# Universal Credit *Full Service*
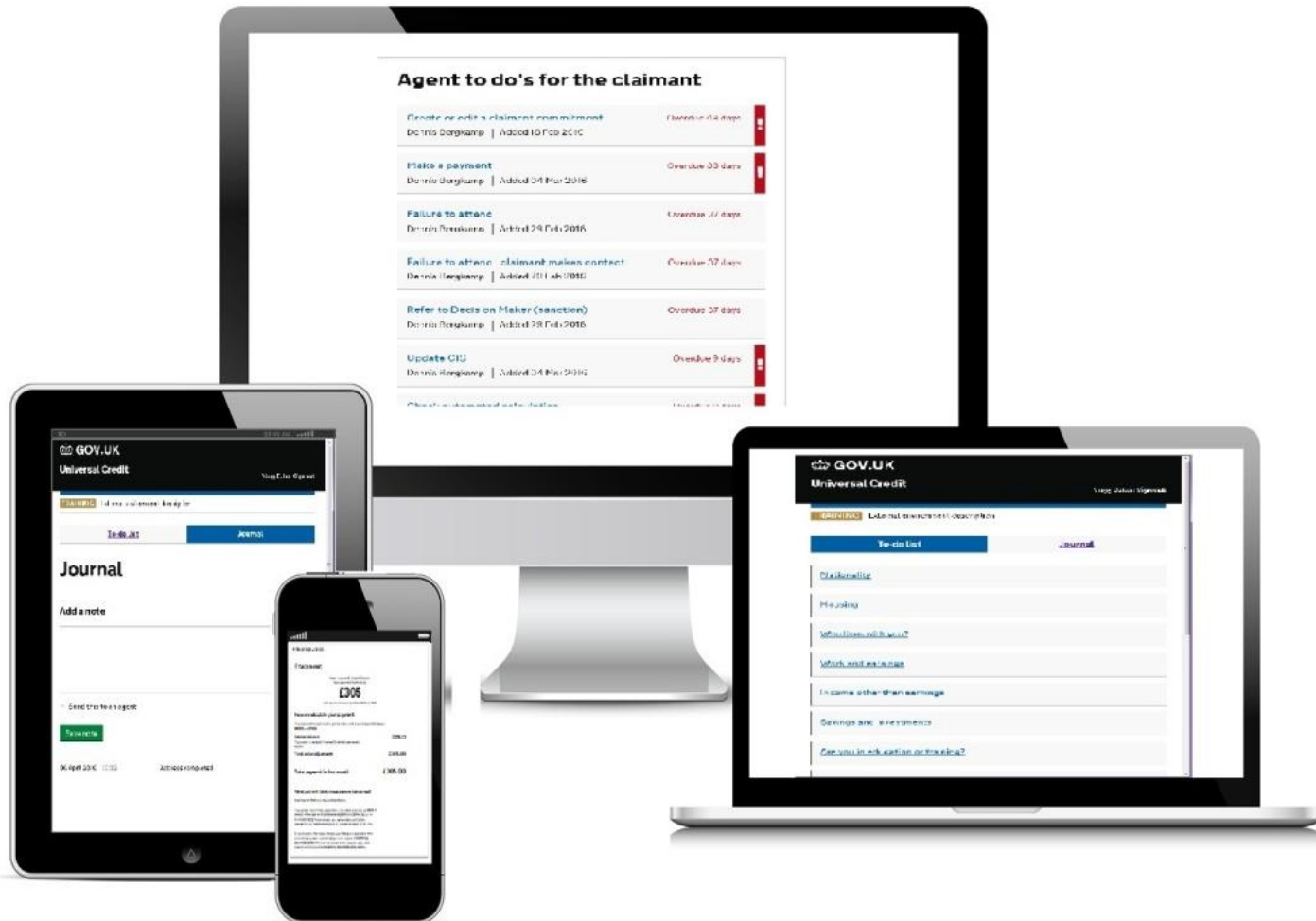
# The Welsh Experience - Flintshire

**Paul Philips**

External Relations, Devolved Administrations,

DWP UC Programme

IRRV Welsh Conference 16th June 2017

# Universal Credit - Full Service

# UC Full Service Deployment - Wales

| Go-Live | Authority |
|---------|-----------|
| Apr-2017 | **Flintshire** |
| Jul-2017 | **Torfaen** |
| Oct-2017 | **Neath Port Talbot** |
| | **Wrexham** |
| Nov-2017 | **Newport** |
| Dec-2017 | **Swansea** |

| Go-Live | Authority |
|---------|-----------|
| Feb-2018 | **Bridgend** |
| | **Conwy** |
| | **Denbighshire** |
| | **Cardiff** |
| Mar-2018 | **Carmarthenshire** |
| | **Anglesey** |
| | **Merthyr Tydfil** |
| | **Monmouthshire** |
| Apr-2018 | **Blaenau Gwent** |
| | **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 **footfal**l  - 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