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 -

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

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

More frequent payments

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Payments

nanya info
The Crescent, Surbiton, BT2 7BA

Assessment period: 30 October to 29 November

🖶 Print this statement

You will be paid, by 8pm

£158.91 on 5 December 2019

£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

Jared Advances
10 Victoria Street, London, SW5 2HR   Assessment period: 7 November to 6 December

Your payment this month is

£ 654.22

This will be paid by 8pm on 13 December 2019

What you're entitled to

Standard allowance	£317.82
You get a standard amount each month. You said you're single	
Housing	£ 371.30
You said that your rent is £ 772.00 per month	
Total entitlement before deductions	**£ 689.12**

With improved breakdown

What you're entitled to

Standard allowance	£317.82
You get a standard amount each month. You said you're single	
Housing	£371.30

You said your rent is £772.20 per month, and you pay £101.55 in service charges

As you have rent free weeks each year, the amount we use for your rent has been adjusted to £770.31 per month

You will have to pay your housing to your landlord.

We can pay you £371.30 towards your housing. We cannot pay you the full amount as:

based on your household, we've decided you have 1 spare bedroom.	– £109.08
the amount we pay cannot be more than your Local Housing Allowance	– £160.08
you have 1 adult living with you who is expected to pay towards the rent	– £362.00
the amount we pay cannot be more than your local Shared Accommodation Rate	– £162.08

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

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Prepare for your appointment

You'll be asked to prove who you are at your jobcentre appointment.

Before your appointment you need to:

1. Choose which documents to bring with you
2. Call to book an appointment at the jobcentre

Continue

▸ Could not find one of these?

New preparation journey for claimants [Video]

Proof of your bank account

You can use your UK bank card to prove your identity and confirm your bank details.

Do you have a bank card for the account you want your Universal Credit paid into?

The bank card it would show your name, account number and sort code at the support by a smart bank statement

○ Yes   ○ No

[Continue]

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Agents see what has been submitted and can book appropriate interview – eg biographical if claimant doesn't have documents –
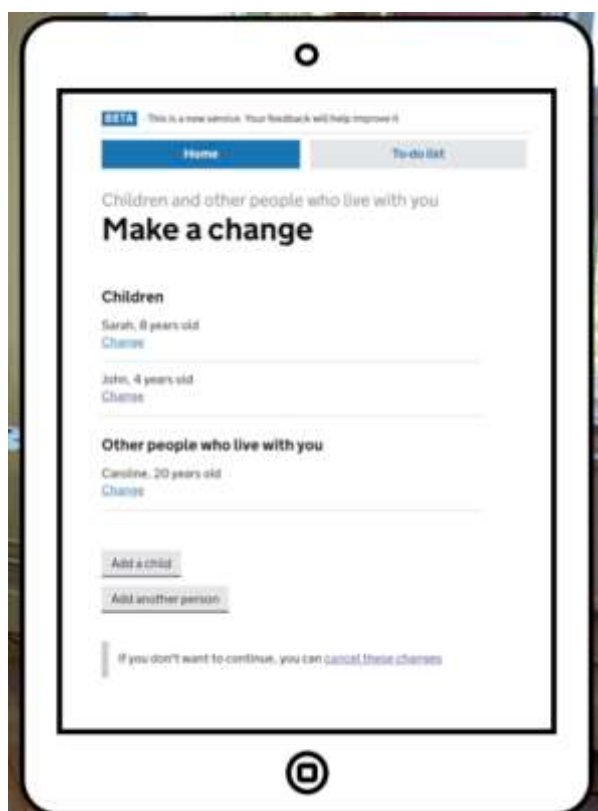
New booking journey for agents [Video]

The list has been updated

Proof of identity	The claimant does not have these documents
Proof of bank details	The claimant does not have these documents
Proof of housing costs	The claimant does not have these documents

Have you confirmed these details with the claimant?

● Yes   ○ No, I need to edit the details

Appointment type

The claimant will need a **Biographical and evidence** appointment

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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 You receive a standard Universal Credit allowance each month	£317.82
Children You get support for 1 child	£277.08
Total before adjustments	**£594.90**
Deductions	
Rent arrears (including service charges)	£50.00
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?
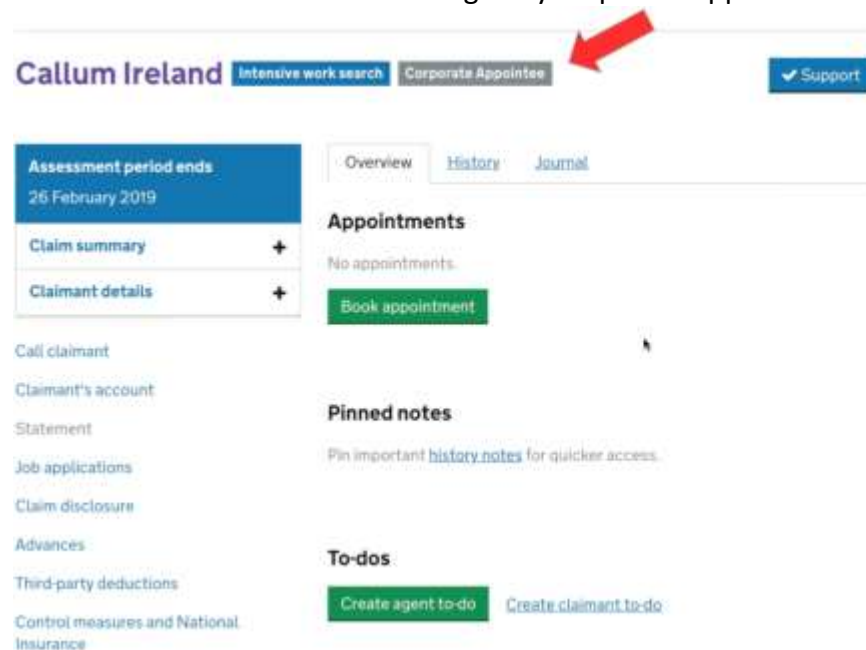This could also be a consultant or a specialist nurse.

Yes

No

I don't know

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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 | Overview | History | Journal |

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

Appointments

No appointments.

Book appointment
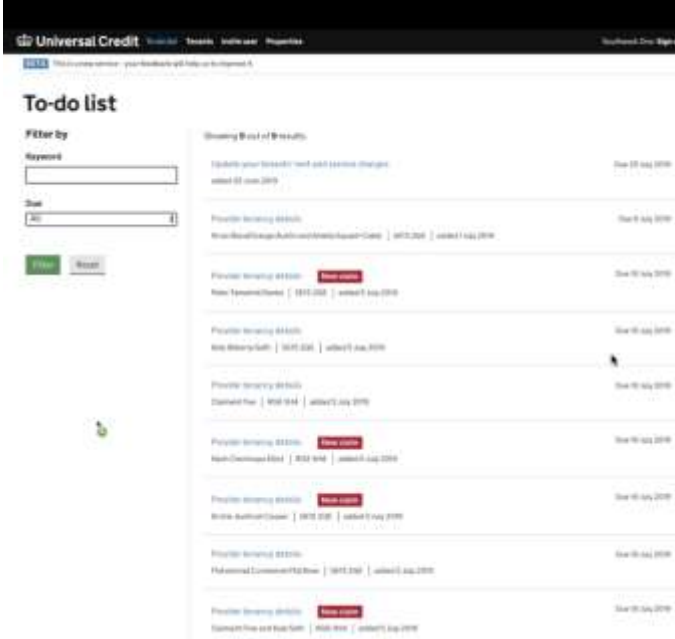
Pinned notes

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 –

'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 –

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