



Universal Credit – Partner Presentation

Updated 15 January 2016



Welfare Reform

Welfare Reform has introduced a simpler, fairer benefits system that helps ensure people are better off in work than on benefits.

Our reforms ...

Prepare the long-term unemployed for the world of work

Help to ensure people are better off in work than on benefits

Ensure people receive a fairer pension and are encouraged to save for retirement

Support families to stay together

Provide unconditional support for those who need it



Universal Credit - it's all about work

- Universal Credit aims to reward work
- Universal Credit will encourage a new type of relationship with claimants
- Universal Credit aims to support jobseekers through the Claimant Commitment
- Universal Credit claimants are expected to use Universal Jobmatch



How Universal Credit is expanding

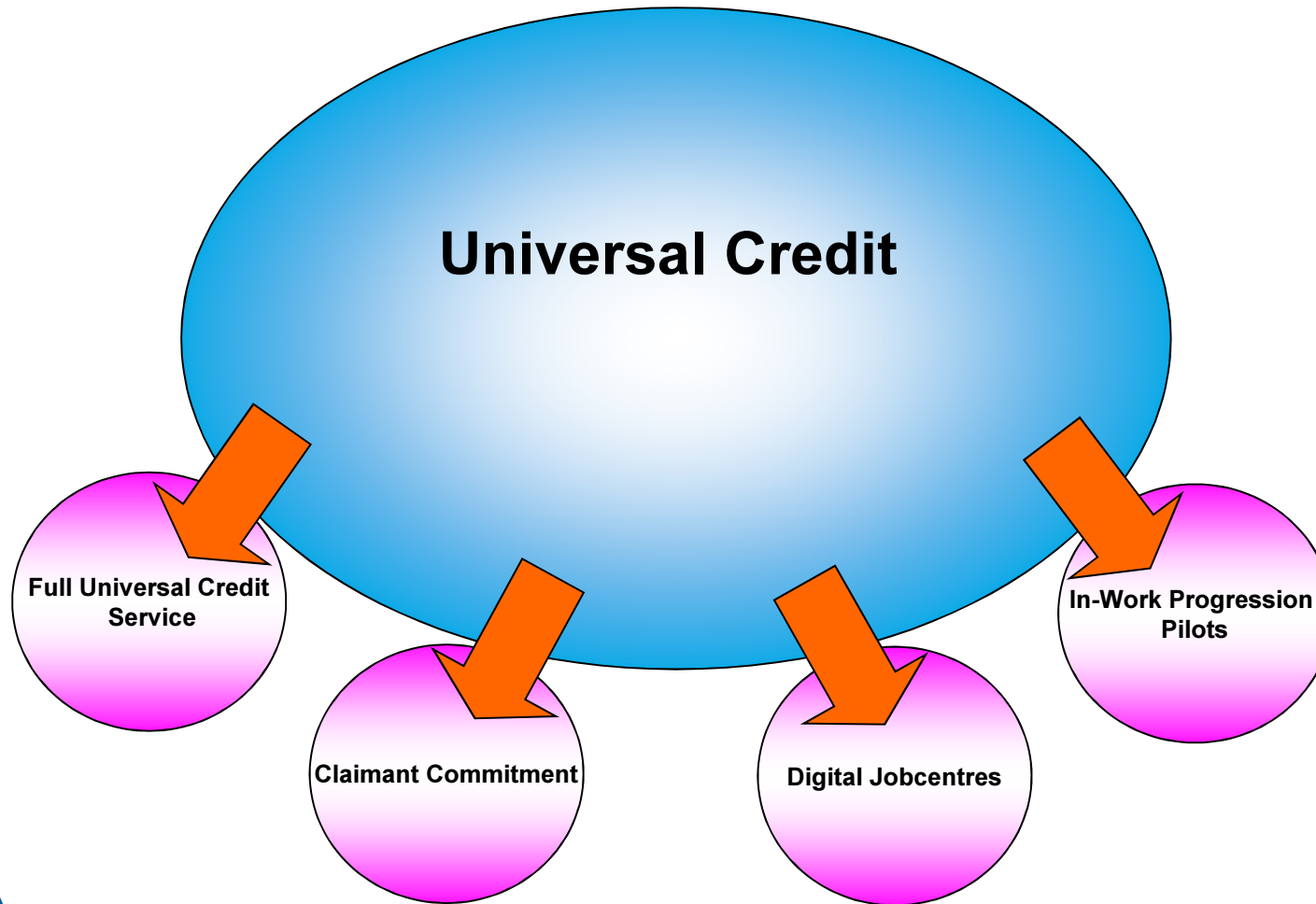
- We began rolling out Universal Credit live service to single unemployed claimants in a carefully controlled way on 29 April 2013
- It's already transforming people's lives, where claimants are more likely to be in work and work more than Jobseeker's Allowance (JSA) claimants
- In February 2015, the service started to roll out to new single unemployed claimants nationally
- This means Universal Credit is now being delivered in three quarters of all jobcentres across Great Britain. By the end of spring 2016, Universal Credit will be available in all jobcentres across the country
- We are also taking claims from couples and families in 96 sites across the whole of the North West of England



