

## Number 1

What did citizens say about Universal Credit online?

In previous interviews, some people mentioned these issues:

1. Registering an email account, and creating then remembering email and UC account passwords aren't simple. Making a joint household claim is even more complicated.
2. The information required to make a claim might be lost, or impossible to find, or costly to obtain. Any difficulties making a claim can delay the first payment.
3. Identity verification is a bottleneck. Payment fraud happens to honest citizens.

What might help?

Physical and digital activities to be undertaken online and physically together with local community support before needing to claim Universal Credit. This involves gathering necessary documents and other needed information, creating an email account, pre-registering with Universal Credit and undertaking identity verification.

How would that work?

Have a look at the explanation of what we'll call number 1 "Pre:Peer", on the next page:

Pre:Peer

Start here.

Kate and Jo are both working but their jobs are not secure and want to be ready in case they have to claim UC.

They decide to use the Pre:Peer digital platform to link up with other people doing the same preparations, share knowledge and do activities taking them through all the necessary steps that can be done in advance.

Kate and Jo physically meet a Pre:Peer facilitator who helps them get going, introduces other local people and provides telephone and online support.

They use the steps in the Pre:Peer physical-digital workbook to gather and add all the information, evidence, identity documents and

so on, and are shown how to import some details from government systems and elsewhere.

Different people have their own particular circumstances and are at various stages of preparation, so there is plenty of diversity in community support available.

Pre:Peer registers linked UC accounts for their household and uploads the identity verification information, creating email accounts too if needed.

The UC accounts wait, ready for speedy use when needed, preventing anyone else using their identities to make UC claims.

A few months later...

Kate's employment ends suddenly without notice – straight away they use Pre:Peer to submit the previously prepared claim.

Finish.