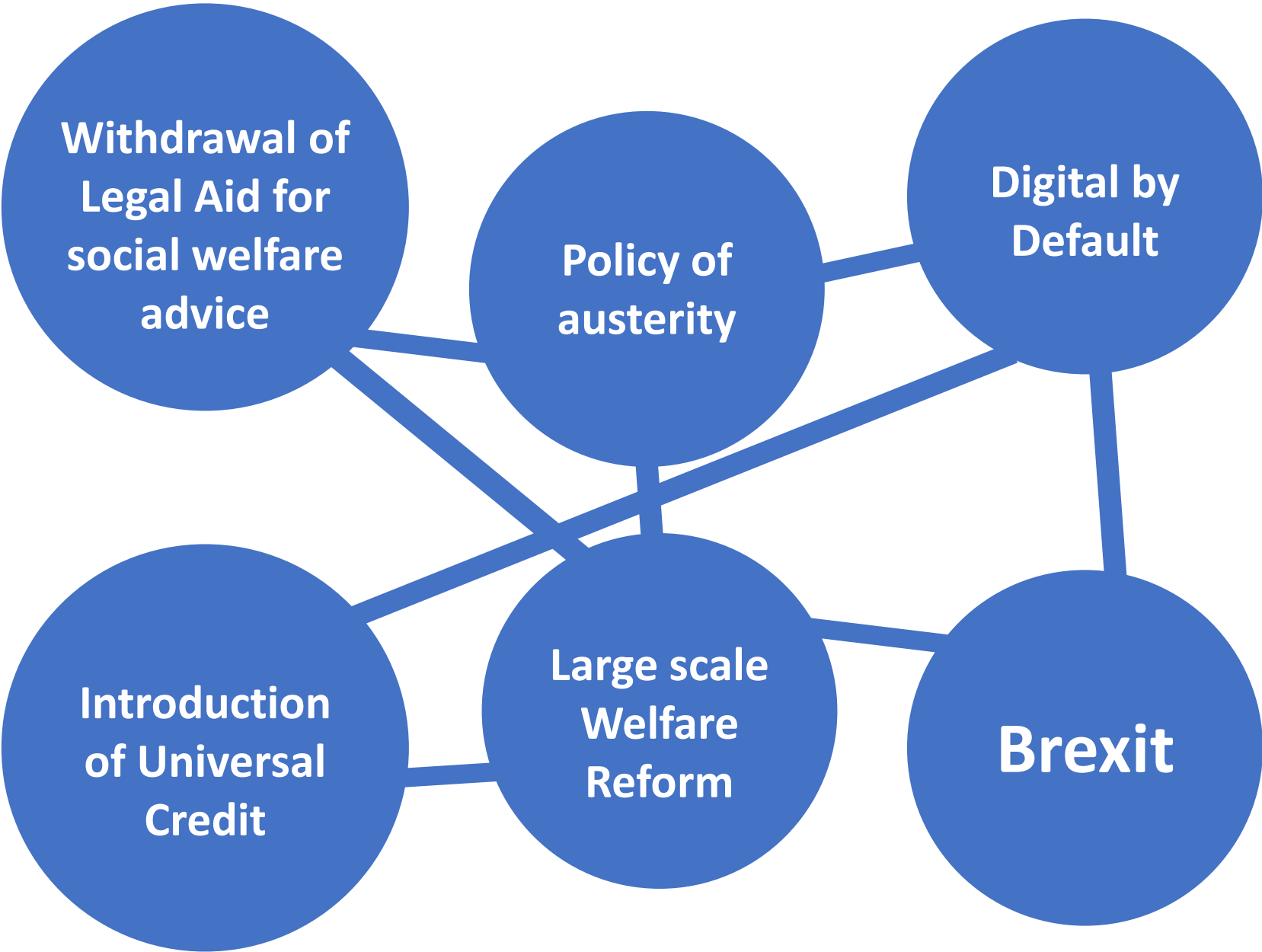
A crowd of diverse people at a protest or demonstration. In the foreground, a woman with red hair is shouting with her mouth open, holding a sign. To her right, a man in a grey hoodie is looking down. In the background, a man with glasses is smiling. The scene is filled with people, some holding signs, suggesting a public gathering or protest.

