



Department  
for Work &  
Pensions



# Universal Credit – Lancashire CC Information Guide

**UC** Universal  
Credit

Opening up work\_

# Universal Credit – What is it all about

Universal Credit is the biggest change to the welfare state in 60 years combining 6 benefits into 1:



It is an in and out of work benefit focusing on earnings rather than hours.

This means that the previous 16 hour cliff edge no longer applies.

As a claimant earns more money, their Universal Credit reduces. This is called a taper rate and is currently set at 55%. This means for every £1 earned, Universal Credit is reduced by 55p.

Claimants with a child or limited capability for work may have a work allowance – an amount they can earn before the taper begins.

## For more information

Visit <https://www.gov.uk/universal-credit> and search for the following terms:

‘Universal Credit Work Allowances’ and ‘How Your Earnings Affect What You Get’

There is also a campaign site with more information: <https://www.understandinguniversalcredit.gov.uk>

# Searching for specific information

[Home](#) > [Benefits](#)

GOV.UK is where you can find all the latest information on Universal Credit. You can find out where all the information is by going to [www.gov.uk](http://www.gov.uk) and clicking on benefits and then Universal Credit.

You are likely to require the detailed guidance section if you are dealing with an uncommon issue.

## Benefits

Births, deaths, and care

Business and s

Childcare and

Citizenship and UK

Crime, justice a

Disabled peop

Driving and tra

Education and

Employing peo

Environment a countryside

Housing and lo

Money and tax

Passports, trav abroad

Visas and immi

## Benefits

### How benefits work

Benefit calculators, how payments work, changes of circumstance, benefit fraud and appeals

### Universal Credit

Applying, signing into your account, and help with housing, disability, health conditions and unemployment

### Tax credits

Getting Working Tax Credit and Child Tax Credit, managing your tax credits and when tax credits stop

### Jobseeker's Allowance and low income benefits

Getting JSA, Income Support, Budgeting Loans and other help if you're on a low income

### Carers and disability benefits

Help for disabilities including Personal Independence Payment, Carer's Allowance, and Employment and Support Allowance

## Universal Credit

### Overview

#### Universal Credit

#### Housing costs and Universal Credit

#### Health conditions, disability and Universal Credit

#### Self-employment and Universal Credit

### Make an application

#### How to claim Universal Credit: step by step

#### Apply for Universal Credit

#### Benefits calculators

### After you've applied

#### Sign in to your Universal Credit account

#### How to claim 'new style' Jobseeker's Allowance (JSA): step by step

#### How to claim 'new style' Employment and Support Allowance (ESA): step by step

## Detailed guidance

### Universal Credit

## GOV.UK links to more detailed guidance for specific areas

- [Advances](#)
- [Armed Forces and their families](#)
- [Benefit calculators](#)
- [Benefit Cap](#)
- [Childcare and Universal Credit](#)
- [Couples on Universal Credit](#)
- [Debt and deductions that can be taken from Universal Credit guide](#)
- [Free school meals entitlement](#) (See sections 6 and 7)
- [Group Partnership Managers Page](#)
- [Help with childcare costs](#)
- [Housing Benefit Bulletins for Local Authorities](#)
- [Housing queries routeway \(PDF\)](#)
- [Housing costs](#)
- [Health conditions, disabilities and Universal Credit](#)
- [Health and disabilities guide for Universal Credit](#)
- [Homeless Guide](#)
- [New Style ESA](#)
- [New Style JSA](#)
- [Payment cycles on Universal Credit / How your earnings affect your payment](#)
- [Prison Leavers](#)
- [Self Employment and Universal Credit](#)
- [Students and Universal Credit](#)
- [Support for families with more than two children and Universal Credit](#)
- [Universal Credit and You](#) (which is also included for claimants on their account).

Most of these guides are also stored on the [Universal Credit Toolkit for Partner Organisations](#). This is currently being redesigned to provide better navigation and detail for when DWP begins moving claimants from other benefits onto Universal Credit.

You can also find a full A-Z list of guides on [Universal Credit Browse](#).

More information is also available on [Understanding Universal Credit](#).

[Touchbase](#) is the DWP wide news and article collection.

# Universal Credit – Staying up to date with the latest changes

[Home](#) > [Benefits](#) > [Universal Credit](#)

Email alert subscription

## Universal Credit

You'll get an email each time content is published or updated in this topic.

Create subscription

### Get emails when pages are added or updated

How often do you want to get updates?

