

A stylized white graphic of a person's head and shoulders is set against a solid green background. The head is represented by a circle, and the shoulders and upper torso are formed by two overlapping, curved shapes that create a sense of depth and movement. The overall design is minimalist and modern.

Employment and  
Skills Convention  
2019

Universal Credit and  
work and health:  
Practical experiences  
from the front line

# Agenda

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- Introductions
- An update on Universal Credit
- Sharing the experiences of Pluss
- Universal Credit & Work and Health
- Questions!



# Speakers

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Deven Ghelani  
Director and founder

*Policy in Practice*



Marise Mackie  
Head of Employment  
Devon and Cornwall

*Pluss*

# An update on Universal Credit



# How is Universal Credit doing?

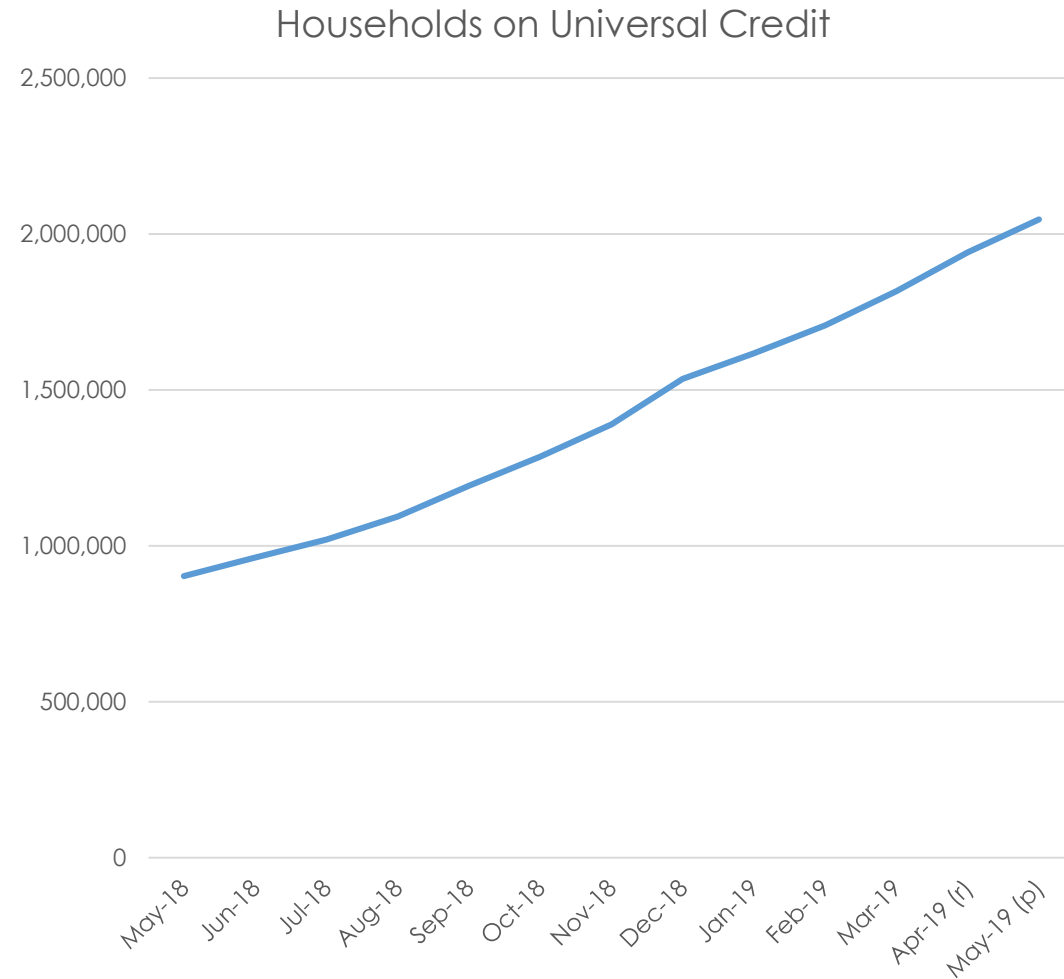
A quick poll...

