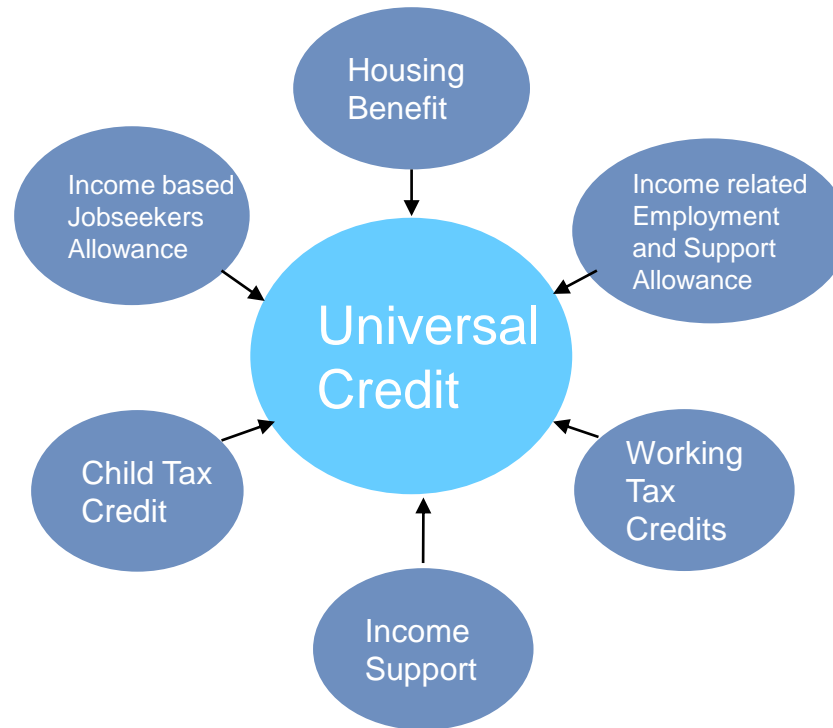


Universal Credit and Rented Housing

Universal Credit – overview



- One simple payment
- Paid monthly
- For people in and out of work
- Use PAYE in real time information (RTI)

