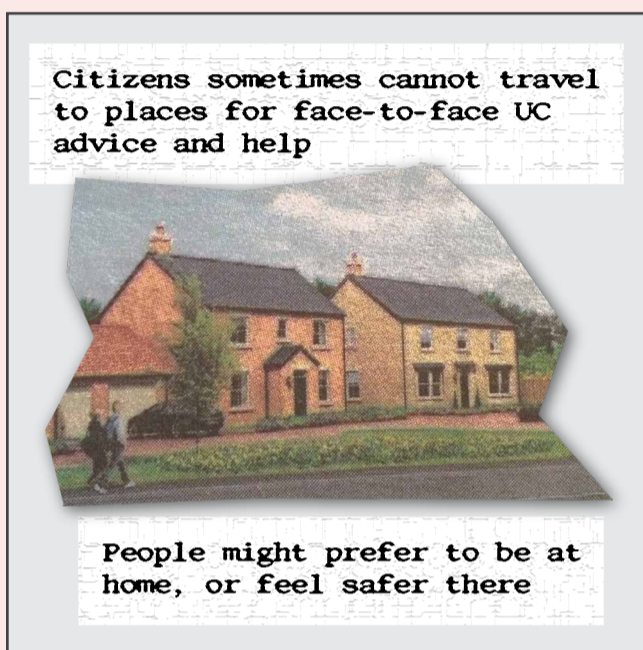


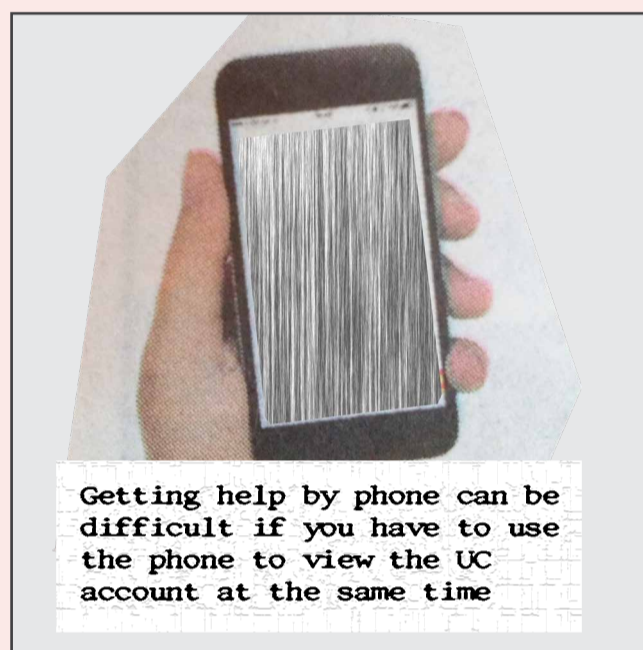
What did citizens say about Universal Credit online?

In previous interviews, some people mentioned these issues:

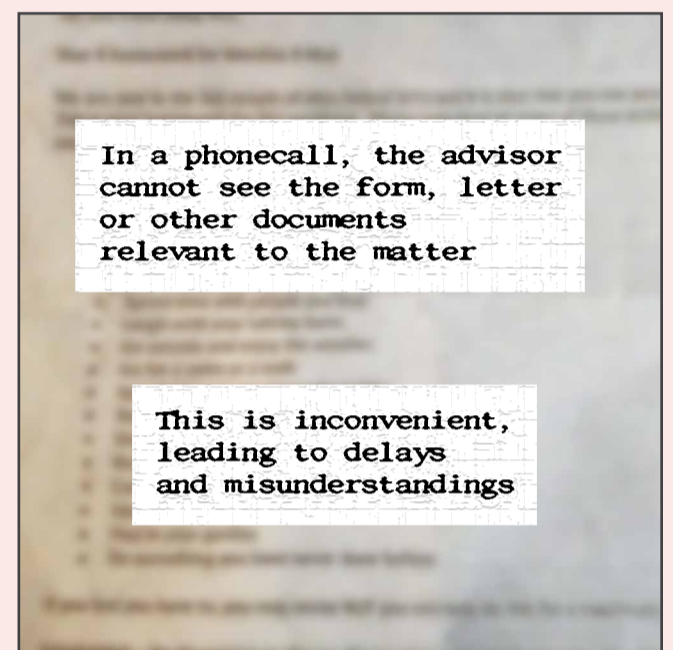
1.



2.



3.



What might help?

Proposal 4 is special glasses with built-in camera and microphone which can be used by a citizen from home, or wherever they are most comfortable, to have a support call with a welfare benefits advisor. The glasses are used to receive a telephone call from the advisor. Whatever the camera in the glasses is pointed at, is displayed on the advisor's computer screen. The citizen can show information such as by looking at a letter they received in the post, their Universal Credit account on their own phone, or anything else that might be relevant.

How would that work?

Have a look at the explanation of what we'll call Proposal 4 "Ad:Visor", on the next page:

Start here



This is Sarah. Sarah lost her job last year and made a claim for Universal Credit



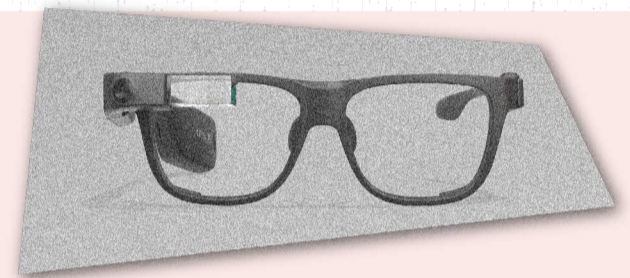
Sarah sees a message in her online Journal which is confusing



Sarah cannot go out and contacts a familiar advice organisation to ask for help with UC

UC = Universal Credit

The matter is briefly discussed with the advice organisation which books a longer appointment with Sarah the following week, posting her the pre-charged Ad:Visor spectacles which have plenty of mobile data credit



One week later...

