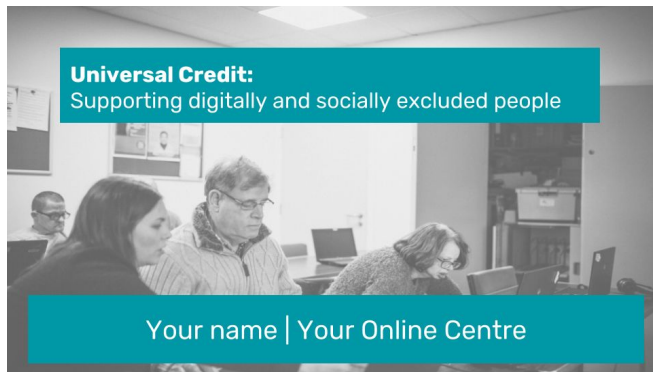


Universal Credit - Supporting digitally and socially excluded people

Purpose of the training:

This training has been developed to:

- Raise awareness of Online Centres, both nationally and locally, and what they offer to their local community.
- Give an overview of digitally excluded people.
- Connect the work done in Online Centres with the support offered by Citizens Advice or other organisations.



Universal Credit: Supporting digitally and socially excluded people

Introduce the session aims:

- Overview of where people can get support with making a claim online.
- To show the resources available online which can help people who are unsure about making a claim, or who may need more help.
- To explore some of the different challenges people face to claiming Universal Credit, and thinking through what we can recommend to help these people.

Your Online Centre name

Your logo or an image of your organisation

Your mission statement or the main aims of your organisation goes here.



Introduce the Online Centres Network

Key messages:

- Online Centres are places within the community that people can go to access computers and internet for free or at little cost.
- They also help people get online, through informal one-to-one support, or more formal training sessions.

11.3 million people (21% UK Adults) lack basic digital skills



This statistic shows us why the work of Online Centres is so vital. There are still 11.3 million people who don't have the basic skills they need.

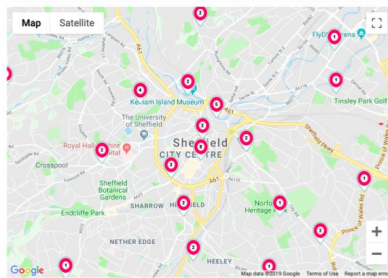
- Does this figure surprise anyone in the group?
- It's important to note that this figure doesn't take into account access, which is a major barrier for people applying for and claiming Universal Credit.



These figures are from a DWP report ([Universal Credit Full Service Survey](#)) published in July 2018.

- 46% weren't able to claim without help from someone else
- 26% of people couldn't claim because they were unfamiliar with computers - so didn't have the skills they needed to apply online.
- 16% were unable to access computers and the internet in order to claim online.

www.onlinecentresnetwork.org/ournetwork/find-centre



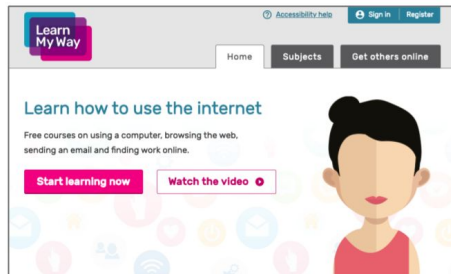
So it's really important that these people are able to access the help they need. This map shows the Online Centres available in the local area.

Demonstrate the Online Centres website map. You could show where your Centre is and talk about the support that you're able to offer, and then run through a few of the Centres in the local area too.

Questions so far?

Short break for questions.

www.learnmyway.com

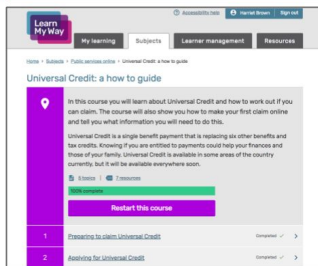


Learn My Way is a website with courses for people to learn how to use the internet, which is free for anyone to use.

- Has anyone in the room heard of Learn My Way before?
- Run through some of the courses available e.g. Using a Keyboard, Using a Mouse to things like online shopping and online safety.

If the group have laptops, spent 10 minutes getting people registered and having a brief run through of the courses available.

www.learnmyway.com/courses/universal-credit-a-how-to-guide



Who is it for?

