

Universal Credit implementation for Gloucester – Initial plans (November 2017)

Gloucester City will be providing a Universal Credit Full Service from February 2018.

In preparation for the changes that Universal Credit (UC) will bring and to ensure that all stakeholders are included, Civica are engaging with their UC specialist who has already been through the roll out of full service in the Forest of Dean and is currently assisting other areas with their plans for implementation.

An action plan is currently being put together and this will be in draft format by the end of November.

A Board of key staff members and partners from Civica and Gloucester City Council has been created to govern the project and ensure that as a City we are providing the support required of this implementation across all service areas involved. The Department of Work and Pensions will be attending and providing support and real-time updates throughout the coming months.

Awareness raising sessions will be arranged to start in November with the assistance of the DWP. This will enable all stakeholders to get an overview of the service and its implications to see potentially where they fit in with the planning and communications. These sessions will also enable us to establish existing support available and where more focus is needed leading up to the implementation.

Some of the key functions contributing to a successful implementation will be the customer journey and the face to face interaction to be provided by Customer Services (Gloucester City Council). A review of the support and services is currently underway and plans to ensure the provision of additional support is available for those transitioning to a more self-serve experience when visiting Gloucester City Council.

Universal Credit full service will present climate change and operationally we aim to work more efficiently; enabling customers to take control of their financial future. As a Local Authority we aim to provide the customer with the necessary tools to ensure their success and support financial inclusion throughout each step of the process.

In January 2018 a briefing session will be arranged to provide an update on the progression of this project and advise members of the customer journey and the types of questions they may receive from constituents. This will also give them the opportunity to ask their own questions and feel more confident once we reach the live date.