

Universal Credit *Full Service*

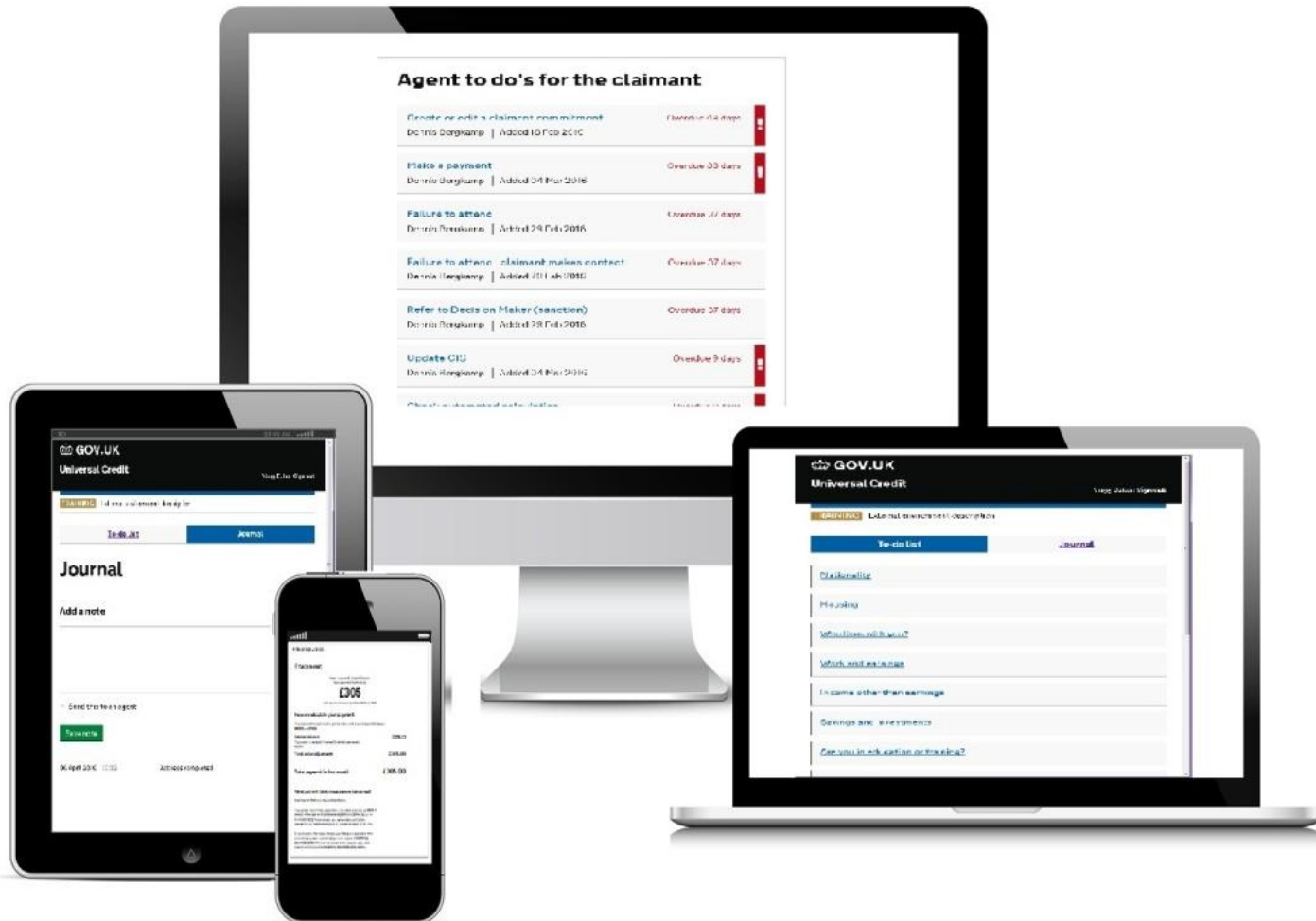
# **The Welsh Experience - Flintshire**

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External Relations, Devolved Administrations,  
DWP UC Programme

IRRV Welsh Conference 16th June 2017

# Universal Credit - Full Service



## Agent to do's for the claimant

Create or edit a claimant's personal information Dennis Barghamp   Added 10 Feb 2016	Overdue 14 days
Make a payment Dennis Barghamp   Added 24 Mar 2016	Overdue 33 days
Failure to attend Dennis Barghamp   Added 24 Feb 2016	Overdue 41 days
Failure to attend - claimant makes contact Dennis Barghamp   Added 24 Feb 2016	Overdue 57 days
Refer to Decs on Maker (sanction) Dennis Barghamp   Added 24 Feb 2016	Overdue 57 days
Update CIG Dennis Barghamp   Added 24 Feb 2016	Overdue 5 days
Check off the status of the claimant's case	Overdue 114 days

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# UC Full Service Deployment - Wales

Go-Live	Authority	Go-Live	Authority
Apr-2017	Flintshire	Feb-2018	Bridgend
			Conwy
			Denbighshire
Jul-2017	Torfaen		Cardiff
		Mar-2018	Carmarthenshire
			Anglesey
Oct-2017	Neath Port Talbot		Merthyr Tydfil
	Wrexham		Monmouthshire
Nov-2017	Newport	Apr-2018	Blaenau Gwent
Dec-2017	Swansea		Gwynedd
		May-2018	Caerphilly
			Ceredigion
			Pembrokeshire
		Jun-2018	Powys
			Vale of Glamorgan
		Jul-2018	Rhondda Cynon Taf

# Universal Credit Full Service – Where Next.

## Timing

## Our future plans.

**From May 2016**



Rollout of the full service across nation and regions will be a phased delivery approach with around 5 jobcentre areas going live each month.

**From July 2017**



We will accelerate delivery to 30 jobcentre areas per month going live with the full service, then 55 per month between October and December 2017.

**From 2018**



This will increase to 65 per month, finishing with the final 57 jobcentres in September 2018

**From 2020  
through to 2021**



The managed migration of existing benefit claims will start in July 2019 and complete in March 2022.

# Lessons learnt UCFS - Flintshire?



- **Experience** of UCFS is invaluable – sharing knowledge
- It is okay to say “**I don’t know**” – previous certainties may not apply in a transformed UC landscape. Take your time
- Greater **footfall** - wider client group plus Digital access
- **Digital coaching** starts with us – access to support
- All players must have enough knowledge to **sign-post** customers to the correct channel – the legacy of Legacy!
- Later **appointments**
- **Postal codes** – certainty for all players
- Daily **review** and sharing of knowledge
- Collaboration with **partners** – impossible to do too much and above all else is critical to success or failure



- If you have any questions regarding the content of this presentation you can email [RTIPROJECTS.PORTFOLIOQUERIES@DWP.GSI.GOV.UK](mailto:RTIPROJECTS.PORTFOLIOQUERIES@DWP.GSI.GOV.UK)