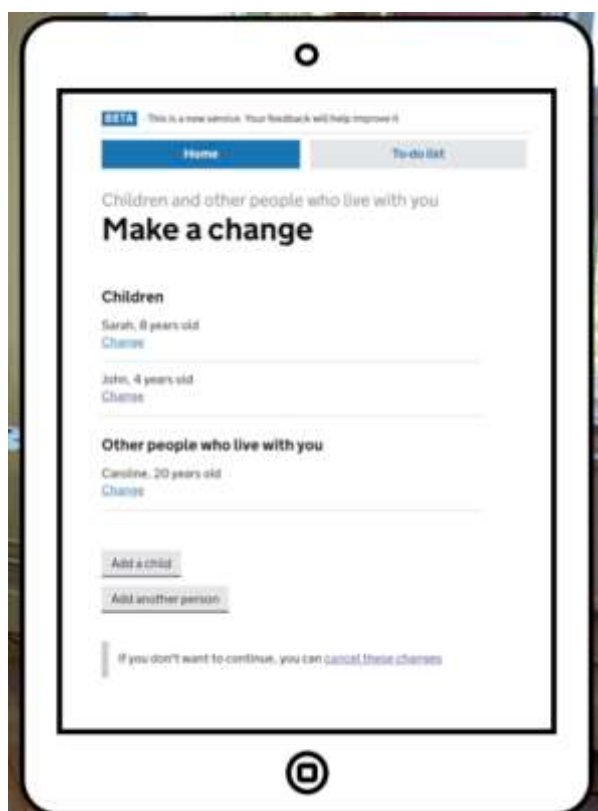
The screenshot shows a web form titled "New booking journey for agents". At the top, there is a green banner that says "The list has been updated". Below this, there are three sections: "Proof of identity", "Proof of bank details", and "Proof of housing costs". Each section has a status message: "The claimant does not have these documents". Below these sections, there is a question "Have you confirmed these details with the claimant?". Below this question, there are two radio buttons: "Yes" (selected) and "No, I need to edit the details". Below the radio buttons, there is a section titled "Appointment type" with a status message: "The claimant will need a biographical and evidence appointment". At the bottom, there is a green "Continue" button and a blue "Back" button.

Banks and ID – they are working with high street banks to get them to accept the UC account or statement as evidence to support the opening of basic bank accounts – hopefully more news of this will be confirmed soon.

Debts and deductions – claimant will get a breakdown of payments – agent gets more info eg how much owing – I asked why claimant can't see – apparently they are still working on issues around transparency of statement –

Standard allowance	£317.82
You receive a standard Universal Credit allowance each month	
Children	£277.08
You get support for 1 child	
Total before adjustments	£594.90
Deductions	
Rent arrears (including service charges)	£0.00
Electricity monthly payment	£10.00
Electricity arrears	£10.00
Check your journal for information about these deductions.	
The total we take off for deductions is	£70.00
Total payment for this month	£524.90

Reporting changes of circumstances – updated so don't have to submit all details again but can just change relevant bits –



The aim is to roll this out feature out across all areas where there might be changes of circumstances.

Terminal illness – they have tried to improve the TI question – previously just asked ‘have you been diagnosed with a terminal illness?’ and ‘what is your prognosis?’.
Now –

Now.....



Health

About your health conditions

Has your doctor said you might have less than 6 months to live due to any conditions?
This could also be a consultant or a specialist nurse.