- ☒ As soon as they happen
- ☐ Once a day
- ☐ Once a week

Next

Universal Credit is constantly changing, evolving and improving. To stay up to date you can have alerts emailed to you from GOV.UK for anything that contains the words 'Universal Credit'. Follow the steps below. The best page to do this from is the [GOV.UK Browse page](#) under Universal Credit so you are notified when any guide is updated.

### Enter your email address

You're subscribing to get email notifications about:  
**'Benefits: Universal Credit'**.

You'll get an email every time a page is added or changed.

What's your email address?

ENTER EMAIL HERE

x

Subscribe

We won't share your email address with anyone. Read our [privacy policy](#) ([opens in a new tab](#)).

# Universal Credit and its online service

- The online service is constantly improved – with new updates usually fortnightly.
- All correspondence is contained within the online account using a journal to discuss details.
- Claimants are expected to keep their account updated and complete tasks called to dos.
- Each month a claimant will receive a detailed statement giving a breakdown of their entitlement.
- Partners join accounts together using a linking code and must both agree any account changes.

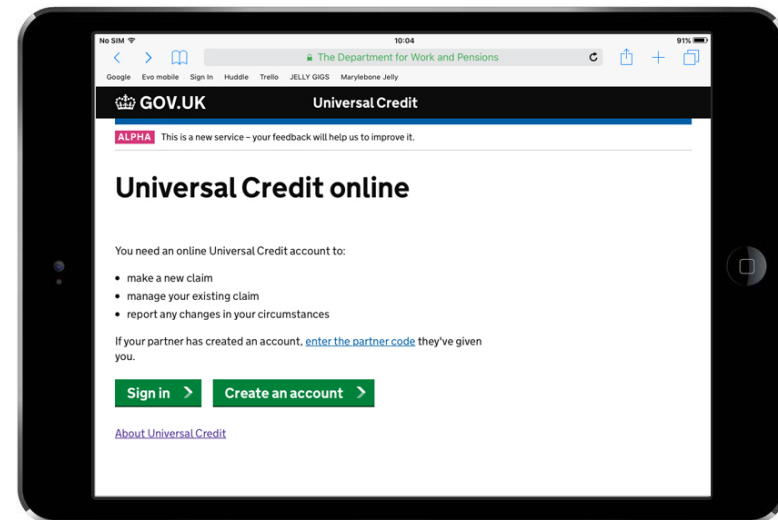


Walkthrough videos are available on YouTube.

<http://www.youtube.com/UniversalCreditinAction>

The walkthroughs show:

- How to claim
- ID verification
- Using the journal
- Resetting a password
- Reading the statement
- and much more.



## Support is in place for vulnerable claimants

If someone cannot use the online service they can:

- Use telephony routes
- Receive support using computers in the jobcentre
- Receive a home visit
- Use an agent by proxy approach to maintain their claim.

There is also the free Help to Claim service ran by Citizens Advice and Citizens Advice Scotland. This support is available until a claimant receives their first correct payment.

A Universal Credit advance is available after DWP has established a claimants identity. A walkthrough of how this works is available on the [Universal Credit in Action](#) YouTube channel.

Budgeting and financial advice is available from local services as well as Money Advice Service.

The service is accessible via programmes such as DRAGON, ZoomText and JAWS. The service is also designed for a reading age of 9 to aid claimants with reading difficulties.

# How does DWP determine that someone is classed a vulnerable?

<b>Tier 1 - Highly likely / probable need for Alternative Payment Arrangements</b>
Drug / alcohol and / or other addiction problems e.g. gambling
Learning difficulties including problems with literacy and/or numeracy
Severe / multiple debt problems
Homeless
Domestic violence / abuse
Mental Health Condition
Currently in rent arrears / threat of eviction / repossession
Claimant is young: either a 16/17 year old and / or a Care leaver
Families with multiple and complex needs
<b>Tier 2 - Less likely / possible need for Alternative Payment Arrangements</b>
Third party deductions in place (e.g. for fines, utility arrears etc.)
Claimant is a refugee / asylum seeker
History of rent arrears
Previously homeless and/or in temporary or supported accommodation
Other disability (e.g. physical disability, sensory impairment etc.)
Claimant has just left prison
Claimant has just left hospital
Recently bereaved
Language skills (e.g. English not spoken as the 'first language')
Ex Service personnel
NEETs - Not in Education, Employment or Training



# Alternative Payment Arrangements – process for supporting claimants with rent

Landlord identifies that claimant is in arrears of housing costs of 2 months or more, or the Landlord identifies another tier 1 or tier 2 factor applies.

