

Piloting Universal Credit

Meryl Young

Benefit Manager

Dartford and Sevenoaks Shared Service

What might pilots of UC look like?

- Customer Impact
- Transition
- Organisation and stakeholders
- Potential outcomes
 - What do the DWP need to address to ensure success
- Conclusions

Customer Impact

- Direct Payments
- Accessibility
- Assistance
- Communication
- Budgeting
- Debt
Management



Transition

- New Claims
- Current Caseload
- IT and software
- Data sharing
- Fraud
- Communication
- Overpayments
- Information sharing
- Legacy benefits



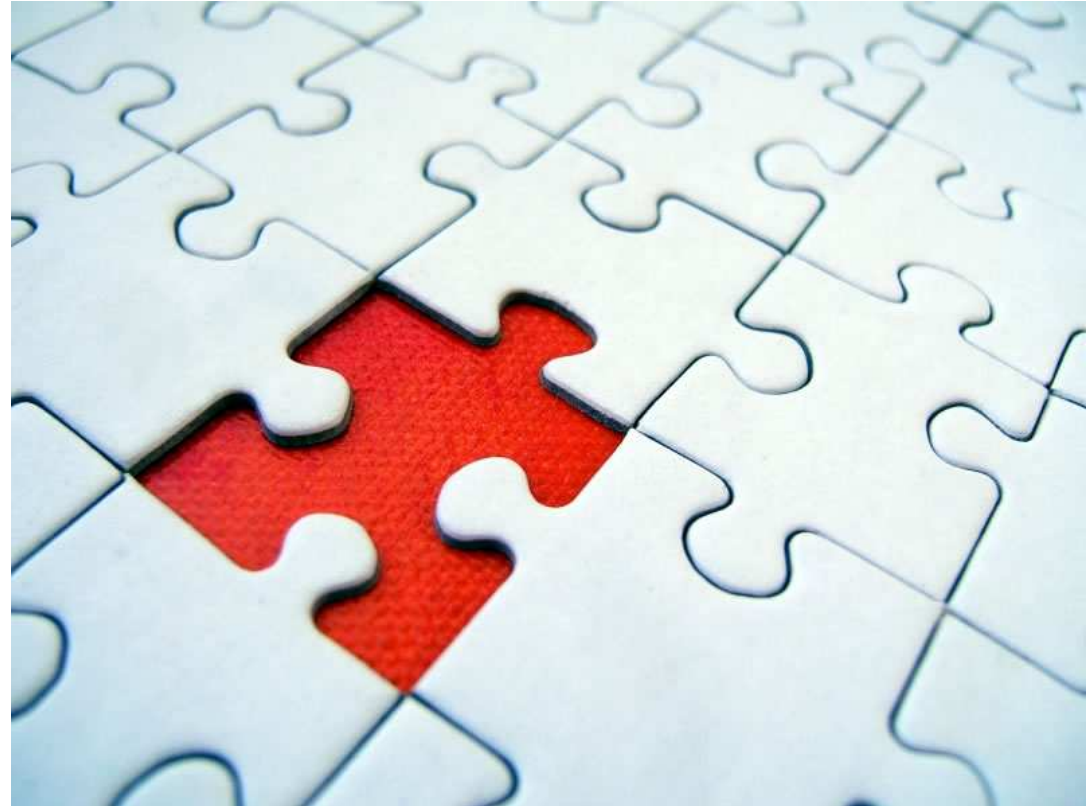
Organisation & Stakeholders

- LA involvement
- Local relationships
- Housing
 - Homelessness
- Staff
- Funding
- Residual issues
 - Support services
 - Decommissioning



Outcomes & Good Practice

- Customer education
- Communication methodology
- Data sharing and communication sharing protocol
- Risk
- LA fit



Conclusions

- Administration
- Communication
- Planning
- Funding
- Questions