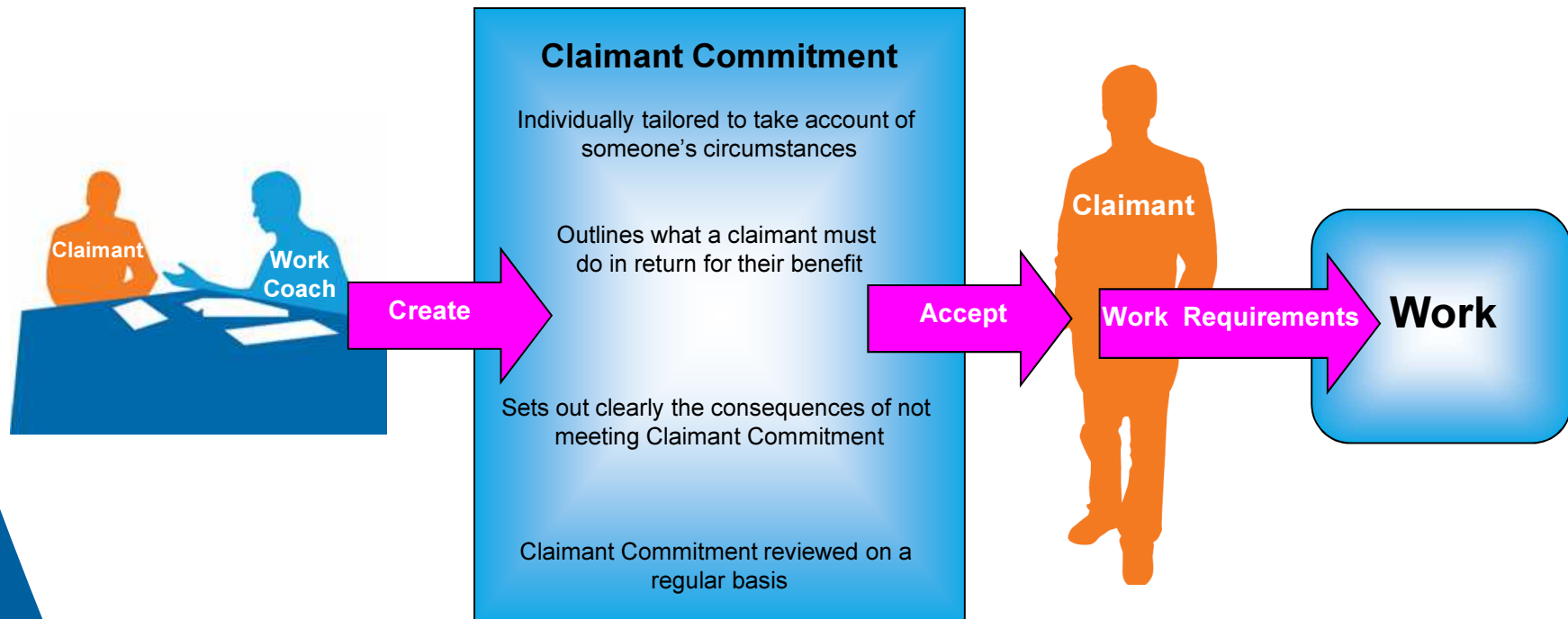
The full Universal Credit service

- Alongside the live service we have been successfully testing the new full Universal Credit service or digital service, developed by our own in-house teams, in the London Borough of Sutton
- Following the successful delivery of this test we expanded the full service to Croydon in June with further expansion in November 2015 to London Bridge
- From January 2016 the full service is expanding to an additional five jobcentres and then from May the service will be expanded area by area nationally
- The full service lets us test and learn how Universal Credit works with the full range of claimants, no matter how complex their needs or circumstances. The service is designed to work as well on a mobile as on a computer, making it easier for claimants to access the service in a way that suits them
- There's one online account for payments, reporting changes of circumstance, and getting job alerts and work coach feedback