Landlord/Support Worker/Work Coach advises DWP that claimant is identified as vulnerable (under Tier 1 or 2 categories) and may benefit from direct payment to landlord (or more frequent payments)

Claimant can also make a request themselves.

Claimant requests split UC payments between two members of a couple where there is physical or financial abuse. This could be offered as alternative to single payment by the work coach, following conversation had with claimant at interview.

Landlords and claimant support groups can request an APA at any point by completing and returning form UC47 on Gov.uk. Social Landlords can request an APA on the tenants rent verification form at the outset of a claim, or using the Landlord Portal (if they are on it).

Decision Maker/Case Manager/Work Coach considers request and if agreed to pay landlord direct or make 3<sup>rd</sup> party deductions for rent arrears, will inform the landlord. If refused a letter will be sent to the landlord.

Social landlords are paid APAs via the Third Party Deductions scheme.

Private landlords are paid up to 7 calendar days after the claimants assessment period.

More frequent payments may be made fortnightly.

Split payments will be made. How they are split is determined on a case by case basis.

## Explicit Consent

Occasionally a claimant may need support to be able to resolve an issue or understand information. For someone to do this on a claimants behalf they will need to have explicit consent to do so.

A claimant can do this by telephone, face to face or via a message in their journal.

Explicit consent is only effective when:

- Consent is given for their personal information to be disclosed
- What information can be disclosed (e.g. to protect the privacy of the claimant where required).
- Why the information is needed to be disclosed (e.g. to solve an issue).
- The name of the third party representative and/or organisation who they want to handle the issue on their behalf.

Only then will DWP be able to transact with a third party to solve an issue.

Explicit consent only lasts until that specific issue is resolved or until the end of that assessment period – whichever occurs first. If the issue is not resolved, explicit consent must be given again.

## Jobcentre Plus – Escalation Routeway

### Claimant Escalation Routeway

<b>Legacy Benefits</b> (e.g. JSA, ESA, Income Support)	<ul style="list-style-type: none"> <li>Call Benefit Enquiry Line on <b>0800 169 0310</b>.</li> </ul>
<b>Universal Credit Full Service</b> (Digital UC)	<ul style="list-style-type: none"> <li>Digitally – via Journal Facility in UC Digital System</li> <li>Call the UCFS Service Centre on <b>0800 328 5644</b></li> </ul>

### Partner Organisation Escalation Routeway

<ul style="list-style-type: none"> <li>Please note – this escalation Routeway is used to support Partner Organisations/Providers – <b>please do not issue this to claimants</b> as they will only be directed into the Routeway above.</li> <li>For UCFS we need <b>Explicit Consent</b> from the claimant to talk to a provider/partner organisation. The claimant can provide this via the Journal in their Digital Account or verbally to the Service Centre. They need to include the point of contact &amp; name of organisation they give permission for us to speak to and details of the issue</li> </ul>		
<b>General Queries &amp; Questions</b>	For generic queries that may affect multiple claimants <i>e.g. what will happen if somebody on UCFS moves into temporary accommodation in Whitehaven?</i>	<ul style="list-style-type: none"> <li>Contact Local Partnership Manager</li> <li>Helen Smith</li> <li><a href="mailto:HELEN.SMITH18@DWP.GOV.UK">HELEN.SMITH18@DWP.GOV.UK</a></li> </ul>
<b>Individual Claimant queries or escalation</b>	<i>e.g. We are supporting Joe Bloggs who has not received his housing payments and is under threat of eviction, can you look into this so Housing costs can be made asap ?</i>	<ul style="list-style-type: none"> <li>Contact the local Work Coach Team Leader for the relevant claimants office and benefit (see Page 2)</li> </ul>
<b>Complaints</b>	If a claimant has a complaint about DWP they can complain using the online form or write into their Local Jobcentre Manager	<ul style="list-style-type: none"> <li><a href="http://www.makeacomplaint.dwp.gov.uk">www.makeacomplaint.dwp.gov.uk</a></li> </ul>

# PRESTON LEYLAND CHORLEY



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## Jobcentre Plus - Key Job Roles

