



# Work and Pensions Committee

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From the Chair

13 June 2018

Neil Couling CBE  
Director General, Universal Credit  
Department for Work and Pensions, Caxton House  
Tothill Street, SW1H 9NA

Dear Neil

## **Universal Credit claimant survey and Universal Support**

Last week the Department published its survey of Universal Credit full service claimants. The survey revealed a number of areas in which claimants appear to need additional support with making claims—some of which might be provided by Universal Support, which we are taking evidence on at the moment.

I would be very grateful if you would answer the following questions in addition to those contained in my letter of 4 June. For ease of understanding, I would appreciate if you would number your responses, so it is clear which questions they relate to.

### ***Assisted Digital and Personal Budgeting Support***

The claimant survey showed that 45% of claimants did not complete their claim online without assistance. 30% found it difficult to register their claim online, and 43% said they needed more support in registering their claim.

Of those who received help registering their claim online, 17% were helped by Jobcentre Plus Work Coaches. 10% received help via Universal Support.<sup>1</sup>

- 1. *What proportion of Universal Credit full service claimants were referred to Assisted Digital Universal Support in:***
  - a. *2015/16;***
  - b. *2016/17;***
  - c. *2017/18;***
  - d. *What proportion of claimants do you expect to be referred in 2018/19?***
- 2. *What training and guidance do Work Coaches receive on referring claimants who needed help registering their claim to Assisted Digital Universal Support?***
- 3. *Are there any targets for referrals to Assisted Digital Support? If so, what are they and are they being met?***

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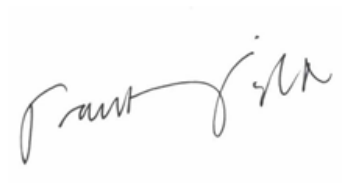
<sup>1</sup> Universal Credit full service survey, p.34

The claimant survey also showed that some claimants lack confidence in their ability to manage their money under Universal Credits: 31% of claimants at Wave 1 and 32% at Wave 2 felt “not very” or “not at all” confident. Claimants additionally difficulty managing their money: 72% of claimants at Waves 1 and 2 were having some form of difficulty keeping up with bills and essential payments.<sup>2</sup>

- 4. What proportion of Universal Credit full service claimants were referred to Personal Budgeting Universal Support in:**
  - a. 2015/16;
  - b. 2016/17;
  - c. 2017/18;
  - d. *What proportion of claimants do you expect to be referred in 2018/19?*
- 5. What training and guidance do Work Coaches receive on referring claimants who are experiencing budgeting difficulties or who lack confidence to Personal Budgeting support?**
- 6. Are there any targets for referrals to Personal Budgeting support? If so, what are they and are they being met?**

I would be grateful if you could respond by Friday 22 June, so that we can progress with our Universal Support inquiry.

Best wishes,



**Rt Hon Frank Field MP  
Chair**

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<sup>2</sup> Universal Credit full service survey, pp.64-67