- Better than reports suggest?
- The same as reports suggest?
- Worse than reports suggest?



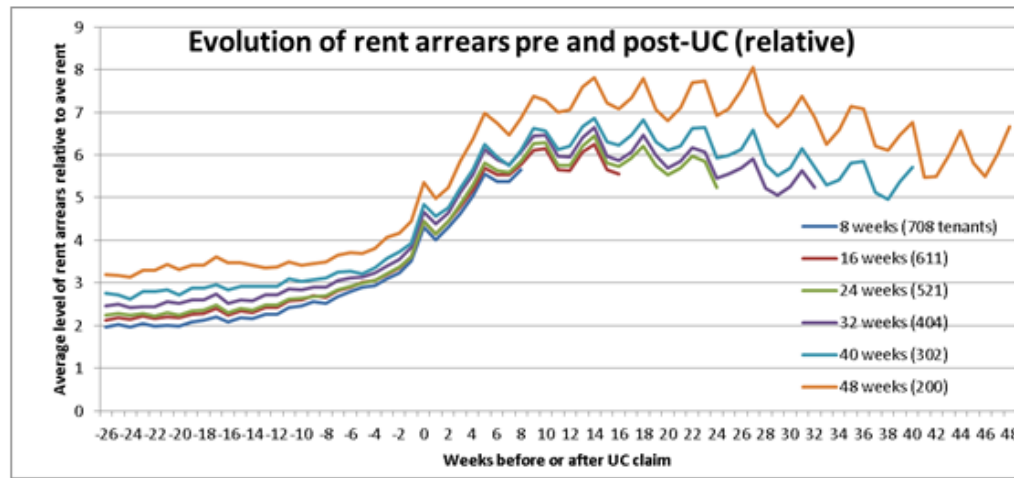
# An update on Universal Credit

- 2m households on Universal Credit
- Growing by 130,000 per month
- Issues haven't scaled with the growth in caseload
- But those who do face problems struggle