Job Role	Responsibilities
<b>Work Coach</b>	<ul style="list-style-type: none"> <li>Supporting all claimants to equip themselves with the tools/skills they need to progress towards, or into employment.</li> <li>Responsible for delivering personalised and quality interventions with claimants</li> <li>Working with claimants with complex health conditions and/or a disability.</li> <li>Manage a caseload of claimants and hold regular interventions tailored to the needs of the claimant.</li> </ul>
<b>Disability Employer Adviser</b>	<ul style="list-style-type: none"> <li>Providing mentor support to Work Coaches to deliver an excellent service to claimants who have a complex health condition or disability which impacts on their ability to find or sustain work.</li> <li>Liaising with Partner Organisations, GPs, NHS and charities in the local area who can provide specialist support to claimants with health conditions.</li> </ul>
<b>Work Coach Team Leader</b>	<ul style="list-style-type: none"> <li>Responsible for Line Managing the Work Coach team</li> <li>Providing mentoring and coaching to ensure quality of the interventions to our claimants.</li> <li>Building effective relationships with Partner Organisations, working as one to deliver a dynamic customer focused service.</li> </ul>
<b>Employer Adviser</b>	<ul style="list-style-type: none"> <li>Working with Employers to proactively secure vacancies and opportunities for our claimants.</li> <li>Managing a portfolio of claimants/employers and providers building &amp; maintaining effective working relationships.</li> <li>Supporting employers and encourage Disability Confident.</li> <li>Offer bespoke tailored recruitment package to support employers.</li> </ul>
<b>Social Justice Manager</b>	<ul style="list-style-type: none"> <li>Responsible for delivering the DWP's Social Justice agenda which is about enabling disadvantaged individual's to access to benefits and support to help them turn their lives around.</li> <li>Managing the Focus Families Work Coaches and the Schools Advisor</li> <li>Supporting Local Authority Care Leavers with access to benefits, training, apprenticeships and employment opportunities</li> <li>Working with external organisations and Work Coach Team Leaders to ensure that ex offenders receive targeted support</li> <li>Ensure DWP's maintains commitment to support the Armed Forces and their families and veterans, and raise the profile of the support available to this community through key partnerships both internal &amp; external</li> </ul>
<b>Partnership Manager</b>	<ul style="list-style-type: none"> <li>Works collaboratively with all local partners and stakeholders within their local area to support moving all claimants into employment.</li> <li>Supports local partners and stakeholders providing information and advice about Welfare Reform changes &amp; DWP updates</li> </ul>

## Jobcentre Plus - Key Job Roles

Job Role	Responsibilities
<b>Job Centre Manager</b>	<ul style="list-style-type: none"> <li>The Jobcentre Customer Service Manager is responsible for developing a welcoming, dynamic and professional feel and look to the inside and outside of the Jobcentre.</li> <li>This encourages customers/claimants to use our facilities, including digital, at every opportunity to either: <ul style="list-style-type: none"> <li>find and secure work</li> <li>conduct work preparation.</li> </ul> </li> <li>Also, the Jobcentre Customer Service Managers have responsibility for the effective leadership of their sites' health and safety.</li> <li>They also have a joint responsibility with the Work Coach Team Leader for the health and safety of all colleagues in the Jobcentre, in addition to line manager responsibility for their own team.</li> </ul>
<b>Service Delivery Coach</b>	<ul style="list-style-type: none"> <li>Provides an effective first point of contact service for claimants entering the Jobcentre, establish visitor needs and signpost as appropriate:</li> <li>Ensure claimant flow is managed to prevent queues/bottlenecks</li> <li>Issue forms and leaflets as appropriate</li> <li>Identify claimants requiring an appointment or face to face help</li> <li>Identify claimants requiring additional support including: 16/17 year olds; claimants from abroad (HRT action); claimants with health conditions; claimants who have recently been bereaved; claimants with complex needs and ensure they are supported appropriately</li> <li>Handle claimant disputes sensitively and ensure that all complaints/compliments are recorded appropriately</li> <li>Work with other roles e.g. Customer Care Officers to form a single 'One DWP' customer service team</li> <li>Maintain the Customer Support Appointment and payment diary for face-to-face appointments</li> <li>Action Statement of Fitness For Work (SOFFW) in accordance with operational instructions</li> </ul>
<b>Service Delivery Team Leader</b>	<p>Delivering Customer Service from the front of house ensuring all stages of the claimant journey are supported</p> <p>The role of the Service Delivery Coach is to deliver a professional and engaging service to claimants, when not participating in activities with their work coach, to enable them to find and secure employment or support for work preparation. They will:</p> <ul style="list-style-type: none"> <li>Provide a welcoming environment for partners and employers who are working with us and ensure suitable space is provided whenever possible</li> <li>Provide effective leadership through a coaching culture.</li> <li>Build own and teams capability, ensuring they have the confidence and skills to support their colleagues</li> <li>Build effective relationships with colleagues and partners, working as one to deliver a dynamic customer focused service</li> <li>Focus on working as One DWP with colleagues inside and out of own immediate business area</li> </ul>