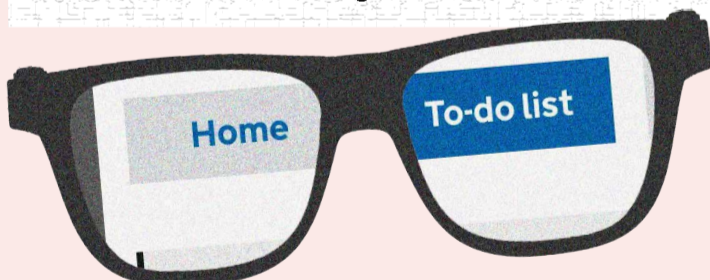
Sarah turns on Ad:Visor in advance and wears them before the call starts



Sarah and the advisor can talk to each other through Ad:Visor's built-in microphone and loudspeakers just like a normal phone call, and can optionally share the frame-mounted camera's view to show what she is looking at



The advisor can see what's in her Journal if she logs into UC on her own phone or tablet and looks at it



Sarah can show documents or letters to the advisor by gazing at them, discussing them at the same time



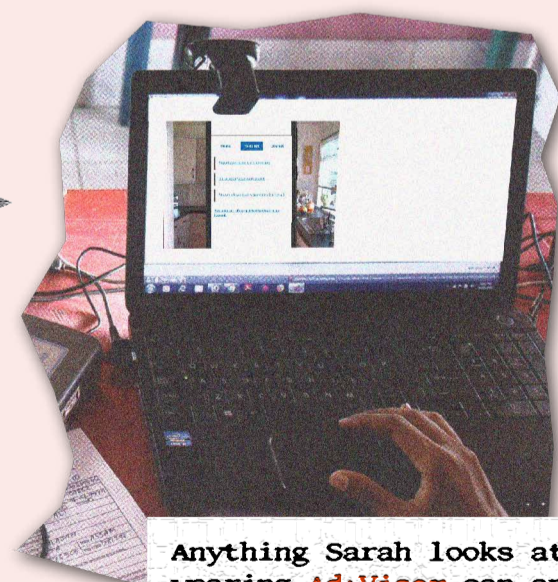
The matter is resolved in private with Sarah receiving reassurance and guidance what to do about the UC message without leaving home, and the call is concluded



Finish



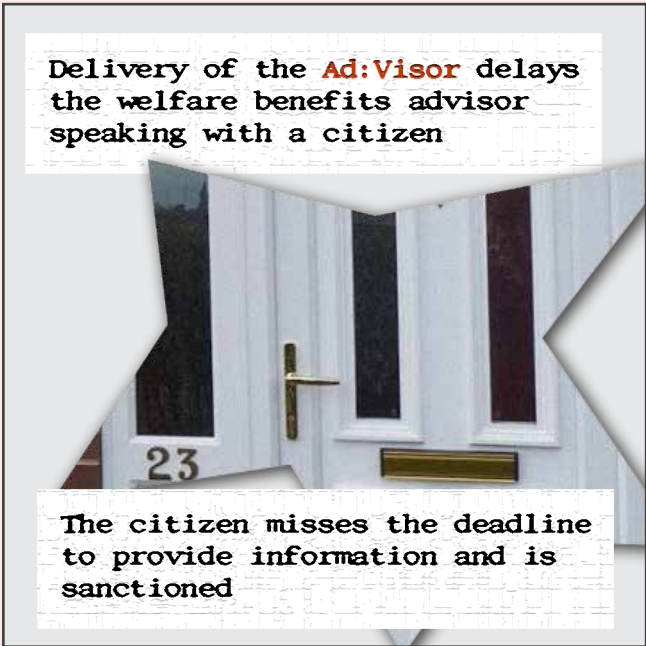
A welfare benefits advisor uses her computer to make a call to the Ad:Visor device's number



Anything Sarah looks at while wearing Ad:Visor can appear on the advisor's computer screen at the same time as they discuss her enquiry

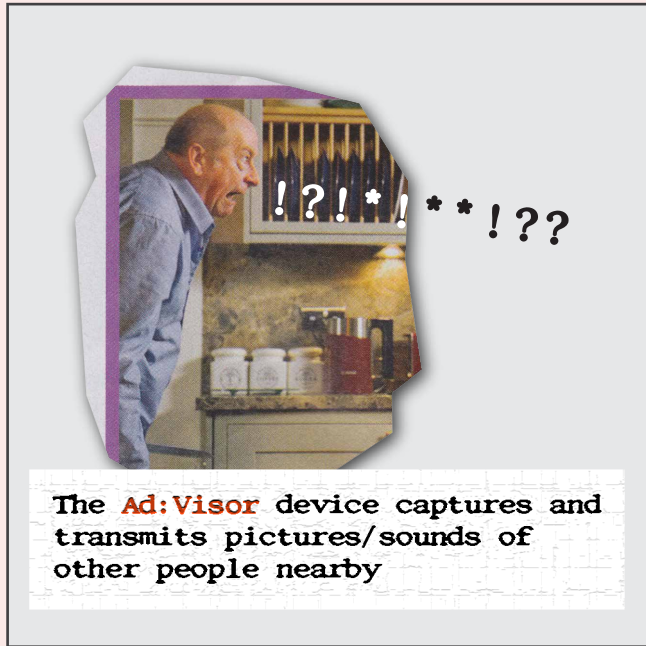
How might this go wrong?