# Issues with Universal Credit

*23% of customers tell us they delay claiming*



Timely applications  
Fluctuating payments

Debt and overpayments  
Inflexibility in resolving issues

# Changes to Universal Credit

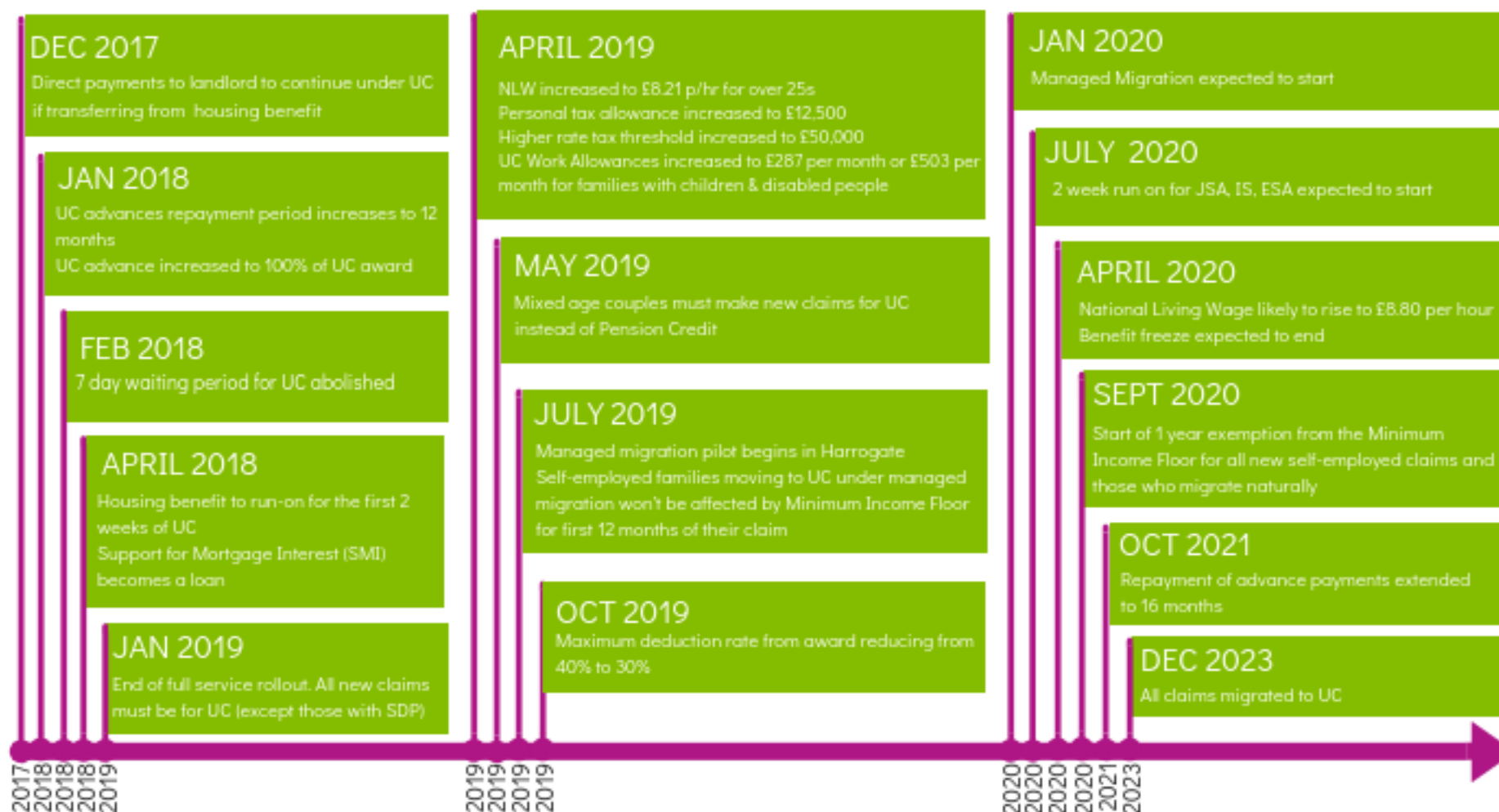
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- UC work allowances: increase by £1,000 per year
- Two week run-on for those on existing DWP benefits (JSA, ESA, IS) in addition to those receiving housing benefit (from July 2020)
- Self employed: assessed on actual income (not MIF) for 12 months
- Deductions from UC: Max rate down from 40% to 30% (from Oct)
- Period for recovery of advances extended from 12 to 16 months (from Oct 2021)
- Delay in increasing the earnings limit that triggers surplus earnings (remains the same until 2020)
- Slower roll-out of Universal Credit (end now Dec 2023)
- Plus increase in minimum wage & changes in tax allowances





