



Universal Credit – Partner Presentation

Updated 9 November 2015



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

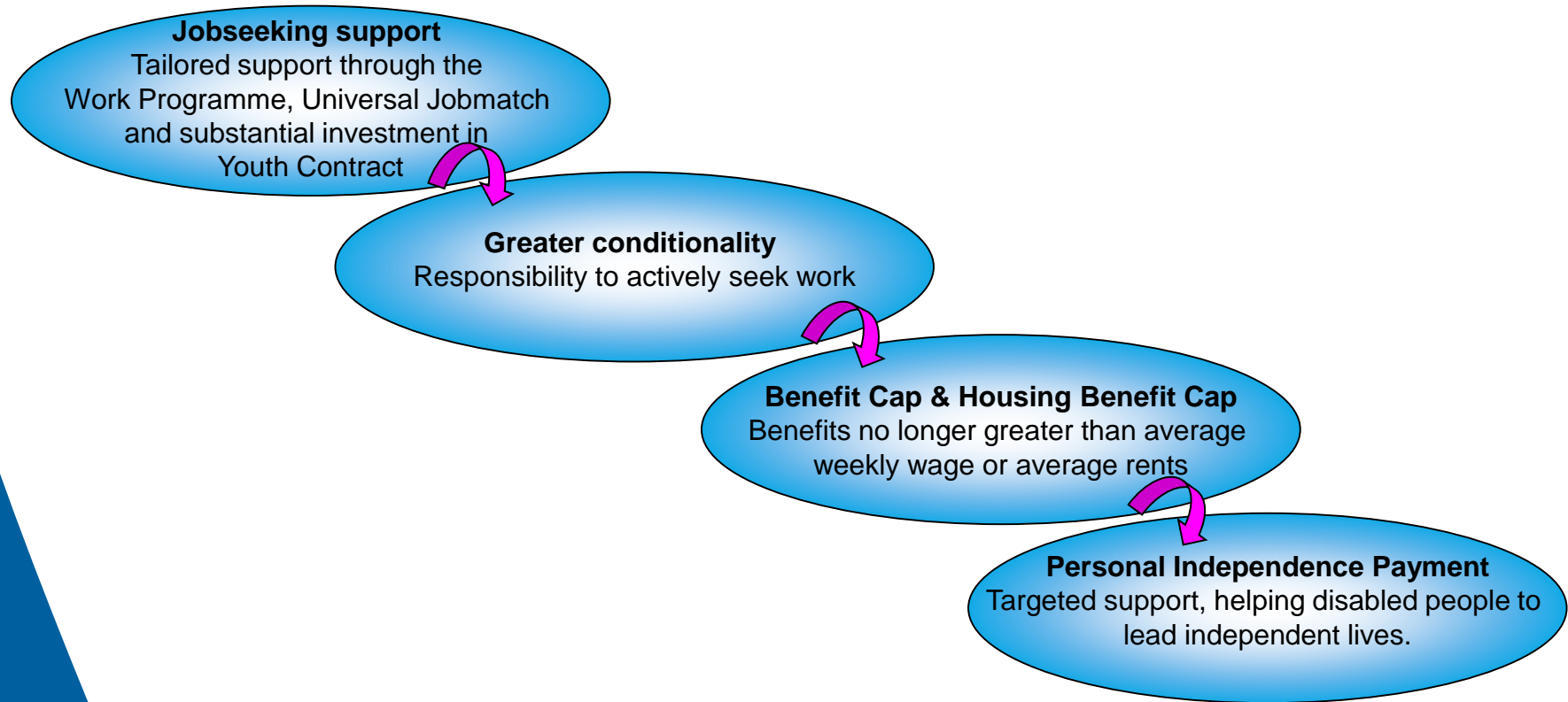
Ensure people receive a fairer pension and are encouraged to save for retirement

Support families to stay together

Provide unconditional support for those who need it

Welfare Reform

We have already introduced...