Here are some possibilities:

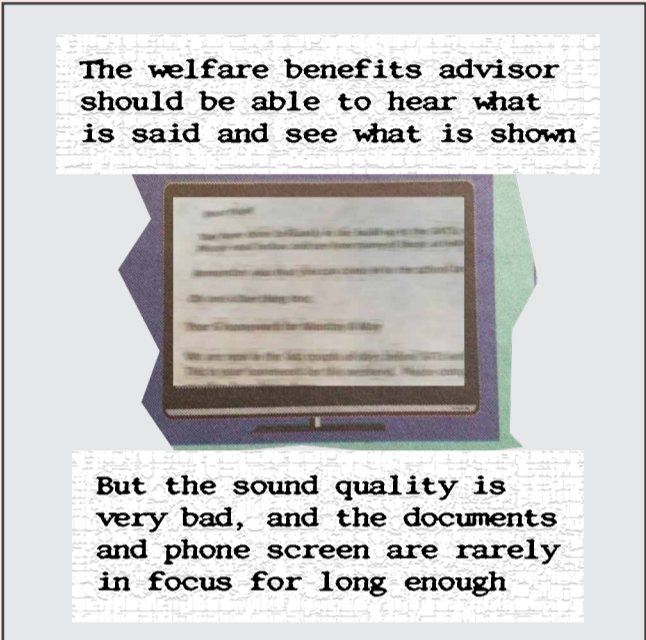
A. 

Delivery of the **Ad:Visor** delays the welfare benefits advisor speaking with a citizen

The citizen misses the deadline to provide information and is sanctioned

B. 

The **Ad:Visor** device captures and transmits pictures/sounds of other people nearby

C. 

The welfare benefits advisor should be able to hear what is said and see what is shown

But the sound quality is very bad, and the documents and phone screen are rarely in focus for long enough

What do you think?

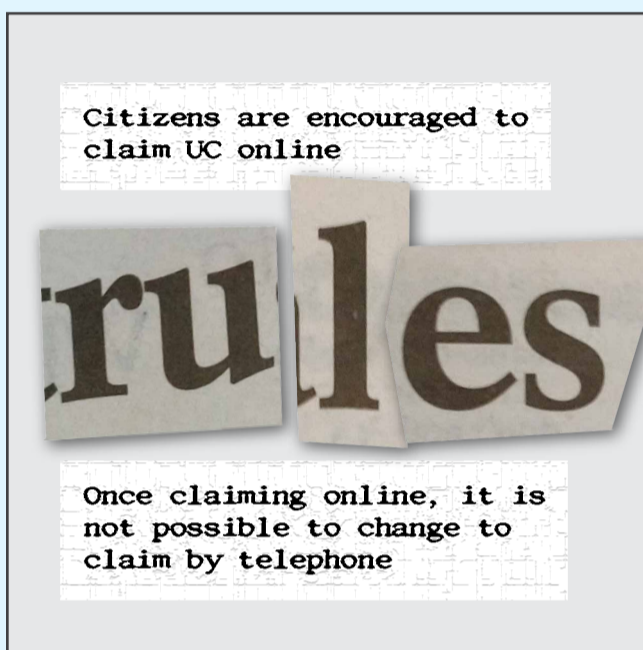
We will now ask some questions about this proposal.

Proposal 2

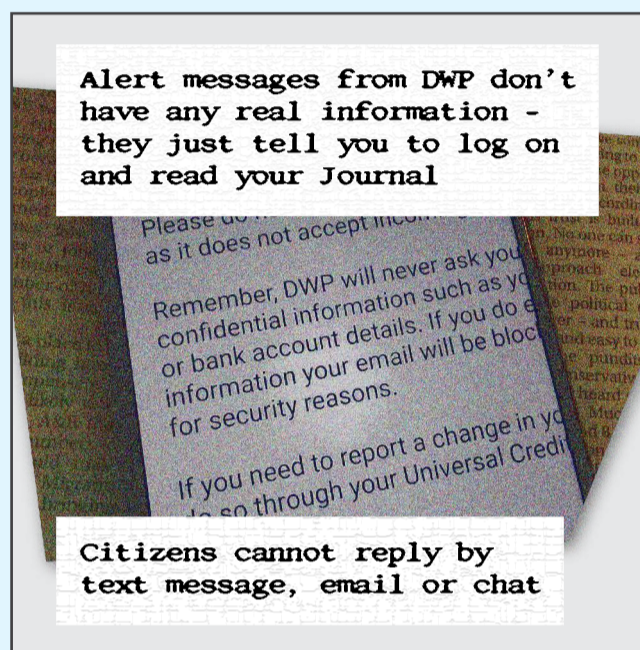
What did citizens say about Universal Credit online?

