Universal Credit and Personal Budgeting Support
Universal Credit – overview

- One simple payment
- Paid monthly
- For people in and out of work
- Use PAYE in real time information (RTI)
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
- Be prepared
Personal Budgeting Support – Why?

We want to help people to manage their own finances successfully, whether they are in or out of work……

Support for those that need it to manage the changes Universal Credit brings:

- Single payment to household
- Monthly Payment
- Housing costs direct to tenant
Money Advice

Money advice includes:

• Offered to anyone claiming Universal Credit
• Now part of the work coach role
• Online budgeting tools for claimants who are able to self-help. We have worked closely with the Money Advice Service to produce a range of products. Information is also available on GOV.UK
• Money advice services using a mix of face to face and telephony support.
• Longer term Universal Credit will be delivered via Universal Support – delivered locally through delivery partnership agreements
• A Universal Credit Personal Planner is available on GOV.UK to help claimants understand the changes under Universal Credit and advice on what they might need to do to prepare:

https://secureonline.dwp.gov.uk/universal-credit-preparation
Personal Budgeting Support and Alternative Payment Arrangements

• For a minority of claimants, Alternative Payment Arrangements may be required; these might include:
  – paying the rent directly to the landlord (managed payment to landlord)
  – making more frequent than monthly payments
  – 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 Arrangements 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
### 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)
Payment Advances

• For a Universal Credit Advance (Transitional) the claimant will have to ask for the advance within one month of moving across to Universal Credit and have been in receipt of an existing benefit within one month of moving across to Universal Credit. The financial need eligibility criteria does not apply to a transitional advance.

• These Universal Credit advances will provide an interest-free lending facility for claimants who find it difficult to access mainstream credit, and could offer an alternative to high cost borrowing.

• A claimant can request an advance of up to 50% of their indicative Universal Credit award.

• More information about Universal Credit Advances can be found at GOV.UK.
Useful Links

An introduction to Universal Credit video
http://youtu.be/E7GUu7Xa7Nw

Universal Credit Managing Your Money video
https://www.youtube.com/watch?v=ZOjGmDWf6IU#t=41

Universal Credit pages on GOV.UK
https://www.gov.uk/universal-credit

Jobcentre offices where eligible claimants can make a claim for Universal Credit
https://www.gov.uk/jobcentres-where-you-can-claim-universal-credit

The Claimant Commitment

The Local Support Services Framework

UC Local Support Services Update and Trialling Plan published in December 2013

Operating Guidance for PBS & APAs

Budgeting help and support
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=ZOjGmDWF6lU&list=PLeysxjNpEPy_UlnItAtlw9u3tTwE4oMiIL&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
• Budgeting help and support
• Operating Guidance for Personal Budgeting Support & Alternative Payment Arrangements
Useful links for stakeholders

- The Local Support Services Framework
- The Money Advice Service
  https://www.moneyadviceservice.org.uk/en
- A Money Advice Service Universal Credit video
- Making work pay comparison graph explaining how Universal Credit compares to the current system when claimants increase their hours
- A quick guide for employers about Universal Credit and RTI
- HMRC and RTI
  http://www.hmrc.gov.uk/payerti/getting-started/paye-basics/rti.htm
- Eight Ways Universal Credit can help your business
The Universal Credit Personal Planner - aimed at helping financial and digital preparation
https://secureonline.dwp.gov.uk/universal-credit-preparation/

Landlord Preparation Strategy

Money Advice Service support for Universal Credit
https://www.moneyadviceservice.org.uk/en/categories/universal-credit

Money Advice Service Universal Credit video

The Universal Credit and Rented Housing Frequently Asked Questions