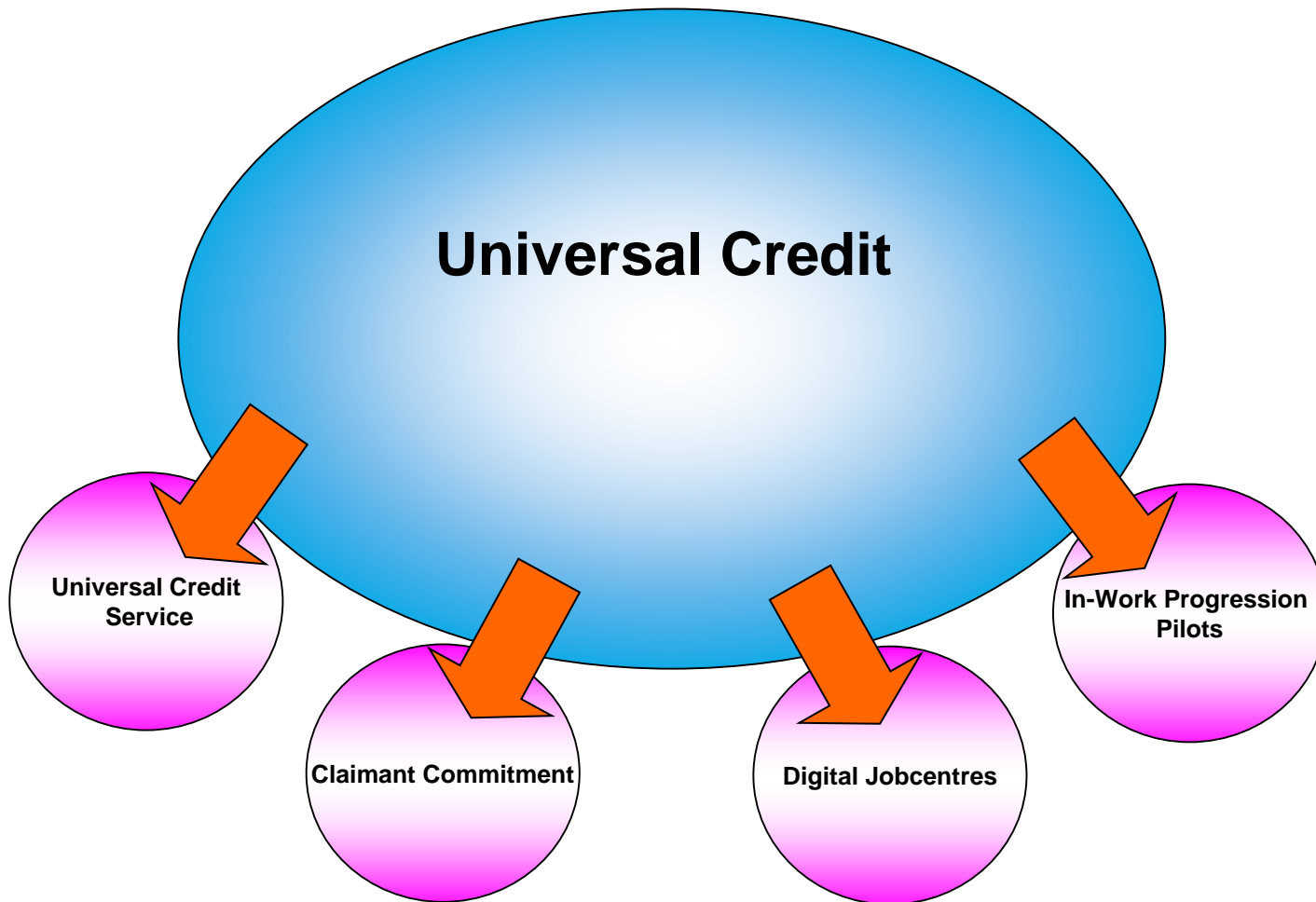
Universal Credit - it's all about work

- 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

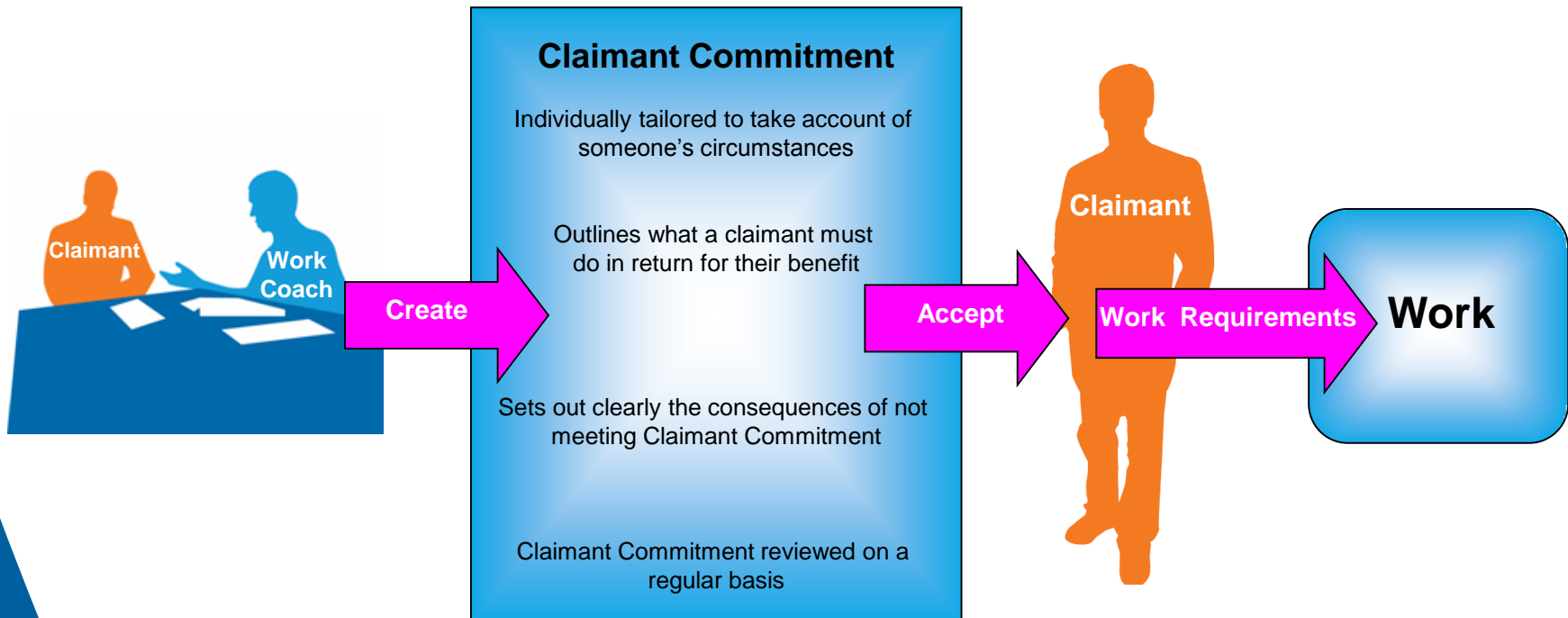
Delivering the policy - how Universal Credit is rolling out to eligible claimants

- Universal Credit rollout began on 29 April 2013 in Ashton-under-Lyne in Greater Manchester
- From 30 June 2014, we began taking new claims for Universal Credit from couples
- From 24 November 2014, we began to expand Universal Credit to families. From 2 March 2015, all original 96 live sites are taking claims from families
- From 16 February 2015, Universal Credit began to be rolled out to all jobcentres and local authorities across the country for single claimants