In previous interviews, some people mentioned these issues:

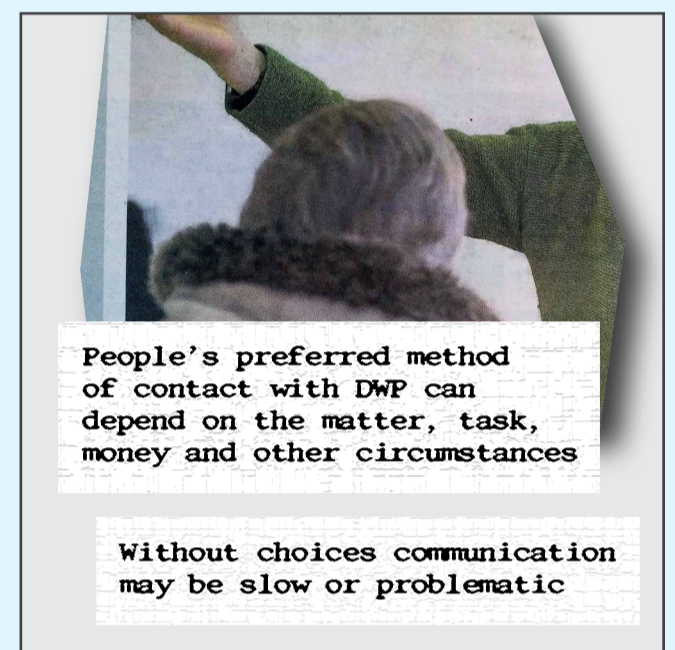
1.



2.



3.



What might help?

Proposal 2 is a service which converts Universal Credit alert messages between different methods (not just SMS text and email). The message automatically includes the related Journal note or To Do list item, rather than just being an instruction to log on. Citizens can view messages in many different ways (even in other languages and alternative formats like large print, or braille), and copy or forward messages to other people. Citizens can also reply to the message by any method, and this is automatically added to their Journal without ever logging on.

How would that work?

Have a look at the explanation of what we'll call Proposal 2 "Channel:Expander", on the next page:

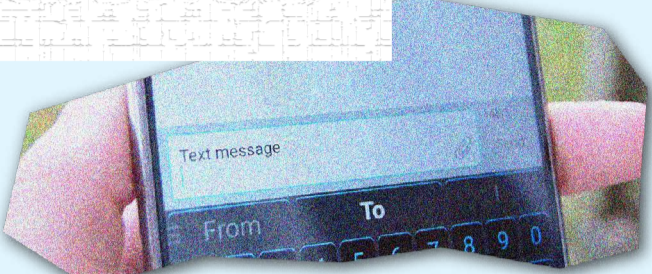
Channel:Expander

Start here



Amelia and Barry are working and receive UC due to low wages

UC = Universal Credit



Like many people, they claimed UC using the online website and selected to receive SMS message alerts



Having to log on when an alert arrives, or to add something to the Journal is time-consuming, uses data and a bit fiddly, so they joined Channel:Expander, which provides many other methods



They both have free WhatsApp data usage with their mobile phone packages and set Channel:Expander to convert all UC text messages to WhatsApp chats, sent to both Barry and Amelia



She is Italian, so chooses auto-translation, making chats simpler and quicker to cope with, and Channel:Expander deals with her replies too, converting an Italian chat reply directly into an English UC Journal entry



Ciao Amelia!



Workcoach adds a message to Barry's Journal



A new To-do item...

The message explains there is a request to upload some of Barry's older payslips



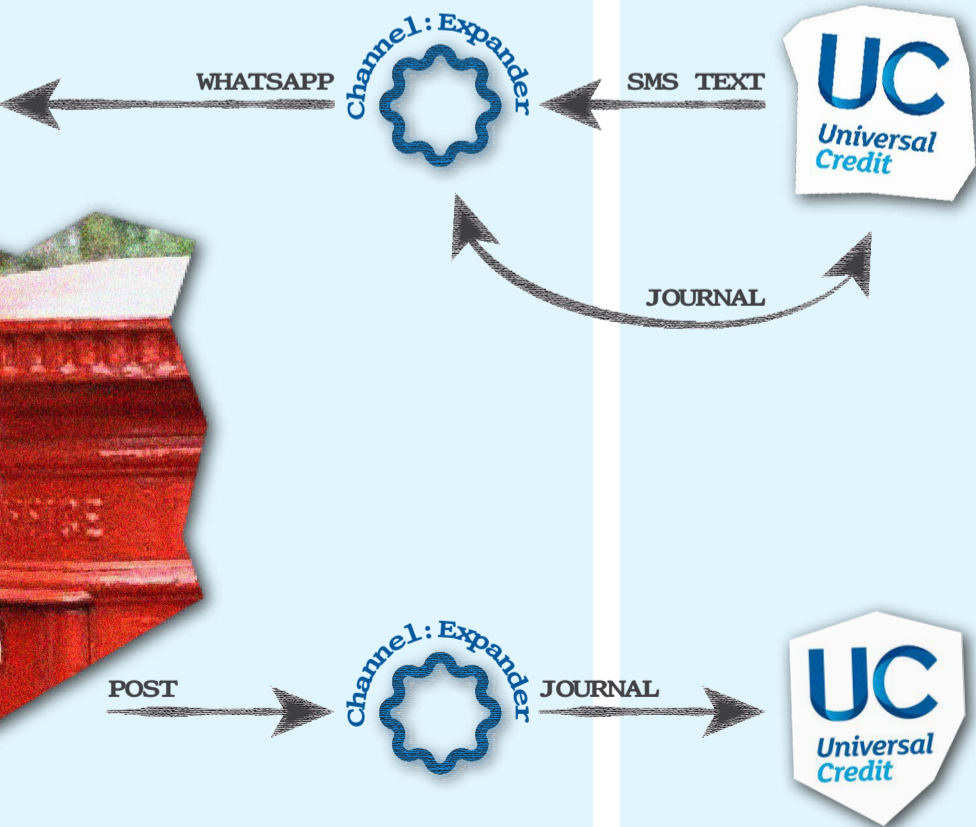
With Channel:Expander you can mix-and-match methods any way at any time - Barry cannot scan paperwork so decides to reply by Royal Mail... he just writes the alert's unique code on an envelope and inserts the payslips