Delivering the policy



Claimant Commitment





Better off in work

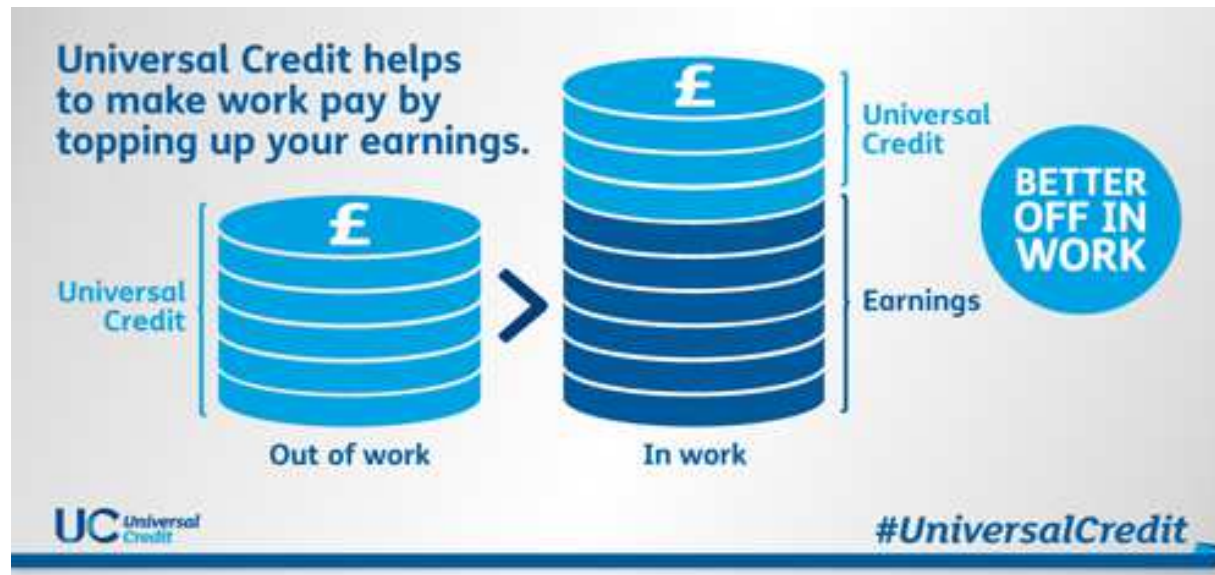
Universal Credit helps people be better off in work than on benefits by:

- Introducing a generally more generous work allowance
- Removing the limit to the number of hours someone can work each week
- Reducing a claimant's Universal Credit payment gradually as their earnings increase, so they won't lose all their benefits at once if they're on a low income
- Working families on Universal Credit can claim up to 70% of actual childcare costs up to a monthly cap and from 2016 this will be increased to 85%. In 2016, this will equate to a maximum monthly amount of £646 for one child and £1,108 for two or more children

