

## ANNEX C

### **Live Service and Digital Service - information**

Part of the DWP's 'twin-track' approach to delivering UC is by developing a strategic 'Digital Service', whilst learning from further roll-out of a 'Live Service'.

The following, details the roll out of the Live Services and Digital Services

#### **The Live Service:**

**April 2013:** began roll out of UC to limited claimant types (single jobseekers). The DWP aims to use the Live Service to roll out UC and 'test and learn' about processes and policy as it evolves.

**June 2014:** DWP started taking some new UC claims from job-seeking couples, and singles who are also claiming housing benefit, expanding to around 100 Jobcentres by the end of 2014 (mainly in NW England).

**November 2014:** DWP started taking some new UC claims for families with children (in existing live areas).

**February 2015:** DWP started first tranche of 'accelerated' national roll out to expand UC to all 700 Jobcentres by March 2016 (for new claims for single jobseekers with uncomplicated claims only).

#### **The Digital Service:**

In parallel, the DWP is developing and testing a new 'Digital Service' which it intends will eventually enhance the features and functionality of the current Live Service operation. The Digital Service also deals with more complex cases

**November 2014:** DWP started early tests of this service in selected postcodes in Sutton and Croydon

**November 2015:** planned date for testing its Digital Service at high volumes before nationwide adoption.

**May 2016:** the DWP's planned start for rolling out its new Digital Service to claimants nationwide.

**December 2017:** DWP expects no new claims to legacy benefits.

**January 2018 to December 2019:** the DWP's planned dates for completing the transfer of approximately 93 per cent of working age claimants on to UC.

To date there is still little information as to the success or otherwise of the Digital Service. It should be noted that the roll out of UC hinges on the development of the software.