He posts it on his way to work, and the Journal message has been dealt with



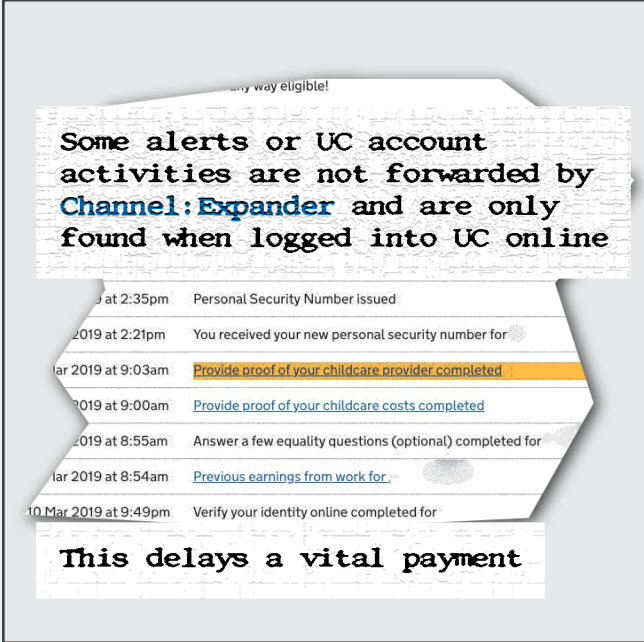
Finish



How might this go wrong?

Here are some possibilities:


A.



Some alerts or UC account activities are not forwarded by Channel:Expander and are only found when logged into UC online

This delays a vital payment

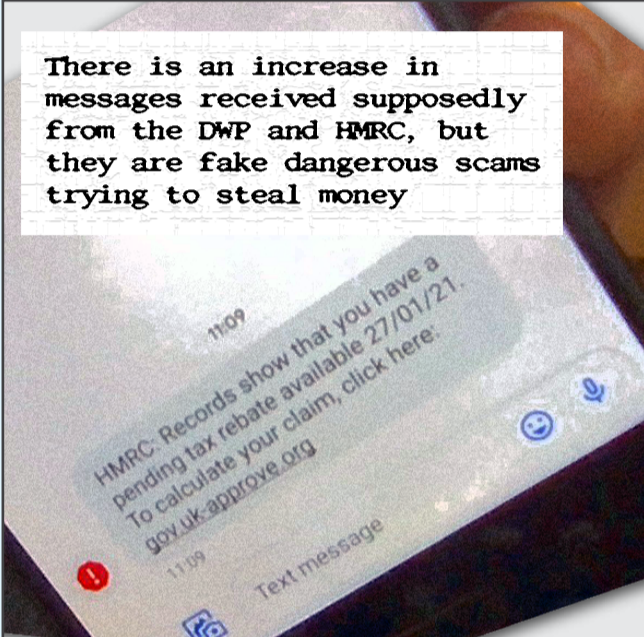
B.



Messages are redirected to more than one method to avoid missing anything important

The person becomes swamped with screen notifications and it's difficult to know which ones are to do with something new

C.



There is an increase in messages received supposedly from the DWP and HMRC, but they are fake dangerous scams trying to steal money

What do you think?

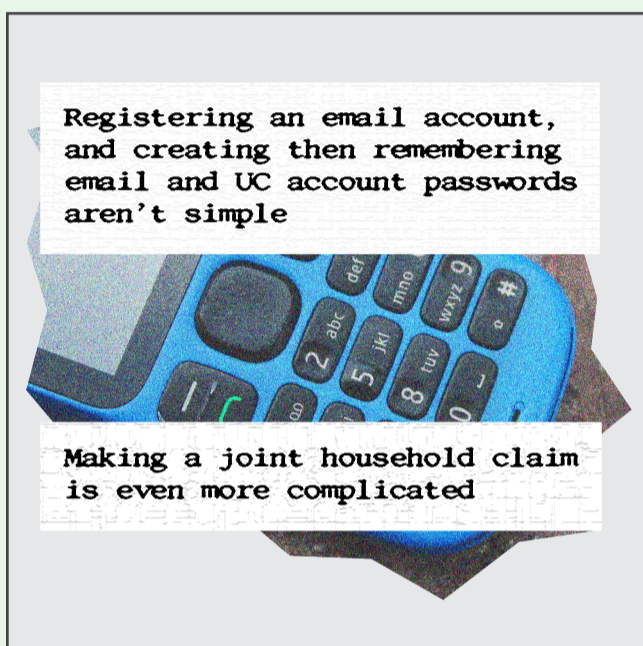
We will now ask some questions about what you think of this proposal.

