



**national association of welfare
rights advisers**

Universal Credit

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The logo features the text "national association of welfare rights advisers" in a bold, black, sans-serif font. The text is centered within a horizontal banner that has a background of overlapping, semi-transparent circles in various shades of orange, red, and brown. The circles vary in size and opacity, creating a layered, abstract effect.

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This workshop:

- What is the full service?
- Plans for rollout
- Problems and practicalities

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Introduction

UC began to be introduced in pathfinder areas in 2013 and is expected to be in place for all new claimants nationally in 2017. It will replace:

- Income Support
- Income-based JSA
- Income-related ESA
- Housing Benefit
- Working Tax Credit
- Child Tax Credit

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What is full service?

- No gateway
- Digital – online claims, online accounts,
- New claims only at this stage – “natural migration” possible in some cases



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Rollout

Present – September 2018

- Full service rollout for new claimants nationwide (schedule for individual postcode areas)
- replaces live service (gateway)

July 2019 – March 2022

- “managed” migration of existing claimants
- Transitional protection for migrated cases only

Problems and practicalities

The lobster pot

- Once under UC rules no return to legacy benefit
- Live service (gateway) – need to satisfy UC conditions to requalify it UC claim comes to an end
- Full service – no gateway therefore only condition is that you reside in a full service area.

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‘Natural migration’

- Possibly following change in circumstance resulting in a new claim
 - Failing WCA
 - JSA claimant falls sick or becomes a carer
 - Birth of first child and not previously claimed Tax Credits
- No transitional protection



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ESA pending an appeal

Positives

- No migration where no new claim made
- ESA pending appeal doesn't require new claim

Negatives

- DWP say UC replaces ESA
- If new claim for JSA made during MR stage then in the lobster pot

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Contributory ESA

- DWP are saying its not possible to claim CESA under UC rules
- DWP may only allow CESA claim via a UC claim



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Claims and payment

- Online claim and online maintenance via UC account
- Communication for DWP done via UC account online
- Assessed and paid monthly and includes housing costs
- Not normally be paid for less than a period of a month
- The monthly assessment period - change of circumstance leading to increased or reduced entitlement will apply to the whole month in which the change takes place.
- No entitlement for first 7 days, in most cases, then a gap between end of period and payment of 7 days: so most people wait 1 month + 14 days for payment

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‘In work conditionality’

- Claimants working part- time or in low paid employment will be subject to ‘in work conditionality’
- Expectation to increase earnings and/or increase hours worked

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Sanctions

- UC claimants subject to conditionality and sanctions
- Sanction of up to £317.82 per month for up to 3 years
- Housing costs still paid during sanction period

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