

Transfers to Full Service

Summary

Overview of the transfer of Live Service claims to the Full Service

Content

Background to Universal Credit – Live Service and Full Service

Universal Credit was launched in April 2013 and has rolled out across England, Wales and Scotland.

The Universal Credit Live Service has a number of gateway conditions that excluded claimants in certain circumstances from making a new claim. Claimants who passed the gateway conditions could make a new claim online but cannot report any changes online, instead they are directed to contact the Department by phone.

Since November 2014, Universal Credit Full Service has been running in a small number of offices in London and from March 2016 expanded into regions throughout England, Wales and Scotland. This is the same benefit (there are a few policy differences which are included within guidance) but is built on a different IT platform and does not have any gateway conditions. It is a much more interactive service, where claimants are able to manage their claim by using an internet-enabled device such as a smartphone, tablet or PC to:

- report changes in circumstances
- view their claim details
- interact with their work coach via their online journal and to-do lists
- log their work search activity

Background to Transfers

From 27 January 2016, claimants who were on the Live Service began to transfer onto the Full Service.

The first tranche of these claimants were from the Hounslow Office and transfer commenced from the above date. These were followed by claimants from the Musselburgh Office who began transferring to the Full Service from 23 March 2016.

From 27 April 2016, Universal Credit continued to transition further postcode areas from Live Service to Full Service. Further postcodes will be transitioned throughout 2016, 2017.

Once an office transitions to Full Service any Live Service claimant whose earnings exceed their Universal Credit entitlement, and has a nil award at the end of any Assessment Period (AP), will have their Live Service claim closed.

A claimant is issued a UC494 notifying them that Universal Credit Live Service will no longer be monitoring their earnings. However if their circumstances change (for example their employment ends or there's reduction in earnings), they will need to make a new online claim to start receiving Universal Credit again.

In accordance with Transfers commencement roll out schedule all claimants will start Live to Full Service transfer activity. However if the claimant is temporarily absent or their claim is suspended due to a Secretary of State decision, they will not be called to action. For further


information see Full Service guidance Transfers and Relocation Live to Full Service transfers guidance.

Claimants will need to register for the online service, enter their details and attend an appointment at the Jobcentre to provide their evidence. This is needed to ensure Universal Credit Full Service has the most up-to-date evidence for the claimant.

Claimants do not have an opt out option and must transfer to the Full Service in order to continue receiving Universal Credit.



Important information for telephony agents

If FIND shows the claimant is in a Full Service postcode area, they will remain the responsibility of Live Service until the Live Service claim has been suspended by the Transfers Team.

It is therefore important that the claimant is not redirected to the Transfers Team unless they are enquiring about a transfer/switch to the new online service. see  universal-credit-telephony-claimant-direction-q-and-a.docx.

To help with Frequently Asked Questions around the transfer process please select here (link is external).

The claimant journey

1. The claimant is made aware that they will soon be asked to transfer to the Full Service. This stage is orientation.
2. Jobcentre staff will take all opportunities (such as at existing Work Search Interviews or Work Search Reviews) in the weeks prior to Full Service go-live, to have conversations with existing Universal Credit claimants. This is to make claimants aware of what they need to do, identify any issues and support they may need (such as getting a bank account if they currently only have a Post Office card account) and provide on-going nudges at subsequent conversations to ensure they are aware, and ready.
3. For claimants that are not seen in a Jobcentre environment,  uc491-orientation-for-uc-online-service.docx letter is posted to them by the Service Centre.
4. All claimants will receive a  uc492-you-need-to-switch-to-new-uc-online-service.docx (single transfer call to action letter) or UC500 (couples transfer call to action letter) when it is time for them to start their transfer activities.

Claimants will then need to:

- create an account by using a specific link, which is in the UC492 or UC500
- enter their details online (this is similar to making a new claim, though it is not a new claim)
- follow the instructions to book a new appointment at the Jobcentre
- attend the appointment and provide all necessary documentation (this includes evidence to support their identity)

If a claimant undertakes all of these activities, their claim will be transferred to the Full Service. Staff responsible for undertaking this transfer role will have locally-held guidance to help them.

Dedicated Transfers Teams undertake the activities to transfer claimants from Universal Credit Live Service to Full Service.

When a claim transfers to Full Service the Transfers Teams will suspend the Live Service claim or close the LS claim once all information has been gathered from Live Service that is required to be transferred to the Full Service claim.

The claimant journey – where they do not undertake required actions

If a claimant does not comply with the process or contact the Department, their claim will be suspended and, after a further period of non-compliance, their claim will be closed.