Proposal 1

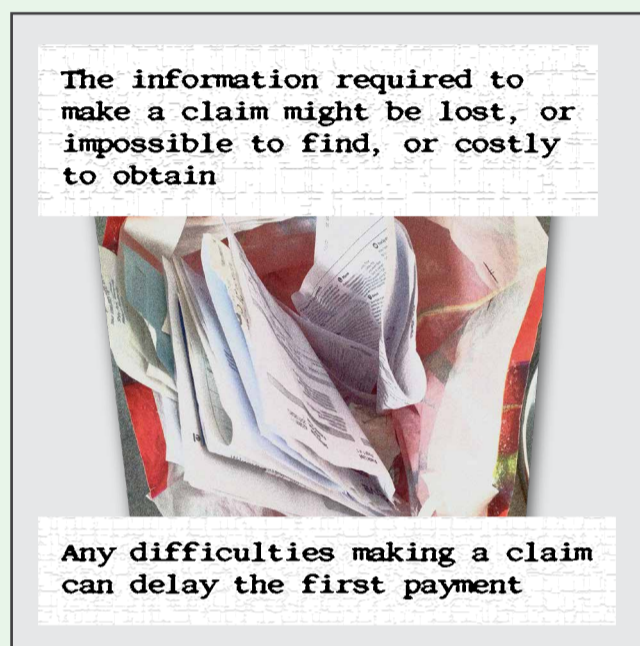
What did citizens say about Universal Credit online?

In previous interviews, some people mentioned these issues:

1.



2.



3.



What might help?

Proposal 1 is a series of guided activities for those not yet claiming Universal Credit, as a preparation measure. These include gathering together the necessary documents and other needed information, creating an email account, registering with Universal Credit and doing identify verification. The activities are undertaken online, and also physically together with local community support.

How would that work?

Have a look at the explanation of what we'll call Proposal 1, "Pre:Peer", on the next page:

Start here

UC = Universal Credit



Kate and Jo are both working but their jobs are not secure and want to be ready in case they have to claim UC

They decide to use the Pre:Peer digital platform to link up with other people doing the same preparations, share knowledge and do activities taking them through all the necessary steps that can be done in advance

Pre:Peer

Pre:Peer

Pre:Peer

Kate and Jo physically meet a Pre:Peer facilitator who helps them get going, introduces other local people and provides telephone and online support



They use the steps in the Pre:Peer physical-digital workbook to gather and add all the information, evidence, identity documents and so on, and are shown how to import some details from government systems and elsewhere

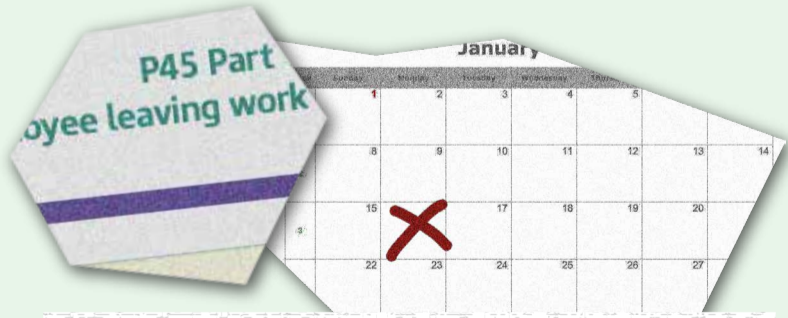
Different people have their own particular circumstances and are at various stages of preparation, so there is plenty of diversity in community support available



Pre:Peer registers linked UC accounts for their household and uploads the identity verification information, creating email accounts too if needed

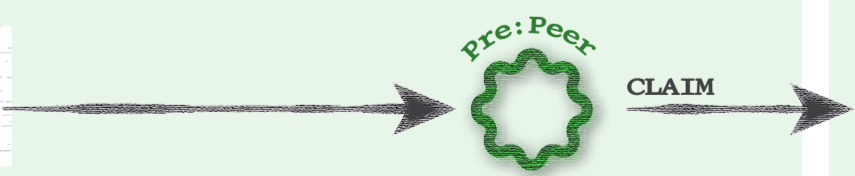
The UC accounts wait, ready for speedy use when needed, preventing anyone else using their identities to make UC claims

A few months later...



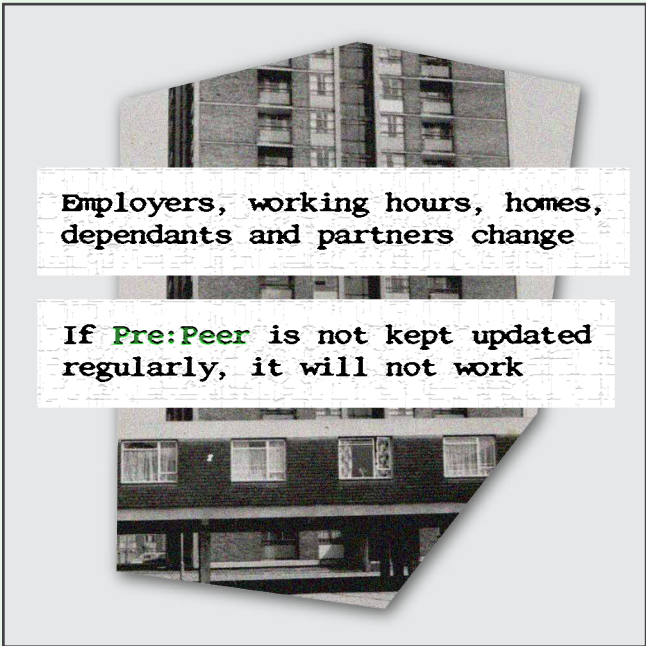
Kate's employment ends suddenly without notice - straight away they use Pre:Peer to submit the previously prepared claim

