

Universal Support Team – responsibilities – ‘Expressions of Interest’ advertisement

Claim Preparation		
Role	Responsibilities	Supporting body
<ul style="list-style-type: none"> <li>Date claim should be made</li> </ul>	<ul style="list-style-type: none"> <li>Where a person has lost their job, claim to be made after the last pay is received (otherwise the pay will be included within the assessment of UC)</li> <li>Better buy Pensioner with working age partner</li> <li>Exceptions to claim UC and should be HB</li> <li>Transitional protection (managed migration 2019)</li> </ul>	<ul style="list-style-type: none"> <li>UC Team/rep to advise when to claim – to ensure receiving correct entitlement.</li> <li>For those with a choice better buy between HB &amp; UC.</li> </ul>
<ul style="list-style-type: none"> <li>Checking the customer has an email account/bank account</li> </ul>	<ul style="list-style-type: none"> <li>No account, not able to claim</li> </ul>	<ul style="list-style-type: none"> <li>If just advice to open an account – person assisting application</li> <li>If more in depth, pass to UC Team</li> <li><a href="https://www.moneyadvice.service.org.uk/en/articles/choosing-a-bank-account-for-your-universal-credit-payment#which-accounts-can-receive-benefit-payments">https://www.moneyadvice.service.org.uk/en/articles/choosing-a-bank-account-for-your-universal-credit-payment#which-accounts-can-receive-benefit-payments</a></li> <li>Last resort – can be paid into a friends/family member account, but not advisable</li> </ul>
<ul style="list-style-type: none"> <li>Going through a UC checklist</li> </ul>	<ul style="list-style-type: none"> <li>Evidence list</li> <li>Estimating UC entitlement</li> <li>Personal Budgeting</li> <li>Advance Payment</li> </ul>	<ul style="list-style-type: none"> <li>Person assisting application for basic checklist, advising on advances, PBS and UC calculator – entitled to <a href="https://lincolntest.entitledto.co.uk/home/start">https://lincolntest.entitledto.co.uk/home/start</a></li> <li>Anything beyond advice is UC Team.</li> <li>In depth Personal Budgeting Support (PBS) to Welfare Advice (WA) Team, if capacity – if not, consideration of other options – e.g. to Citizens Advice.</li> </ul>

<ul style="list-style-type: none"> <li>Helping with completion of the online UC application form</li> </ul>	<ul style="list-style-type: none"> <li>Being prepared – 20 minutes to complete the form</li> <li>Ensuring the claim form is complete with all the questions answered</li> <li>Use of gov.uk/verify – evidence requirement for passport / driving licence</li> <li>Understanding what “claimant commitment” is</li> <li>‘Work arounds’ to questions (where no mobile number – digits need to be entered or the claim is invalid) / acceptance of ‘standard’ claimant commitment</li> <li>Consequences of missing information (claim delay)</li> <li>Understanding work requirement groups</li> </ul>	<ul style="list-style-type: none"> <li>Completion of application form – Customer Services Assistant (CSA)/ Benefits Officer</li> <li>Anything above this UC Team/rep</li> </ul>
<ul style="list-style-type: none"> <li>Preparation for appointment with work coach</li> </ul>	<ul style="list-style-type: none"> <li>How to make the appointment</li> <li>Evidence requirement</li> <li>Consequence of non-attendance (cancellation of claim – no appeal rights as no decision made so new claim is to be made)</li> <li>Importance of claimant commitment and both must sign if have partner</li> <li>May involve going to customers home to support if ill or disabled</li> </ul>	<ul style="list-style-type: none"> <li>Give checklist by person assisting making the claim, or CSA at initial conversation if support not required</li> <li>Anything further UC Team/rep</li> </ul>
<ul style="list-style-type: none"> <li>Advance Payments</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring the customer is aware of this</li> <li>Repayable loan</li> <li>Eligibility criteria</li> <li>Inclusion of Housing cost element so payment towards rent is required</li> <li>If awarded, link to PBS – as it is repayable so it is likely the customer will still require debt advice / support</li> <li>Option of multiple smaller advances payable</li> </ul>	<ul style="list-style-type: none"> <li>Advising to apply CSA/HB, amounts, repayable, after all information gathered</li> <li>Making the application with the customer UC Team/rep</li> <li>Linked to PBS – Welfare Team, etc</li> </ul>

