

42 Issue Groups

Citizens may be unable to visit or receive face-to-face advice and support due to work, caring, health, distance, poverty, shame, movement restrictions, etc.

Difficulties sharing digital device screen or printed correspondence when using a telephone for both internet access and speaking with an advisor, and sometimes also to the Helpline.

Complex, ever-changing benefits regulation, where the inter-relationships between employment and benefits are not clear.

People's changing circumstances have a direct effect on eligibility and awards; often this is reliant on Journal messaging.

Delays by citizens understanding and responding to Journal entries, and reporting changes, can lead to sanctions.

Eligibility checks and claim forms request similar information again-and-again, which cannot all be remembered accurately.

Keeping facts and other important documents to hand and sorted can be problematic.

Difficulties sharing documents for discussion/evidence.

Universal Credit is either online or telephone, and once online cannot change to telephone-based.

System message alerts can only use email or SMS and just inform citizens to log into the system or make a telephone call.

People's communication channel preferences vary depending on the issue, the task, and their circumstances at the time.

People cannot accurately recall everything they are asked to do, explanations of rules/processes, or what they said themselves.

Relationships and trust are not built when the civil servant involved (e.g. agent) can be different with every interaction.

Citizens routinely do not have access to official telephone call/chat recordings (but are available on request for Tribunals).

Universal Credit claims have been made in other people's names without their knowledge.

Log-in credentials may be weak and sharing is not uncommon when assistance is required.

Bank details for payments can be amended.

Universal Credit online is only available in Welsh and English.

Many people use mobile phones to access Universal Credit but the interface is much more usable on larger-screen devices.

The meaning of form questions, or implications for citizens of their choices, is not clear or always understood.

Data entry inaccuracies can lead to delays/sanctions.

Messages can be required actions but may be informational.

Missing messages or not responding quickly enough to important requests can lead to payment delays or sanctions.

Key actions are somewhat hidden by only being in the unthreaded Journal and To Do List online.

There can be long delays getting responses from Agents.

Citizens often do not have copying, scanning and printing capabilities themselves, yet are needed to submit evidence or share information with intermediaries.

Fixed internet and mobile data are expensive.

Citizens need regular internet access to make and maintain claims online, or call time for telephone claimants.

Creating log-in details and getting the required information is not always easy and errors lead to delays.

The sooner a claim for Universal Credit can be made when needed, the sooner the first payment will be.

Identity verification has to be undertaken again from scratch with each new Universal Credit claim

A lack of domain knowledge undermines communication.

Citizens sometimes have to resort to using complaints processes to progress their enquiries or to get decisions made.

Mandatory Reconsiderations/Appeals are generally not online.

It is difficult to gather and assemble all relevant information to challenge an action, support a complaint or appeal

Jobsearch effort is often required yet is time-consuming, repetitive and slow.

Logging Jobsearch is laborious and time-consuming.

Most vacancies and job application processes are online requiring regular internet access and use.

Longer-term unemployed need greater guidance and support.

Existing appointee process is formal and absolute.

Explicit consent to discuss a matter on a claimant's behalf is time-limited, task-restricted and only applies to telephone calls and face-to-face appointments (not online).

Many citizens get help from friends, family and advisors, but this is not reflected in how the system is designed.