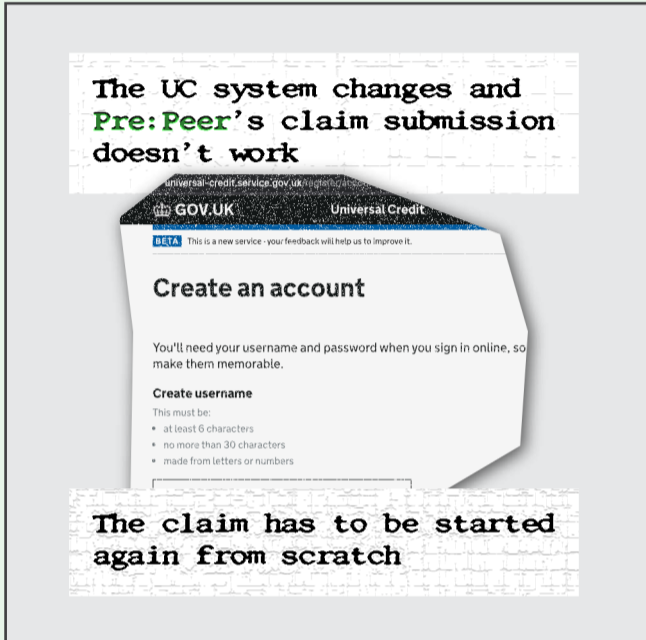
Finish




How might this go wrong?

Here are some possibilities:

A.  Employers, working hours, homes, dependants and partners change
If Pre:Peer is not kept updated regularly, it will not work

B.  The UC system changes and Pre:Peer's claim submission doesn't work
GOV.UK Universal Credit
Create an account
You'll need your username and password when you sign in online, so make them memorable.
Create username
This must be:
• at least 6 characters
• no more than 30 characters
• made from letters or numbers
The claim has to be started again from scratch

C.  If UC is never claimed, all the advance effort is a waste of time

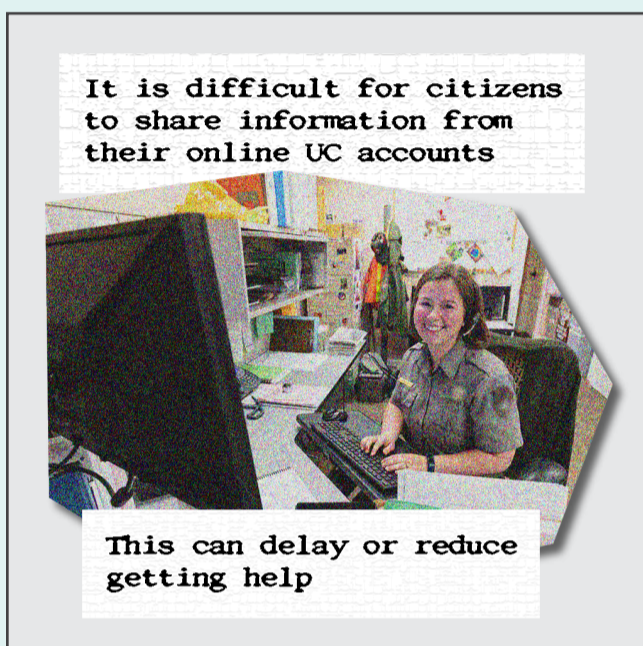
What do you think?

We will now ask some questions about this proposal.

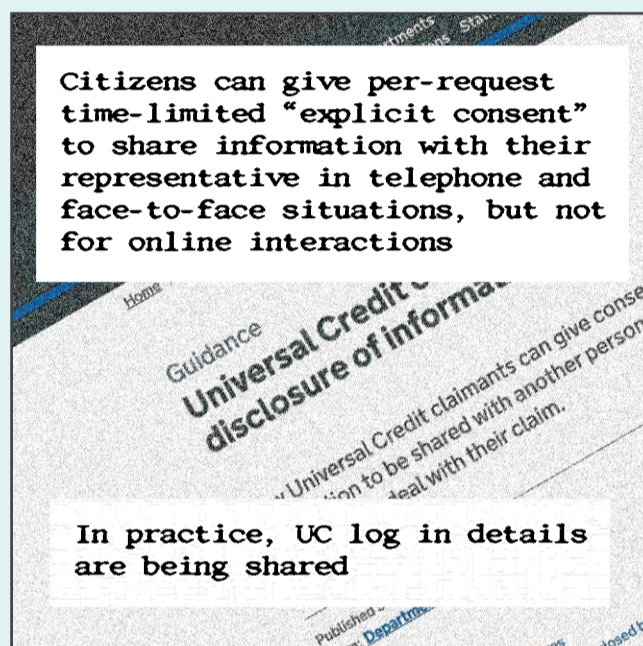
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In previous interviews, some people mentioned these issues:

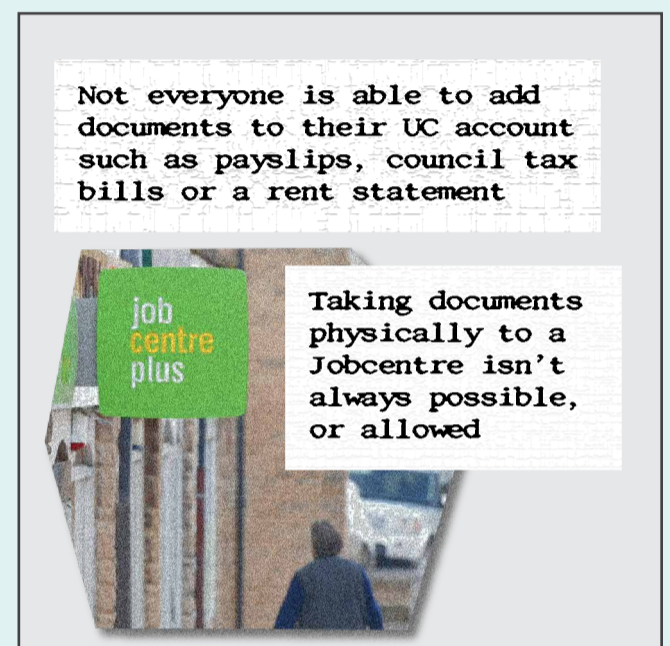
1.



2.



3.



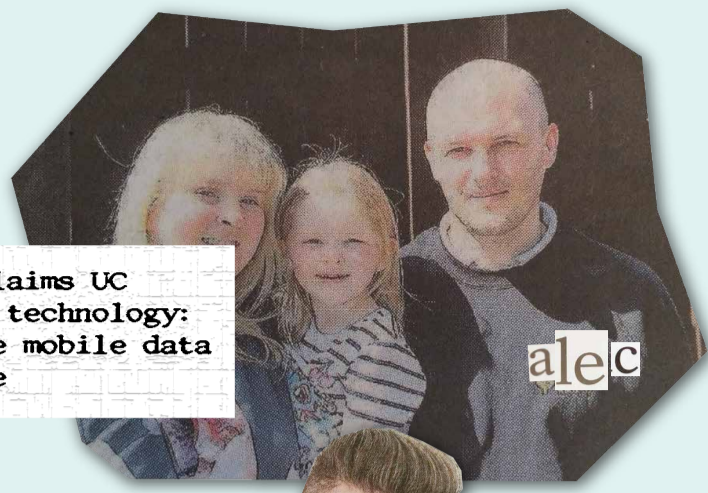
What might help?

Proposal 3 is a service which allows citizens to give other people (e.g. relative, carer, benefits advisor) access to their online Universal Credit account. This can be briefly or for a longer period of time, and the citizen chooses which aspects the other person can see (such as Journal messages and To Do list but not payments) and whether they can make changes (such as replying to a Journal message, recording work search or reporting a change of circumstances).

How would that work?

Have a look at the explanation of what we'll call Proposal 3 "You:See", on the next page:

Start here



Alec has an account and claims UC online but dislikes using technology: he and his wife don't have mobile data or internet access at home

But his nephew Sam is really good with computers and by using You:See Sam can log in to Alec's UC account, never seeing the real log in details



After looking at the online UC account, Sam phones Alec to tell him if he needs to do anything - Sam can add Journal messages later if necessary

UC = Universal Credit
DLA = Disability Living Allowance

Some time later...

Alec's young daughter is now on DLA and his wife on Carers Allowance, but does not understand why his UC hasn't changed

Alec contacts a local welfare benefits service and gives them access to his UC account via You:See, so a benefits specialist can read his Journal

The advisor looks at Alec's account and the benefit award letters, and uses a benefit rights checking tool, which confirms he has been underpaid for some time

After speaking with Alec by phone, the advisor uploads supporting evidence to UC online and makes a carefully worded Journal entry highlighting the issues and requesting they are investigated



You:See records when and which UC pages were viewed and any changes made, keeping this audit trail permanently in case of any misunderstandings or disputes

The following week...

When Sam next logs on, he sees a Journal message confirming there has been an underpayment, the new award rate and when the backdated amount will be paid - he phones Alec to tell him the good news


Alec is really pleased it's all sorted

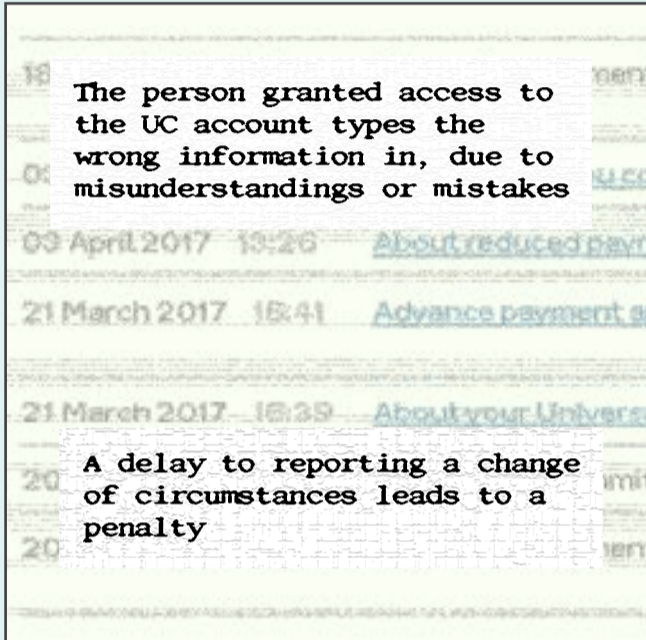



Finish

How might this go wrong?

Here are some possibilities:

A. 

B. 

C. 

What do you think?

We will now ask some questions about this proposal.