<ul style="list-style-type: none"> <li>Reaching out to more vulnerable customers</li> </ul>	<ul style="list-style-type: none"> <li>Assisting those in hospital or on remand</li> </ul>	<ul style="list-style-type: none"> <li>UC Team/rep/Housing</li> </ul>
<b>In claim support</b>		
<b>Role</b>	<b>Responsibilities</b>	<b>Supporting body</b>
<ul style="list-style-type: none"> <li>Consent and access to data</li> </ul>	<ul style="list-style-type: none"> <li>DWP will not disclose any information to those advising and supporting UC claimants unless they have "explicit consent"</li> <li>Request the customer state on their journal that (full name), of (full address / organisation) will be calling to discuss (insert everything that could be discussed) and that they give their consent – guidance will be issued to the customer to advise what is required</li> </ul>	<ul style="list-style-type: none"> <li>Housing/UC Team/rep – depending on the depth of the query and time constraints for Housing.</li> <li>Also cases that are not HR tenants.</li> </ul>
<ul style="list-style-type: none"> <li>Use of the UC journal</li> </ul>	<ul style="list-style-type: none"> <li>Examine the claimants payment screen to identify any missing or incorrectly calculated element</li> <li>Requesting changes to assessments – adding notes</li> <li>Time constraint – important to be done in the first assessment period</li> <li>Reporting changes</li> <li>Checking earnings used in assessment are correct (Real Time Information (RTI) link)</li> <li>Taking screen shots of journal activity and saving separate area</li> <li>Understanding how to correctly close UC claim</li> </ul>	<ul style="list-style-type: none"> <li>UC Team/rep</li> </ul>
<ul style="list-style-type: none"> <li>Alternative Payment Arrangements</li> </ul>	<ul style="list-style-type: none"> <li>Direct payment of UC to the customers landlord</li> <li>Direct deductions for rent arrears</li> <li>Claimant to complete UC47 form to request this</li> </ul>	<ul style="list-style-type: none"> <li>Housing</li> </ul>

	<ul style="list-style-type: none"> <li>Landlord to complete UC182 form to request this</li> </ul>	
<ul style="list-style-type: none"> <li>Hardship Payments</li> </ul>	<ul style="list-style-type: none"> <li>Available to those who have been sanctioned</li> <li>Limited circumstances</li> <li>To be claimed for in each assessment period</li> <li>Customer to show they have cut out all non-essential expenditure</li> <li>Repayable</li> <li>Housing Costs for 18-21 year olds</li> </ul>	<ul style="list-style-type: none"> <li>UC Team/rep</li> <li>Anything from this relating to debt – Welfare Team, etc</li> </ul>
<ul style="list-style-type: none"> <li>Sanctions</li> </ul>	<ul style="list-style-type: none"> <li>How to end up sanctioned</li> <li>Monetary implications</li> <li>Timeline of sanction</li> </ul>	<ul style="list-style-type: none"> <li>UC Team/rep</li> </ul>
<ul style="list-style-type: none"> <li>Referrals to Personal budgeting Support (PBS), employability skills, digital skills</li> </ul>		<ul style="list-style-type: none"> <li>UC Team/rep assist basic PBS, advanced to Welfare Team, etc</li> <li>Skills – liaise with Lincs College</li> </ul>
<ul style="list-style-type: none"> <li>Identification of support services</li> </ul>	<ul style="list-style-type: none"> <li>Contact numbers</li> <li>Sources of funding available</li> <li>Application for foodbank vouchers and emergency gas / electric help</li> <li>DHP's</li> <li>Citizens Advice</li> <li>Free school meals/NHS prescription/bulky waste collection</li> </ul>	<ul style="list-style-type: none"> <li>UC Team/rep</li> </ul>
<b>Expenditure Support Team</b>		
<b>Role</b>	<b>Responsibilities</b>	<b>Supporting body</b>
<ul style="list-style-type: none"> <li>Housing Costs support</li> </ul>	<ul style="list-style-type: none"> <li>Rent shortfalls, arrears, rent deposits, rent advances</li> <li>Housing Options</li> <li>Housing grants</li> <li>Move-on advice and availability</li> <li>Homelessness</li> </ul>	<ul style="list-style-type: none"> <li>Housing</li> </ul>

<ul style="list-style-type: none"> <li>• Council Tax</li> </ul>	<ul style="list-style-type: none"> <li>• Arrears</li> <li>• Council Tax Support scheme applications</li> </ul>	<ul style="list-style-type: none"> <li>• HB</li> </ul>
<ul style="list-style-type: none"> <li>• Gas/electric/water</li> </ul>	<ul style="list-style-type: none"> <li>• All expenditure</li> </ul>	<ul style="list-style-type: none"> <li>• UC Team liaising with other agencies and anti-poverty</li> </ul>
<b>Data Analysis</b>		
<b>Role</b>	<b>Responsibilities</b>	<b>Supporting body</b>
<ul style="list-style-type: none"> <li>• Data analytics and collation of monthly statistic</li> </ul>	<ul style="list-style-type: none"> <li>• No. UC claimants – broken down in to LA, private and social tenant</li> <li>• No. of those in rent arrears</li> <li>• No. of those with Council Tax arrears</li> <li>• No. of those with live CTS claim</li> <li>• Overlay mapping with use of GIS</li> <li>• Number with DHP</li> </ul>	<ul style="list-style-type: none"> <li>• Everyone is to collect data on when they assist in terms of UC and is to be fed back to Welfare Reform Lead Officer weekly/monthly.</li> </ul>