Ad-hoc Learning Exchange: Service Differentiation: Day 1

"*How to create effective digital tools to help reintegrate the unemployed with work*"

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Content of the session

1. Background to Universal credit online and the claimant account

2. What we expect of claimants

3. Demonstration

UNIVERSAL CREDIT AND THE CLAIMANT ACCOUNT

Universal Credit Full service:

- Claimants have the majority of their interactions with UC online using their account

- Benefits and labour market support in the same place

- work coaches are not specialists – supporting a very wide range of claimants

- some claimants need support to use online services – we have universal support services locally and access in Jobcentres

What claimants can do online

- Make a claim, including prove their identity

- Report most changes of circumstance

- Report earnings – automatically if their employer uses RTI, or self report if self employed.

- Know what they have to do – the 'to do' list

- Communicate with UC staff using their journal

- Upload some documents including a CV

- We have other channels too – telephone, face to face in jobcentres, home visits

- Not everything is built yet – we release every 1-2 weeks with new features

Supporting people into work

Through the underlying policy

- Benefit is withdrawn gradually – "the earnings taper"

- UC changes based on your monthly earnings – so it is easier to take short term work, variable hours, etc

And through the design of the online account:

- Claimants can get support from their work coach online, don't have to wait for an appointment

- Work coaches can monitor claimants' activity between appointments

WHAT WE EXPECT OF CLAIMANTS

What we expect of claimants

- Claimants are allocated to a broad regime based on their circumstances

- Requirements are tailored to individual claimants and recorded in their <u>claimant commitment</u>

- Claimants are made aware of consequences – sanctions – if they do not meet their commitments.

- Claimants report what they are doing to find work using their UC account

Reporting activity

Main methods of reporting activity in UC are:

- Journal

- Record Your Work Search tool

- To do list to track completion of specific activities

- Work coach also has shared view of activities in other UC tools

- At work coach interviews