Delivering the policy



Claimant Commitment



Better off in work

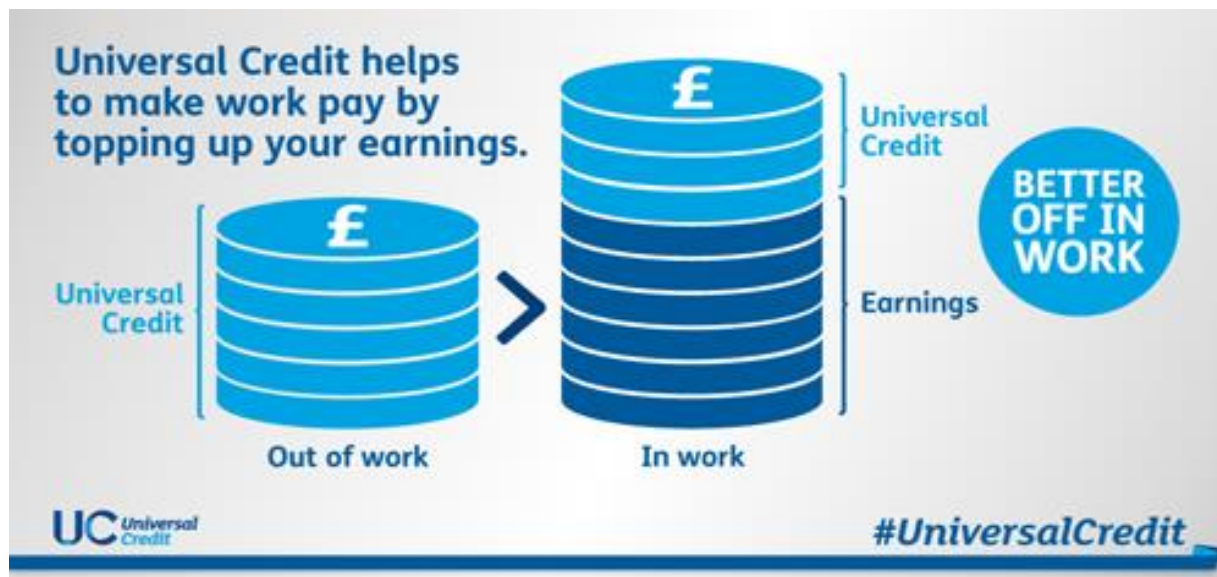
Universal Credit helps people be better off in work than on benefits by:

- 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:

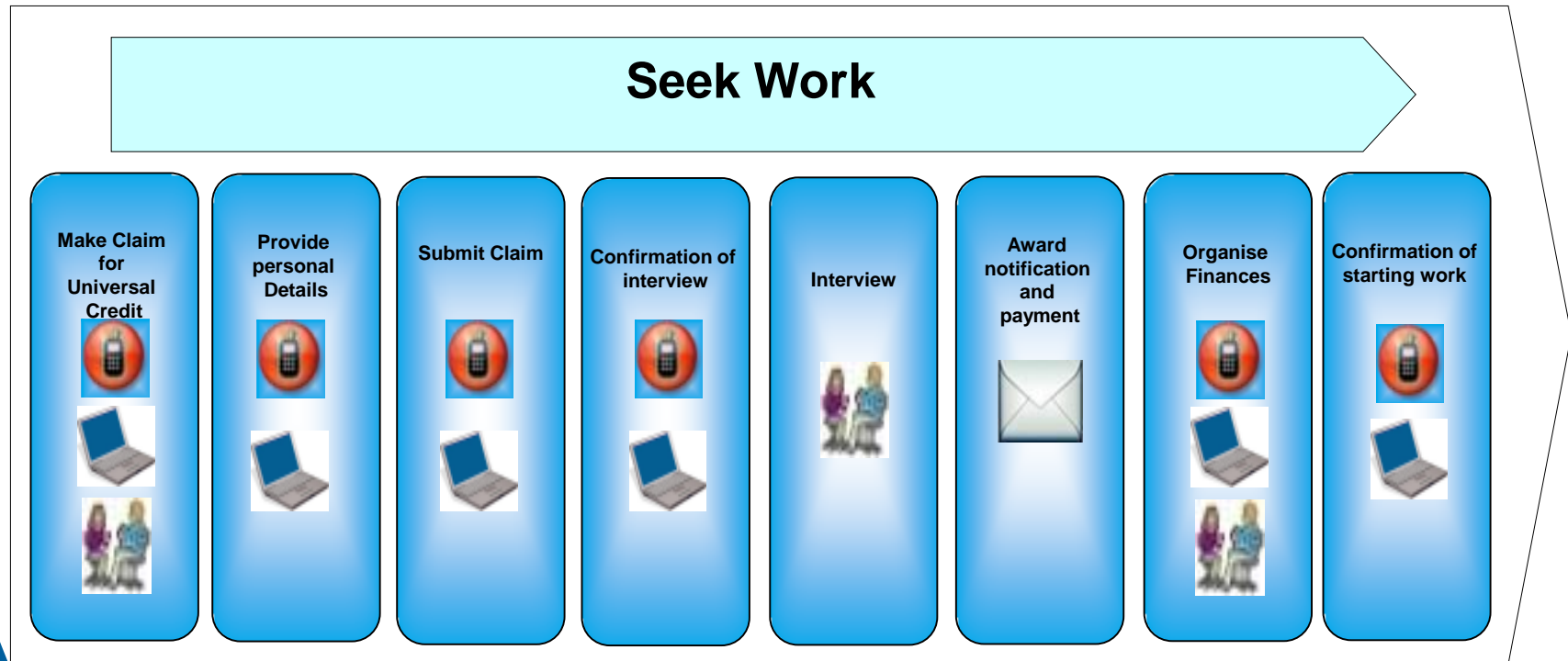
- Removing the limit to the number of hours someone can work each week
- Reducing a claimant's Universal Credit payment **gradually** as their earnings increase, so they won't lose all their benefits at once if they're on a low income