# UNIVERSAL CREDIT ROADMAP





Marise Mackie  
*Pluss*



# Changing peoples lives...

Marise Mackie

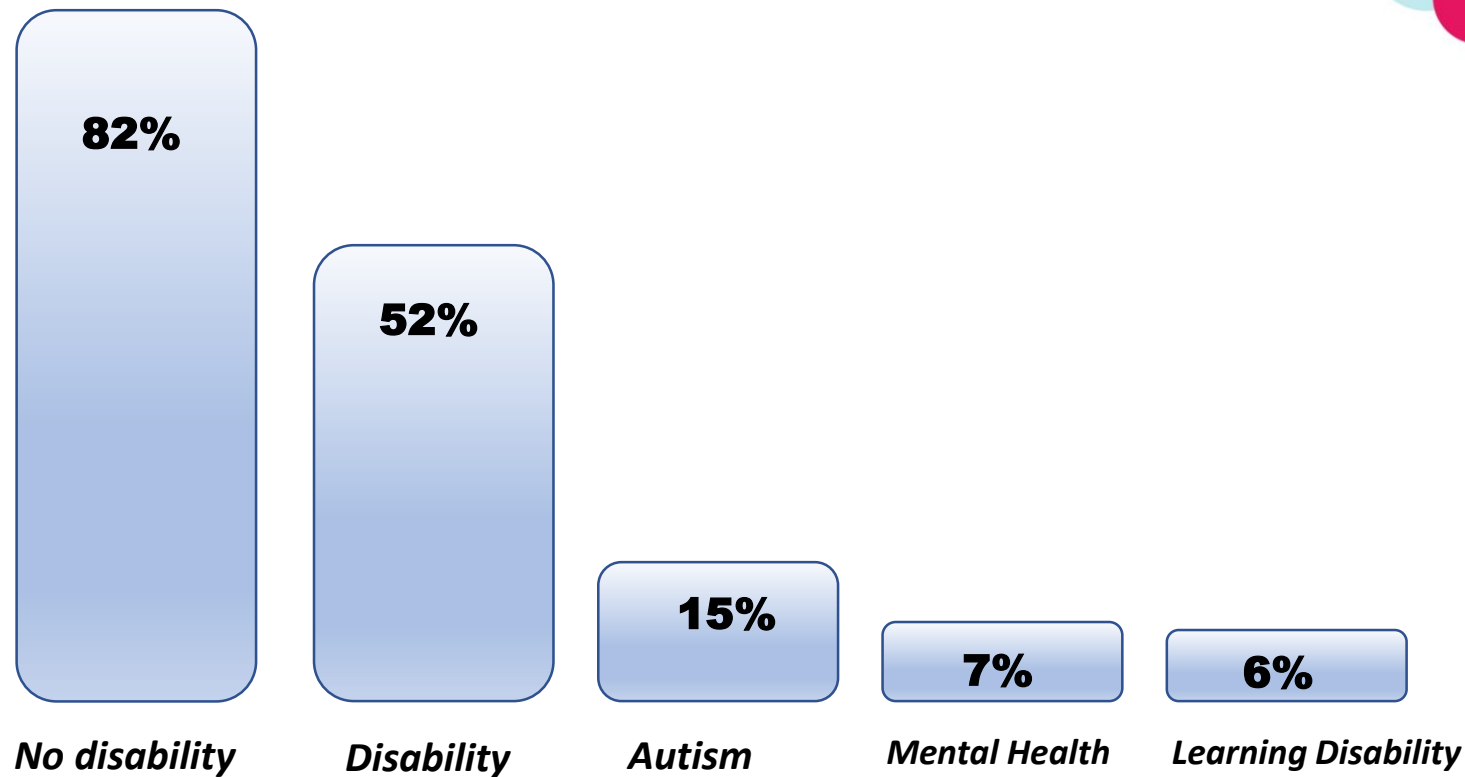
Regional Manager





# Disability Employment Gap...

Still some way to go...



# Our approach...

- **With the right support, anyone can find work**
- **Personalised and Co-produced**
- **Employers**
  - Recruiting in a different way
  - Hidden vacancies
  - Lightbulb moment
  - Tenacity



*Seetec*  
PLUS



In partnership with  
Department for Work & Pensions



# What does the future hold?

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What impact is Universal Credit having on the frontline?

Will we have a new Secretary of State?

What impact will Brexit have on employment and austerity?



# An example Universal Credit case

What if my employment situation changes?

Wages per hour

Number of hours worked per week

Wages per hour ?

Weekly hours worked ?

£ 9

9

With this change in your earnings you will be £34.23 better off under the legacy benefits system or £130.92 better off under Universal Credit.

If you don't receive Tax Credits and your hours of work change to more than 16 hours, or to less than 16 hours, your entitlement to your current benefit may end and you may move to Universal Credit. If you receive Tax Credits you may be able to choose to move to Universal Credit.

