



Department  
for Work &  
Pensions

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# Universal Credit

## Scottish Housing Network Forum October/November 2021

June 2021

# Our Operational Delivery

## Our Jobcentre Services

- As you know our Jobcentres remained open for our vulnerable customers that needed our support.
- We are now back to inviting customers into our Jobcentres, delivering face-to-face appointments and also continue to support our customers through digital, telephony channels and video calls.
- Our colleagues are back working on site and some working from home.

## Temporary Jobcentres

- We currently have 1 Temporary Jobcentre in Scotland (Glasgow Centre) to increase support available to our customers and we plan to open more in the near future.

## Prison Work Coaches

- At our last meeting I advised that we had been in consultation with Scottish Prison Service to have our Prison Work Coaches back in prisons. We currently have our Prison Work Coaches in 8 of the 15 prisons with a plan to have them all back by the 8<sup>th</sup> November.

# Our Operational Delivery

## The Advanced Customer Support Senior Leader Responsibilities

Improving how we support our most vulnerable customers is priority for DWP. The Advanced Customer Support Senior Leader role is integral to this approach.

Working across all DWP product lines to compliment business as usual processes to support customers

Reach across local communities to build relationships with organisations that provide support for our customers

Being part of the multi agency approach to Advanced Customer Support including participation in Adult Support and Protection Reviews

Be an integral part of local senior leadership teams and part of the National Advanced Customer Support community advocating for our most vulnerable customers

Play a key role in improving services by listening and learning and putting steps in place to prevent reoccurrence



Operational Learning and Improvement



Working across DWP



Building Relationships



Department for Work & Pensions

Representing DWP



Being a visible and engaging leader



# Temporary £20 Uplift

- DWP have always been clear that the uplift for Universal Credit was a temporary measure in response to COVID-19, introduced in March 2020.
- Throughout the summer, we began preparing UC claimants for the removal of the £20 uplift, updating statements & journals, providing information about the additional amount that they had been receiving and the date they will receive their last £20 uplift payment. These messages were linked to the page in the claimant's UC account that signposts to organisations that can help with managing money and budgeting.
- Now as business opens back up, it's right that we switch our focus to helping people back into work and support those that cannot.
- We have recruited 13,500 Work Coaches across the country and advise claimants to speak to their Work Coach to get the support they need.

# Household Support Fund

## £500m Support for Vulnerable Households

- Vulnerable households across the country will be able to access a new £500m support fund to help them with essentials over the coming months as the country continues its recovery from the pandemic (Scottish Government will receive £41m).
- [Government launches £500m support for vulnerable households over winter - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/government-launches-500m-support-for-vulnerable-households-over-winter)

# Plan for Jobs

- DWP are investing in our multi billion Plan for Jobs, including £2billion for Kickstart Scheme which is already creating thousands of jobs for Young People who were at risk of long-term unemployment. The Kickstart Scheme has now been extended until the end of March 2022.

## **Flexible Support Fund**

- We have boosted our Flexible Support Fund by £150m to provide localised and tailored employment support for people of all ages.

# Housing

## Landlord Portal Service Improvement

Social Rented Sector – Landlord Portal Service Improvement Notification

Please be aware that we will shortly be making a small change to the landlord portal as follows: -

- All claims that have a status of '**Closure of claim pending**' will be marked as such on the Portal in the Claim Status field.

**Your tenant reference**

BTM1

**Address**

10 Victoria Street,  
London  
SM5 2RT

**Verification Status**

Housing details verified on 7 September 2021

**Alternative payment arrangement**

Approved on 16 September 2021

**Claim Status**

**Closure of claim pending**

- For any claims that are marked with the status '**Closure of claim pending**', you will not be able to request an **Alternative Payment Arrangement or Rent Arrears Deduction**, and will also be **unable to report any changes of housing costs**.

# Housing

## **Rent Arrears Payments/Third Party Deductions**

Once payments are set up on the Third Party Payments system, you should receive payments every 28 days in arrears and expect the 1<sup>st</sup> payment within 6 weeks from the date the deductions commenced.

**To stop Third Party Deductions** – you should phone Universal Credit on 0800 – 328 – 5644. Following your notification, adjustment to both the customers' and your account will be made.

**\*\*If you experience any difficulties please escalate via your local partnership manager\*\***

# Move to Universal Credit

- We are currently in discussion with ministers on our plans for restarting Move to UC and will keep you updated as plans develop.
- The intention of the Move to UC, is to move all those who remain on the 6 legacy benefits, to Universal Credit by the end of 2024. We will be in a position to restart our migration activity next year, and our guiding principles remain to understand how we **safely move people to UC**.
- This year our focus has been on highlighting that some may see a higher level of entitlement, should they choose to move to UC voluntarily.

## Phase 1 of the UC Campaign

- Focuses on increasing understanding of Universal Credit to help address claimant barriers to moving to UC. The campaign provides essential information and reassurance about the UC claim process.

### [Understanding Universal Credit – Home](#)

- To compliment this, we are working closely with HMRC to include information about Universal Credit within the Tax Credit renewals pack.

# Universal Credit

**Thank You  
&  
Time for  
Questions**