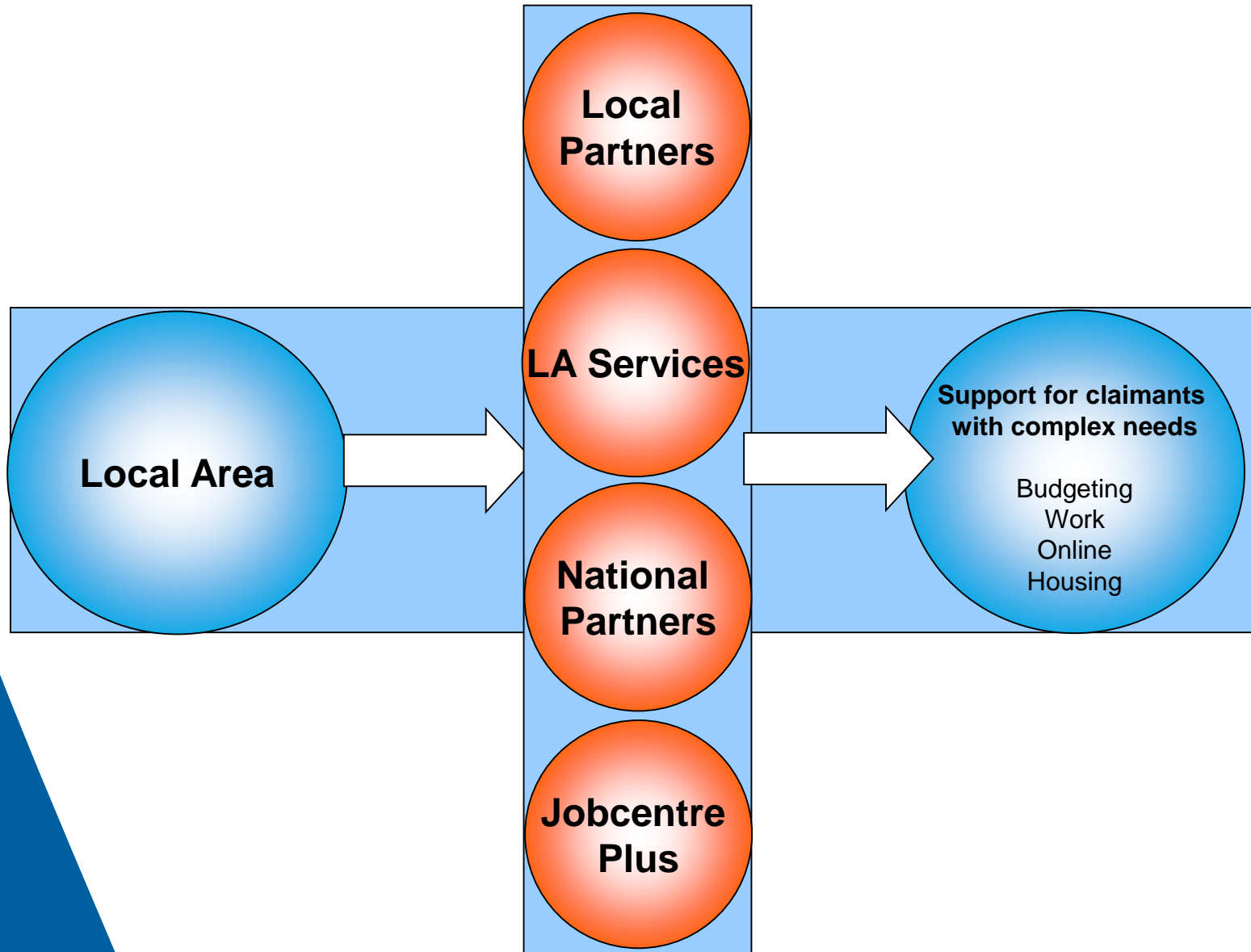
Eligibility

**Claimant goes
to
GOV.UK
to check latest position
as Universal Credit
gradually expands**

Claimant Journey



Support for claimants

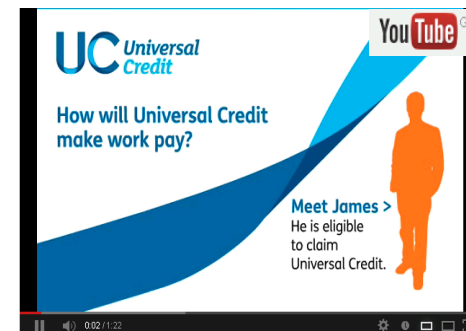
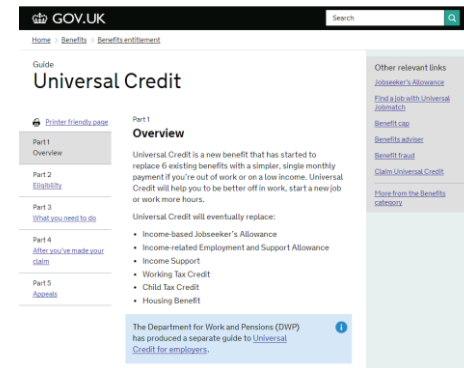


The Universal Credit digital service

- We have been successfully testing the new Universal Credit 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 digital service to Croydon in June with further expansion in November 2015 to London Bridge
- The digital 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
- Learning from this test will inform the future development of our digital service as we rollout Universal Credit gradually across Great Britain

