



HOW WOULD LOCALGOV DO UNIVERSAL CREDIT DIFFERENTLY?

- Better collaboration across Authority & Partners (CAB/DWP)
- Direct rent payments mean there's little/nothing left to live on
 - *People have to move*
 - *Authority has to support them*
- Should have its own Identity/Brand (looks like all other .Gov.UK solutions)
- Agents are only paid for by DWP once but doing a free password reset service
- VERIFICATION – applicants don't have documents to get through Verify
 - *Setting them up with an email*
 - *Getting a UC account*
 - *An account with an identity provider (which didn't work) Too many log-ins*
- Should have been 13 payments
- Paid upfront instead of arrears
- UC Application only in English
- Work collaboratively with claimants
- Change from weekly to monthly - phased approach better
- Sign-posting is fractured
- Joined -up Digital approach between Local & Central Gov required
- One Digital App
- Any device
- Scrap 6 week wait - immediate payment
- Voice First option for Digitally Excluded
- Open Shared Data
- Consultation/Engagement of Design