



WELFARE REFORM AND CARE EVENT

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Universal Credit

1. Which benefits will universal credit replace?

Universal credit will replace

- Housing benefit
- Income based job seekers allowance
- Income based employment support allowance
- Child tax credits
- Working tax credits

Universal Credit

2. How are claims for universal credit made?

The majority of claims will need to be made online. Only in exceptional circumstances will you be able to make claims through other methods.

Universal Credit

3. How often will universal credit be paid?

Payment will be monthly in one payment; this will include the housing component.

Universal Credit

4. What will claimant be required to do, to receive universal credit?

Those receiving universal credit will be required to agree to a claimant commitment

Claimant Commitment

5. What is a claimant commitment?

It is a legal binding agreement between the claimant and job centre.

Claimant Commitment

6. What will be contained in the claimant commitment?

What is contained within this depends on the work related group the individual is placed in. If the claimant is ready and available for work most will contain, online job search, job searching in newspaper and approaching employers directly.

Claimant Commitment

7. What happens if a person doesn't comply with other claimant commitment?

They are sanctioned.

Internet Access

8. What is the percentage of households in Scotland with internet access?

78% of households have internet access in Scotland.

Internet Access

9. What percentage of households in Scotland with an income of less than £15,000 per year have internet access in their own homes?

56% of households with annual income of less than £15,000.

Internet Access

10. What percentage of people never use the internet?

68% - This is MORI research with Carnegie Trust based in Glasgow; includes lapsed users – may have tried once or twice.

Internet Access

11. What are the top three reasons for not going online?

- i. family or friends go online for me
- ii. prefer to do things in person
- iii. worries about security

Internet Access

12. Communication items owned by households by percentage:

Standard TV	88%
Standard mobile phone	73%
Freeview	63%
Landline	62%
TV subscription package	46%
Computer/Laptop	33%
Broadband internet	39%
Smartphone	37%
Tablet computer	20%
Internet TV	8%

Internet Access

13. What three specific groups of people are offline?

Older people, unemployed, social rented sector.

Internet Access

14. What percentage of people on incomes less than £10,000 access the internet at public libraries in Scotland?

12% of people within come less than £10,000 a year, who use the internet for personal use stated they access internet in public libraries.

Internet Access

15. What percentage of people in Scotland in 2013 had used the government website to apply for benefits?

5% of people used government websites to apply for benefits.

Internet Access

16. What percentage of Dundee's population live in one of the 15% most deprived areas of Scotland?

29.3%.