Communications – What we've done so far

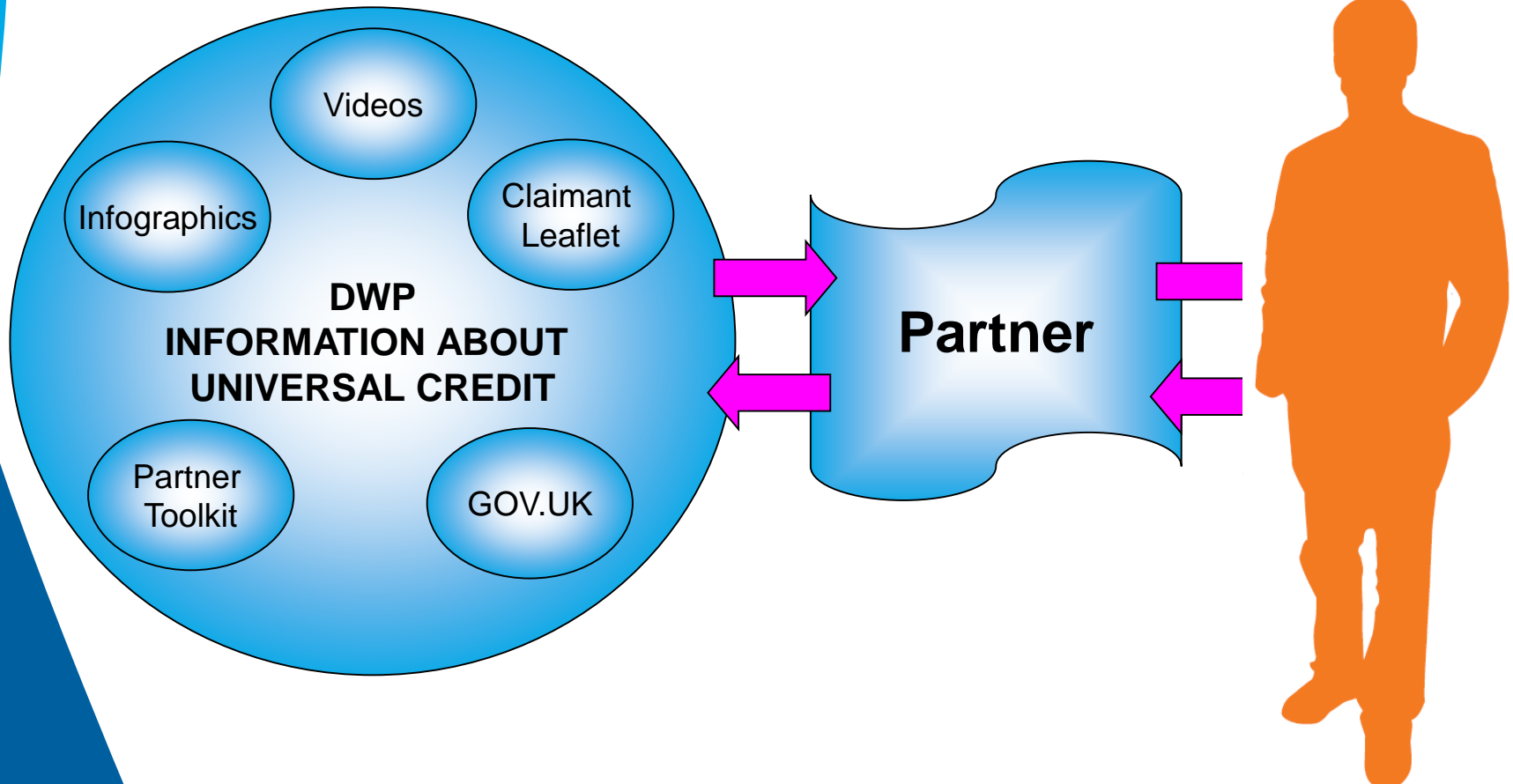
- GOV.UK
- Claimant Leaflet
- Partner Toolkit
- Infographics
- Videos



Universal Credit and Jobsmart campaigns

- 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. 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
- Claimants will be encouraged to use the [Daily Jobseeker](#)

Your role



Additional Topics (See speaker notes)

- **Universal Credit and your family**
- **Universal Credit - if you have a disability or health condition**
- **Universal Credit and work**
- **Universal Credit works for employers**