Impact of Universal Credit on Advice Services and Community Organisations

Alison Dunn,
Strategic Lead for Poverty & Inequality, Gateshead Council
And Chief Executive Officer of Citizens
Advice Gateshead



**Withdrawal of
Legal Aid for
social welfare
advice**

**Policy of
austerity**

**Digital by
Default**

**Introduction
of Universal
Credit**

**Large scale
Welfare
Reform**

Brexit

Headline Stats for 2017/18

Debt issues - 33,031

Welfare benefits - 24,800 (2,707 Universal Credit)

Housing - 2,152

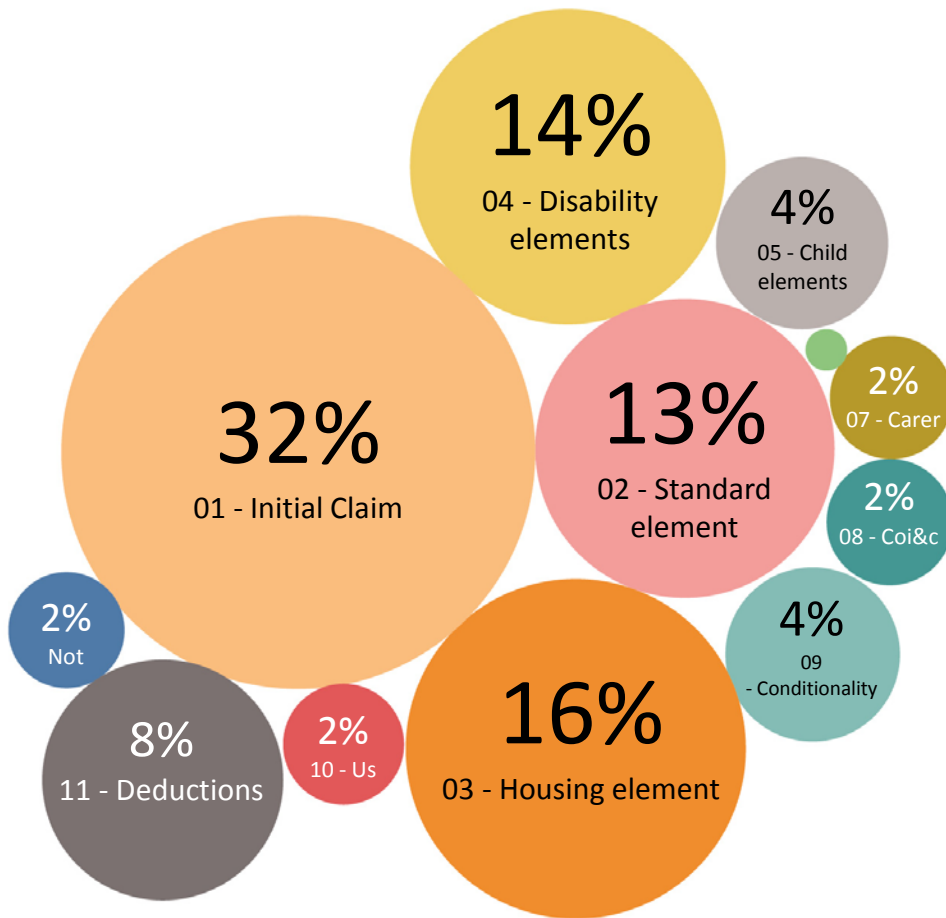
Headline Stats Apr - Dec 2018/19

Debt issues - 15, 121

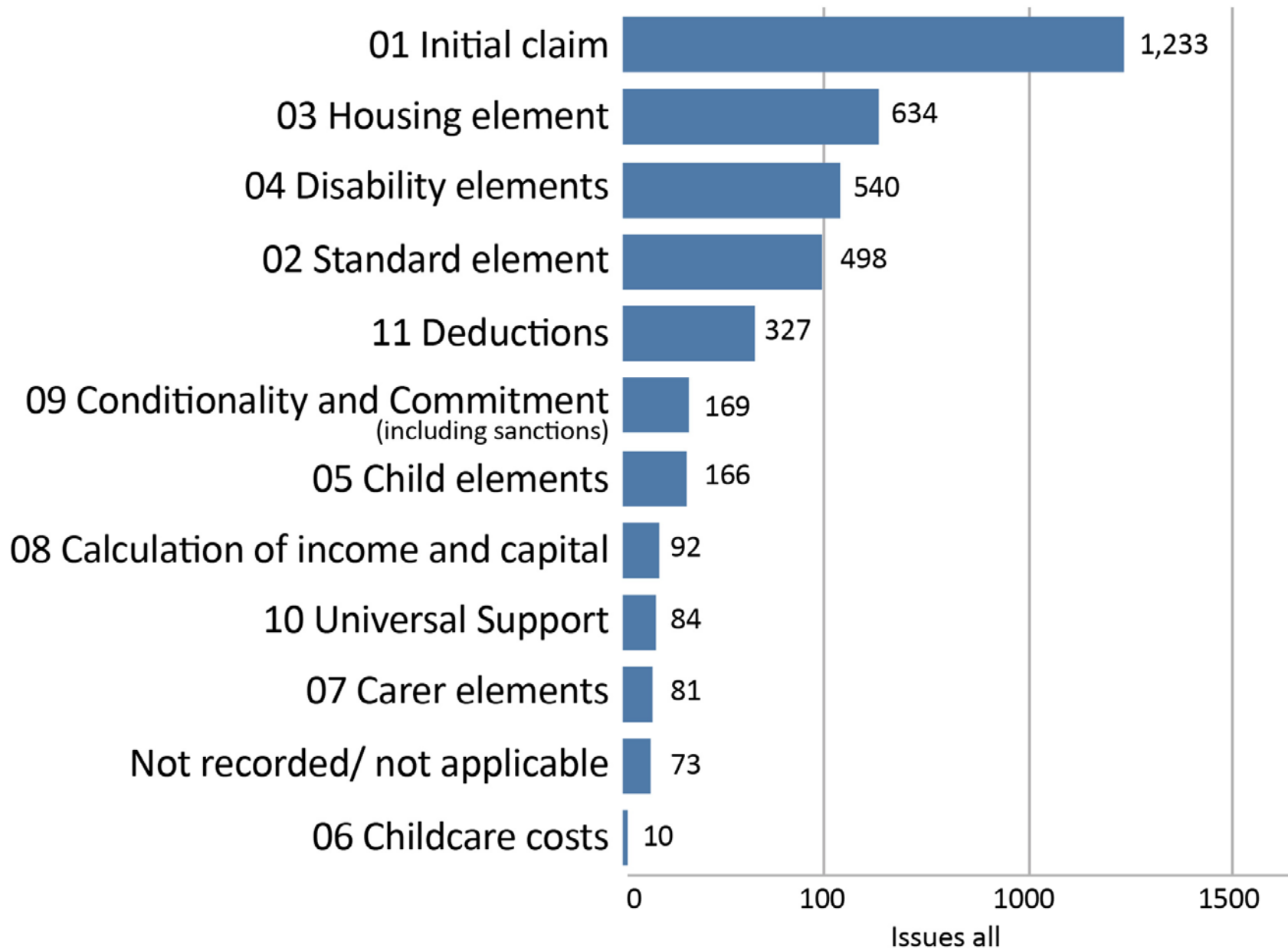
Welfare Benefits - 18,000 (3,907 Universal Credit)

