Universal Credit: Dealing with Digital

This one day course builds on delegates' existing knowledge of Universal Credit. It focuses on how the 'Full'/Digital system works and highlights the key differences between the 'Live'/Gateway service and the 'Full'/Digital service and the additional challenges these pose.

By the end of the session delegates will be able to:

- Give advise about who will need to claim UC in a 'Full'/Digital Area,
- Understand the implications of moving onto UC and some key problem areas,
- Understand which 18-21 year old claimants will get help with their rent under 'Full' service UC,
- Ensure that the problems that can arise when claiming UC via the 'Full' service are kept to a minimum,
- Understand some of the differences between the 'Live' UC and the 'Digital' UC service including the different payment structure for APA managed payments,
- Understand how contributory JSA/ESA fit under 'Full'/Digital UC,
- Advice tenants appropriately to minimise the risk of rent arrears caused by moving onto the 'Full'/Digital UC service.

9.30am	**Introductions and Expectations**
9.40am	**UC Refresher** How UC works: What it is replacing, MAPs, payments, how assessed, APAs, specified accommodation
10.15am	**Going Digital – What's happening** Timetable, who is affected and when, migration Future of HB
10.30am	**Break**
10.45am	**Digital – Who has to claim** Case Studies: Who will have to claim – who may want to claim Who may wrongly be advised to claim Implications of claiming – worse off/better off Digital UC and contributory JSA/ESA Pitfalls of moving onto Digital UC
12.30pm	**Lunch**
1.15pm	**Claims and Payments** Claims: what's needed, rent verification, ensuring a complete claim is made and processed Payments – delays, ensuring correct and don't stop APA Managed Payments – the different payment cycle and implications
2.45pm	**Break**
3.00pm	**What's different under Digital?** 18-21 year olds – who can get help with rent Implicit / explicit consent Other differences
4.00pm	**Other key problem areas**
4.30pm	**Close**