☐ Yes

☐ No

☐ I don't know

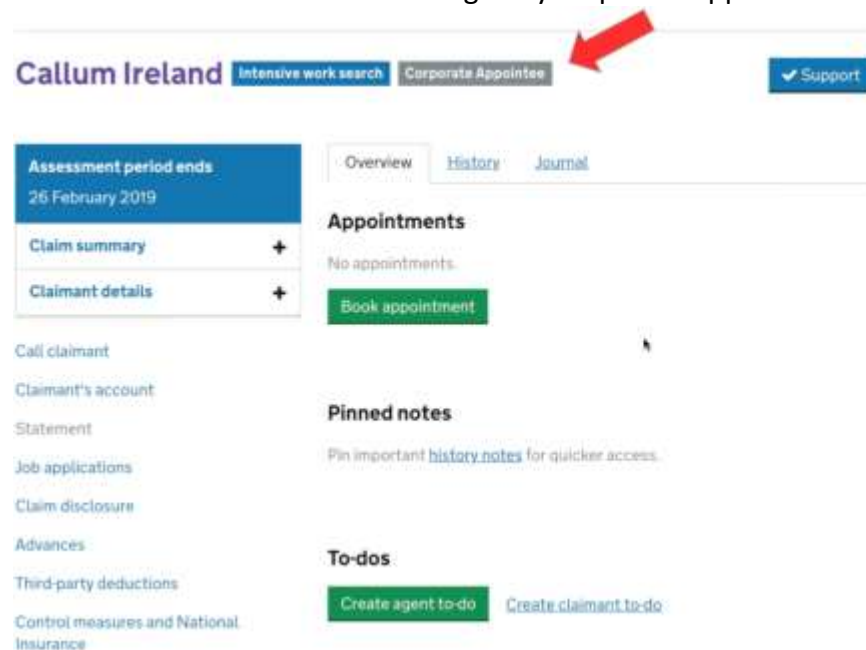
[Continue](#)

[Back](#)

UC

It was asked what happens if a person clicks ‘I don’t know’ but they couldn’t tell us!

Appointees – corporate appointees should now have a payment reference to help them manage their appointees. Also the agent view of the claim now contains a banner that identifies claims managed by corporate appointees -



Callum Ireland

[Intensive work search](#) [Corporate Appointee](#) [Support](#)

Assessment period ends
26 February 2019

[Claim summary](#) +

[Claimant details](#) +

[Call claimant](#)

[Claimant's account](#)

[Statement](#)

[Job applications](#)

[Claim disclosure](#)

[Advances](#)

[Third-party deductions](#)

[Control measures and National Insurance](#)

[Overview](#) [History](#) [Journal](#)

Appointments

No appointments.

[Book appointment](#)

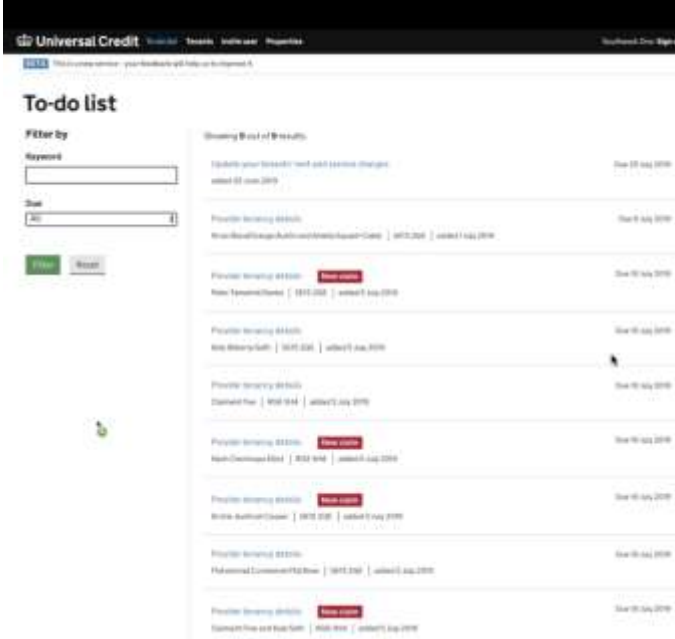
Pinned notes

Pin important [history notes](#) for quicker access.

To-dos

[Create agent to-do](#) [Create claimant to-do](#)

Landlords – landlord portal now allows landlords to distinguish between ‘new claims’ and changes of circumstances –



The screenshot shows a 'To-do list' on the Universal Credit landlord portal. It includes a filter section on the left and a list of tasks on the right. Several tasks are marked with a red 'New claim' label, indicating new claims that need attention.

‘New claim’ label

The landlord portal now allows **landlords** to distinguish between ‘new claims’ and changes to circumstances made by claimants (using the ‘to-do’ list.)

This responds to landlord needs to navigate large amounts information more easily and identify important tasks faster.

Managed payments to landlords – current system of paying with third party cycle means first rent payment may not be made until up to 68 days after rent is declared –

Managed payments to SRS Landlords - APA



New pilot launched testing paying on same date that UC payment made to claimant – see <https://www.rightsnet.org.uk/welfare-rights/news/item/dwp-announces-small-scale-pilot-to-test-making-managed-payments-to-social-landlords-at-same-time-as-tenant-receives-their-universal-credit-payment>