Housing - 1,542


92% increase YTD



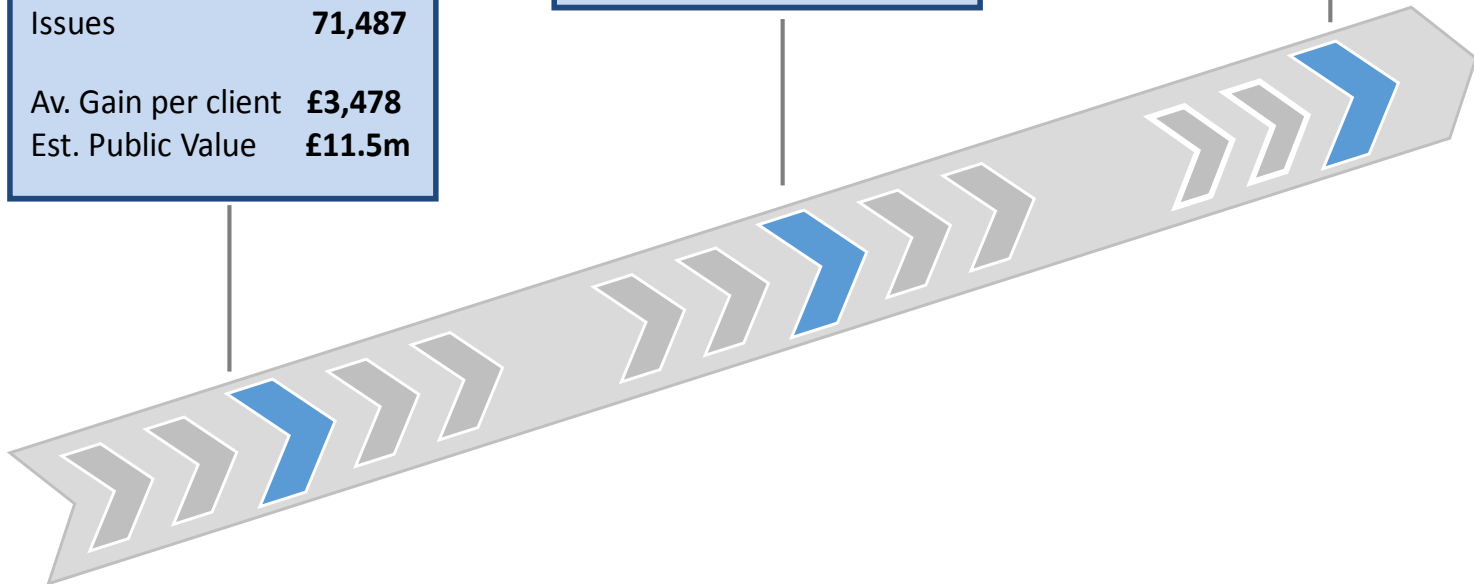
- 01 Initial claim
- 02 Standard element
- 03 Housing element
- 04 Disability elements
- 05 Child elements
- 06 Childcare costs
- 07 Carer elements
- 08 Calculation of income and capital
- 09 Conditionality and Commitment (including sanctions)
- 10 Universal Support
- 11 Deductions
- Not recorded/ not applicable



2016/17	
Clients	10,820
Issues	71,487
Av. Gain per client	£3,478
Est. Public Value	£11.5m

2017/18	
Clients	12,627
Issues	79,968
Av. Gain per client	£2,944
Est. Public Value	£14m

2018/19 YTD (Nov)	
Clients	8,914
Issues	41,981
Av. Gain per client	£4,135
Est. Public Value	£14m



We asked...

How often do you deal with UC enquiries?

88% daily or weekly

What impact has UC had on your workload?

70% say they have more work now

What impact has UC had on the complexity of your work?

83% say work is more complex now

What impact has UC had on your enjoyment of your work?

35% say their work is less enjoyable now

We asked...

Do your clients need help with the on-line claim?

12% said always
88% said sometimes

What impact is UC having on client wellbeing?

88% said much more stressed or anxious

How long do you spend on hold waiting for DWP?

48% 10-30 mins
35% 30-40 mins

We asked...

How often do you come across clients who are Better off on UC?

18% said never
76% said occasionally

How often do you come across clients who are Worse off on UC?

82% said very often or often
3% occasionally

What is average wait for payment?

71% about 5 weeks
6% considerably longer

We asked...

What is the most difficult thing for clients to overcome when making an UC claim?

“Setting up an email and bank account with passwords”

“Using a computer”

“Waiting times and rent payments”

“The waiting period before getting UC”

“Fear of being left destitute”

“The requirement for I.D.”

“coping with rent payments is very hard”

“Being expected to manage their own claim.”

We asked...

What impact is UC having on your clients and their families?

“causes distress and financial poverty”

“The way its been publicised is making people feel scared”

“Works less well for people with health or disability problems”

“Significant delays when trying to resolve problems”


“Lots struggling due to multiple deductions”

“Clients forced to take advances they can't afford”

“coping with rent payments is very hard”

“Increase in people who need help with gas and electric”

“Average rent arrears doubled”

A large crowd of diverse people is gathered at what appears to be a public event or exhibition. In the foreground, a sign is partially visible with the text "Freeview HD TV channels". The background is filled with many more people, some looking towards the camera and others engaged in conversation. The overall atmosphere is busy and public.

**So what
are we doing
about it?**

Thrive Pledge

**Poverty Board & Themed Sub-
committees**

Public Service Reform

Strategic Lead for Poverty & Inequality

Improved data & needs analysis

Hardship Fund

Health and Wellbeing Strategy Refresh

Customer Experience Review

Strategic Review of Advice,
Information & Guidance

UC Emergency Planning