- Someone who wants to find out more about Universal Credit.
- Someone who is unsure if they should apply.
- Someone who finds information on GOV.UK site too advanced.

Who isn't it for?

- People with no digital skills.
- People with limited English language skills.
- People who need to make a claim urgently.

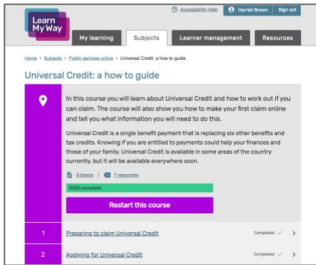
There is also a guide on Learn My Way which helps people to understand Universal Credit.

Run through the 'Who is it for?' and 'Who isn't it for?'

Key messages:

- All the information in the guide is from GOV.UK. It's been written to a reading age of between 7 and 11 so that some of the complex language of benefits is easier to read and more accessible.
- It doesn't teach someone to make a claim or take them through how to fill in the application form.
- If someone needs to urgently make a claim, prioritise that over looking at the guide, and get them to come back to the guide at a later stage.
-

www.learnmyway.com/courses/universal-credit-a-how-to-guide



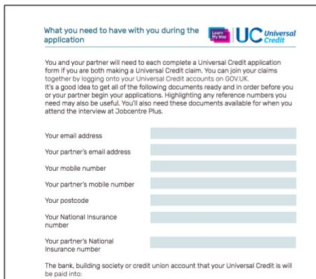
5 Topics

1. Preparing to claim Universal Credit
2. Applying for Universal Credit
3. Your claim is being processed
4. Receiving Universal Credit
5. Universal Credit & working

There are 5 topics. Each topic deals with a different stage of claiming and maintaining Universal Credit.

- Each topic takes about 10 minutes to complete.
- As each topic runs through a different stage of the Universal Credit process, it's better to complete them when it's relevant. Some of the topics might not be relevant, like Universal Credit and working.

Checklist: Individuals/Couples



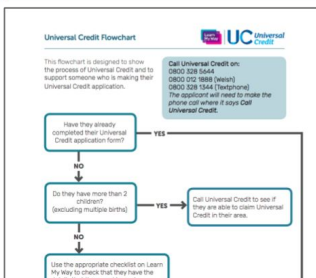
- Person applying can have all the relevant details in one place:
 - Reference numbers
 - Details of rent and other income
 - Documents they'll need to find.

There also printable PDF resources which could be useful for someone making their Universal Credit claim.

Checklist:

This checklist helps someone collect the relevant information they need to complete their claim. It might be useful for someone who doesn't have access at home and has to make their application online but away from the home.

Universal Credit flowchart



Simplified process chart to help someone:

- Find where they are in the process.
- Understand 'what next?'
- Understand when they might need to call Universal Credit for more support.

Flowchart:

The flowchart helps someone to see at a glance where they are in the process. Often people might feel lost and not understand what's expected of them next.

This flowchart could be used with the claimant to identify next steps.

Who are you supporting?



Now that we've talked about Online Centres and the resources available, we can now have a think about who this support is for.


Ask the group to share examples of who they will be/are supporting with Universal Credit. You could write these up on a whiteboard or flip-chart paper if it's available.

Who are you supporting?

Confidence with digital:
Low? Medium? High?

Background:
What else has led to them needing more support?

Barriers:
What is / could get in the way of them claiming or maintaining their claim?

Persona	
No access to computers or the internet	
	Name:
	Confidence with digital:
Background:	
Barriers:	

Now we've thought about the people who you will be/are helping, we're going to create some personas based on these.

Persona exercise (part 1)

Ask the group to get into pairs or groups of 3. Hand out one of each of the personas to each pair/three.

- Fill in the persona based on the real people you can think of.
- Each of the personas has a challenge, so base your persona around this.
- Make the persona as fully formed as possible, as you'll be swapping with other groups.

Persona exercise (part 2)

When groups have filled in each of the personas, ask them to swap these over with other groups and pairs. The task now is to identify what support they'd recommend to the person in the persona and why. Examples of the support could be:

- *Helping them to find their nearest Online Centre for access or support.*
- *Recommending the Learn My Way guide.*
- *Other online resources (e.g. Citizens Advice).*

Feedback on each persona.



Thank you

Your email
Your Centre name

Session wrap-up

You may want to give out details of your Online Centre and share your contact details if they have any question.