



Department
for Work &
Pensions

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Universal Credit - Our Recent Journey

Our latest Covid Position

- Numbers of new claims to Universal Credit have stabilised
- As many DWP colleagues as possible are working from home – IT widely deployed.
- Our Jobcentres and Service Centres have remained open throughout to support vulnerable customers – especially those with digital access/capability.
- Our front of house areas are secure – screens have been fitted, hand sanitiser, limited customer access at any time, reduced numbers of colleagues in all our offices.

Our operational delivery

- Working back to Business as Usual – albeit in a different form at times.
- Employer and Partnership Managers back in their roles – giving external support with housing and other issues.
- Senior Safeguarding Roles now established and working well.
- Move to telephony and other digital channels for customer appointments/contact.
- We are reviewing our processes to look at what worked well, what can be retained from our covid experience and continue to learn from that.

Kickstart – Our Youth Scheme

- Designed to help 18-24 year old customers at risk of becoming long term unemployed
- Kickstart provides jobs of 25 hours per week for 6 months funded at national min wage, NI is paid
- Employers can offer more hours and can pay more if they wish
- Gateway Organisations and Individual Employers were invited to submit bids.
- The employer will provide the young person with the additional support to build their work experience, gain valuable employability skills and move into sustained employment
- Response from employers, gateways and customers has been extremely positive.

Housing

- We are approaching rent changes for 2021
- Work was carried out to test bulk upload issues, we are unable to progress with that approach for April 21 rent changes
- Personal responsibility will continue for notification of this change. A “To do” will be sent to customers impacted to remind them to tell us about their rent position.
- Information is available on [gov.uk](https://www.gov.uk) to support landlords help their tenants with input.
- This year we are asking tenants to advise of any changes and also to confirm rent if there are no changes to report.

UC Housing

**Thank You -
Time for
Questions**