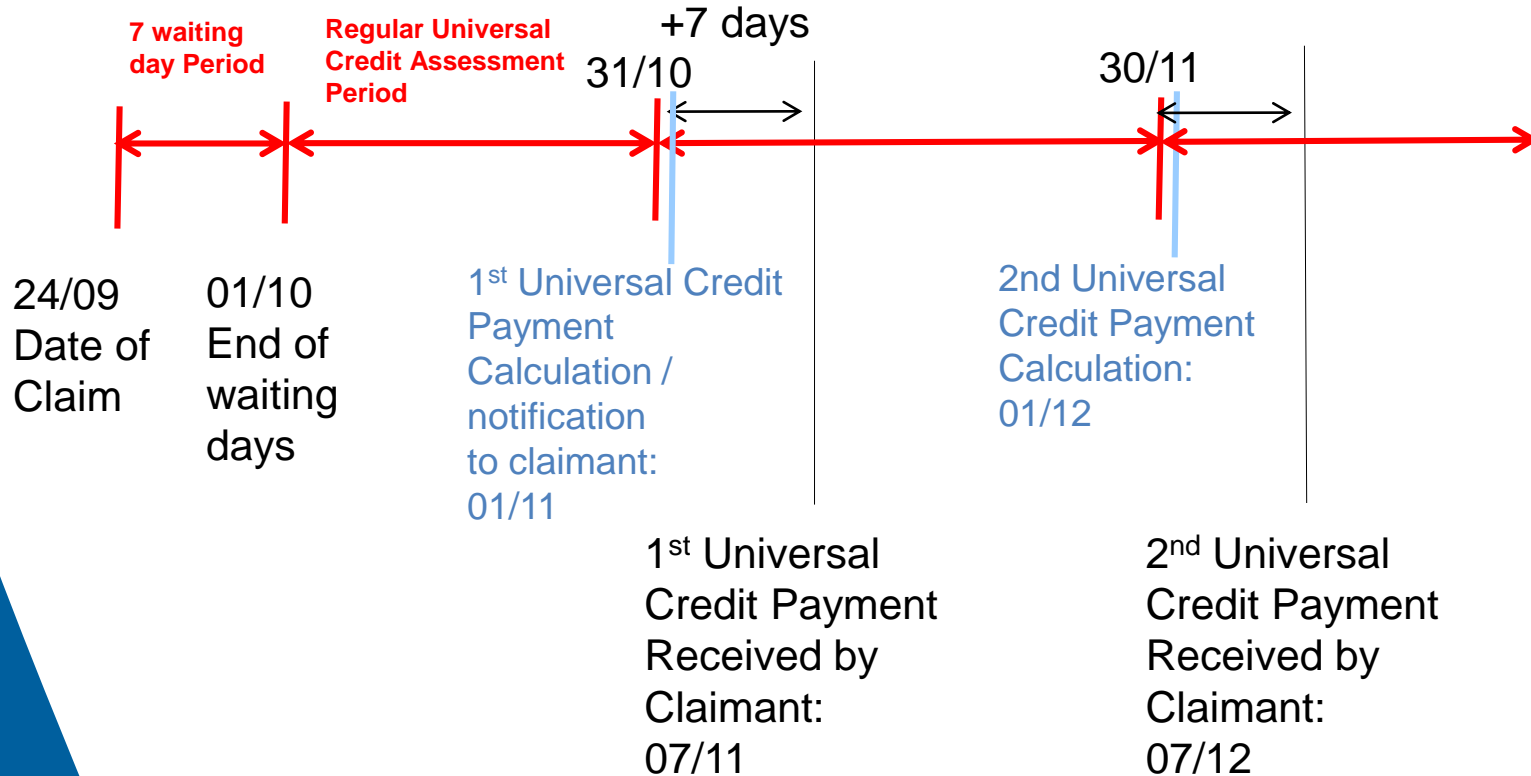
Changes for claimants

- Make claim online
- Single household payment
- Paid monthly
- Housing costs paid direct to tenant
- Claimant Commitment
- Cohesive support

Changes for landlords

- Direct payment of housing costs to tenants
- New protections for landlords
- Closer relationship with tenants needed – assessing needs and understanding the support available
- Role to support tenants during transition – helping them prepare
- Ensuring rent is paid
- New relationship with DWP

An example claim



Preparing for Universal Credit - tenants

- **Step 1 – Check what changes they need to make**

They can use the online Personal Planner at

<http://ucpp.dwp.gov.uk/universal-credit-preparation/>

- **Step 2 – Make sure tenants have a suitable account such as a bank, building society or credit union account for their monthly payments**

- **Step 3 – Work out their monthly budget by planning ahead and ensuring that bills are paid promptly**

They can use a simple monthly budget planner, like the one available on the [Money Advice Service](#) website

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

- Alongside the national rollout of the Universal Credit live service, the testing of the full Universal Credit service or digital service began in South London in November 2014
- The full service provides more online features giving claimant greater control over their Universal Credit claim
- The full service will be launched in Hounslow in January 2016 . The full service means that people will no longer be able to make new claims to benefits under the old system

Personal Budgeting Support – Alternative Payment Arrangements

- For a minority of claimants, Alternative Payment Arrangements may be required; these might include
 - DWP will pay housing costs directly to the landlord (managed payment to landlord)
 - making payments more frequent than monthly
 - splitting the payment within the household
- Option to make managed payments directly to the landlord if a claimant reaches a certain level of rent arrears (usually 2 Calendar months / 8 weeks)
- Considered on a case by case basis and assessed on their individual needs
- The decision about whether an Alternative Payment Arrangement is suitable will be made by a Universal Credit Decision Maker through the Personal Budgeting Support process
- All Alternative Payment Arrangements are subject to review

Alternative Payment Arrangements: consideration factors

Highly likely / probable need for Alternative Payment Arrangements
Drug / alcohol and / or other addiction problems e.g. gambling
Learning difficulties including problems with literacy and/or numeracy
Severe / multiple debt problems
In temporary and / or supported accommodation
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
Less likely / possible need for Alternative Payment Arrangements
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 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

Useful links for stakeholders

- **An introduction to Universal Credit video**
<http://youtu.be/E7GUu7Xa7Nw>
- **Universal Credit – managing your money video**
https://www.youtube.com/watch?v=ZOjGmDWf6IU&list=PLeysxjNpEPy_UnltAtlw9u3tTwE4oMliL&index=17
- **Universal Credit pages on GOV.UK**
<https://www.gov.uk/universal-credit>
- **A toolkit for Partners**
<https://www.gov.uk/universal-credit-toolkit-for-partner-organisations>
- **The Claimant Commitment**
<https://www.gov.uk/universal-credit-toolkit-for-partner-organisations#the-claimant-commitment>
- **A Personal Planner to help claimants prepare for Universal Credit**
<http://ucpp.dwp.gov.uk/universal-credit-preparation/>
- **A pictorial representation explaining Better off in Work**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/301408/how-uc-tops-up-earnings-to-make-work-pay.pdf
- **Budgeting help and support**
<https://www.gov.uk/government/publications/budgeting-your-universal-credit-quick-guide>
- **Operating Guidance for Personal Budgeting Support & Alternative Payment Arrangements**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181399/personal-budgeting-support-cover-note.pdf
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181400/personal-budgeting-support-guidance.pdf

Useful links for stakeholders

- **The Local Support Services Framework**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/181395/uc-local-service-support-framework.pdf
- **The Money Advice Service**
<https://www.moneyadviceservice.org.uk/en>
- **A Money Advice Service Universal Credit video**
<https://www.moneyadviceservice.org.uk/en/videos/get-ready-universal-credit>
- **Making work pay comparison graph explaining how Universal Credit compares to the current system when claimants increase their hours**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/301411/how-uc-helps-to-make-work-pay.pdf
- **A quick guide for employers about Universal Credit and RTI**
<https://www.gov.uk/government/publications/universal-credit-works-for-employers-and-claimants-quick-guide>
- **HMRC and RTI**
<http://www.hmrc.gov.uk/payerti/getting-started/payee-basics/rti.htm>
- **Eight Ways Universal Credit can help your business**
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/307091/how-uc-can-help-your-business.pdf

Any Questions ?