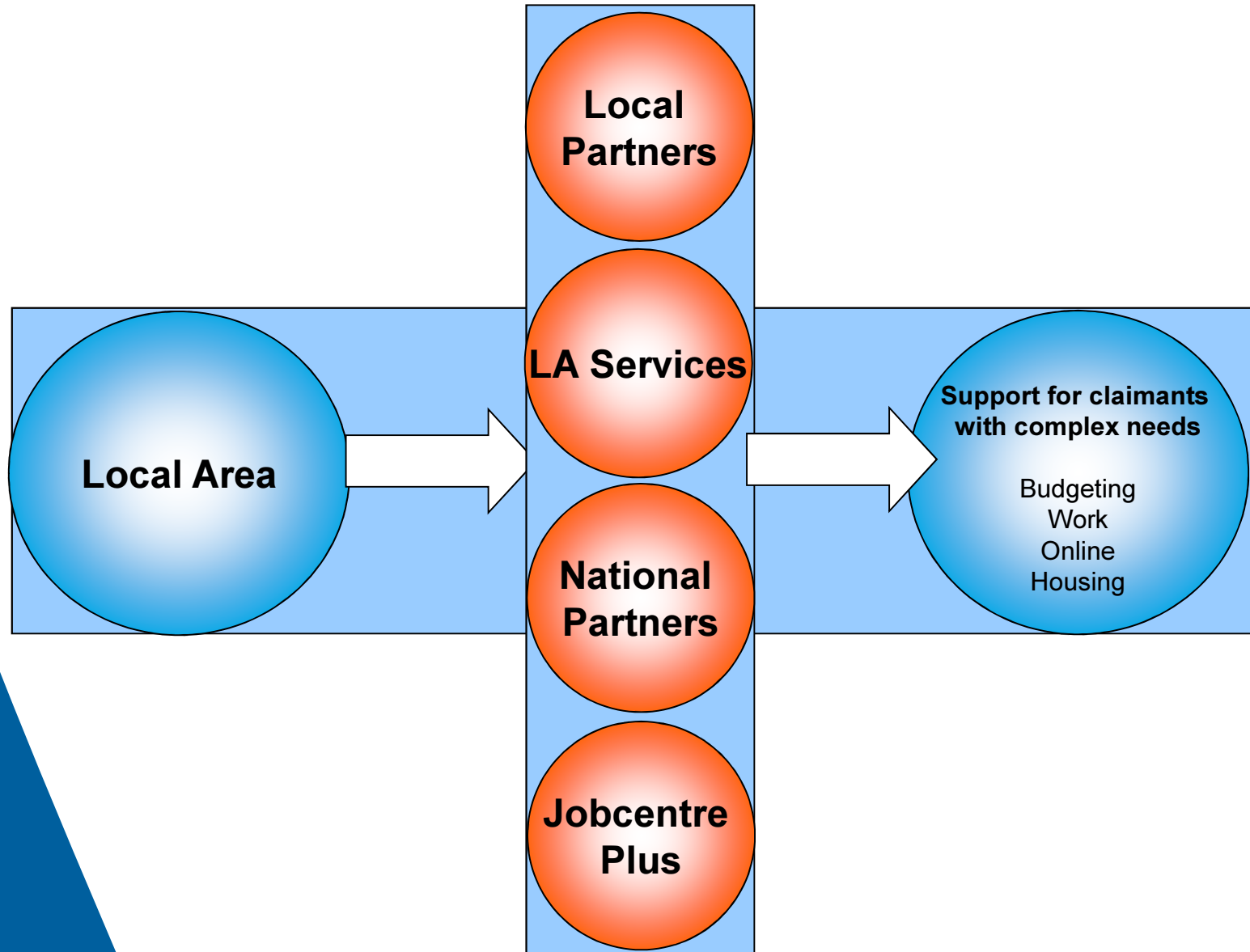
Making work pay

Universal Credit helps to ensure people are better off in work than on benefits by:

- Removing the limit to the number of hours someone can work each week
- Reducing a claimant's Universal Credit payment **gradually** as their earnings increase, so they won't lose all their benefits at once if they're on a low income

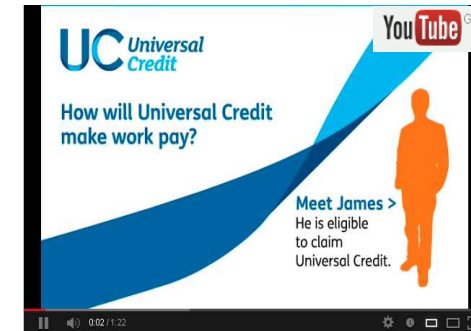
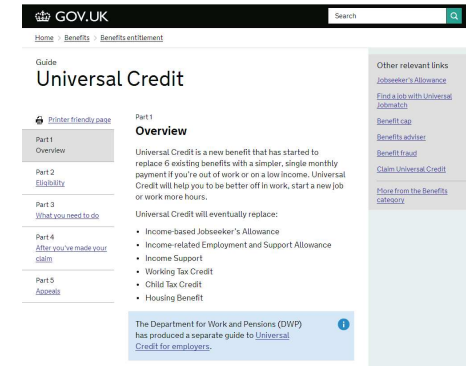


Support for claimants



Communications – what we've done so far

- GOV.UK
- Claimant Leaflet
- Partner Toolkit
- Infographics
- Videos





Universal Credit communication campaign

- Great progress is being made in the delivery of Universal Credit. As a result we are now stepping up the Universal Credit communications campaign
- Activity started in the north west of England in early November 2015. It began with online advertising on Facebook and other websites to show how Universal Credit removes the barriers to work
- In addition, we are helping claimants of both Universal Credit and Jobseeker's Allowance to be 'jobsmart' through a better understanding of their local jobmarket, broadening the types of jobs they are searching for and improving their jobsearch techniques
- As part of the campaign, claimants are being encouraged to use the [Daily Jobseeker](#) a site designed to provide hints and tips on jobseeking