

**DWP Update 29.07.20**

**Run-on of legacy benefits introduced for new Universal Credit claimants**

On 22 July, we introduced a run-on of legacy benefits for those moving to Universal Credit, to provide them with extra support.

This means if someone’s existing claim of income-based Jobseeker’s Allowance (JSA), income-related Employment and Support Allowance (ESA) or Income Support ends due to them applying for Universal Credit they will now receive a new, additional payment, worth up to two weeks of their legacy award.

The one-time run-on payment does not need to be paid back, and will be paid automatically to eligible claimants when they claim Universal Credit for the first time. It will not affect the amount of Universal Credit they receive.

Run-on payments will also be made for other premiums claimants have been receiving prior to moving over to Universal Credit, including Enhanced Disability Premium, carer premium or ESA work-related activity component.

[Find out more](http://news.dwp.gov.uk/dwplz/lz.aspx?p1=MZhDU2NTM4OFMyODE0OjIyNUJBMzlBQUNCNjA5NTYyNDQ1ODk3RkVBMTVFQTk5-&CC=&w=72857)

#### **Third Party Payment Enquiries**

The way in which Third Party Creditors, Landlords and UC agent contact the Third Party Payment Team is changing. DWP Payment Services Team currently provide a Helpline and mailbox service, for dealing with Third Party Payment (TPP) enquiries. This service is for DWP Third Party Payment Creditors, Landlords and UC agents only and is unable to resolve queries from claimants, from creditors who do not yet have a Third Party Payment creditor reference number, or from private landlords querying a direct rent payment.

Due to the impact of the Coronavirus pandemic, the TPP team will be operating a mailbox only service with effect from **Monday 20 July 2020**. You can contact Payment Services via the email address: DWP TPP Enquiries). Creditors and Landlords will be asked to use the [TPP Query Template](https://intranet.dwp.gov.uk/file/790188/download/TPP%2520Query%2520Template.docx)  (also available on [GOV.UK](https://www.gov.uk/government/publications/how-the-deductions-from-benefit-scheme-works-a-handbook-for-creditors)).  The TPP team will aim to respond to queries within 10 working days of receipt.

Creditors have been asked to first check the [TTP Creditors Handbook](https://www.gov.uk/government/publications/how-the-deductions-from-benefit-scheme-works-a-handbook-for-creditors/universal-credit-third-party-payments-creditor-and-supplier-handbook), alongside checking any payment queries with their own finance teams before contacting the Third Party Payments Team.

**Please do not give this email address to claimants as the TPP team will be unable to help them**

#### **Lasting Power of Attorney (LPA) Online Service**

From [17 July 2020](https://www.gov.uk/government/news/new-online-service-to-improve-lasting-power-of-attorney) all newly registered LPAs with the Office of the Public Guardian will at registration stage be offered an online account, and can then self-generate an Access Code, enabling 3rd parties to view evidence of LPA.

LPAs can then choose to provide the Access Code to organisations to verify the LPA online via GOV.UK, removing the requirement to submit paper documents.

#### **Check Your State Pension – Name Change**

Check your State Pension is an award winning live digital service enabling people under State Pension age to view a forecast online. The service went live in 2016 and has been viewed in excess of 21 million times.

Even when a service is live it’s important to keep monitoring, researching and iterating to improve the user experience. As a result the service will now be called Check Your State Pension forecast. [Read](https://dwpdigital.blog.gov.uk/2020/07/17/designing-to-improve-a-live-pension-service/) about why this change has been deployed to improve the service even further. The name change does not alter where the service can be found on [GOV.UK](https://www.gov.uk/check-state-pension)

#### **Health and Care Visa**

The [new Health and Care Visa](https://www.gov.uk/government/news/government-launches-health-and-care-visa-to-ensure-uk-health-and-care-services-have-access-to-the-best-global-talent) will make it cheaper, quicker and easier for healthcare professionals from around the world to come to the UK.

#### **Boost for Tax Payers**

HMRC is reminding people that anyone who has difficulty paying their second 2019 to 2020 [Self Assessment](https://www.gov.uk/government/news/11-billion-boost-for-taxpayers-facing-difficulty-due-to-coronavirus-covid-19) payment on account can take advantage of automatically deferring the payment until 31 January 2021.

#### **Range of Support for EU Settlement Scheme**

Eight charities in Scotland, and 57 organisations and local authorities across the UK, awarded up to £17 million in funding to [help vulnerable EU citizens](https://www.gov.uk/government/news/home-office-minister-commends-scottish-charitys-work-supporting-eu-settlement-scheme) apply to the EU Settlement Scheme.

#### **English Language Learning - England**

[£5.1 million](https://www.gov.uk/government/news/thousands-to-benefit-from-high-quality-community-based-english-language-learning) has been awarded to the English for Speakers of Other Languages for Integration Fund for classes and language learning activities in 30 areas across England. The new programme will offer English language sessions to those with little or no written or spoken English.

**Reintroduction of medical evidence**

As part of the Department's response to COVID-19, the requirement to provide medical evidence to support claims to Employment and Support Allowance (ESA) and New Style Employment Support Allowance (NSESA) was deferred. We are now reintroducing this requirement on a phased basis. All new claims received from 10 July 2020 for ESA and NSESA must be supported by medical evidence.

For claims in existence prior to 10 July 2020, medical evidence will be introduced gradually and we will write to all of those claimants advising the date from which they are required to provide evidence in the coming weeks.

[Find out more](http://news.dwp.gov.uk/dwplz/lz.aspx?p1=MZhDU2NTM4OFMyODE0OjIyNUJBMzlBQUNCNjA5NTYyNDQ1ODk3RkVBMTVFQTk5-&CC=&w=72858)

**Video Relay Service (VRS) - Support for deaf British Sign Language (BSL) users**

The Video Relay Service has now been made available for people claiming [Maternity Allowance](http://news.dwp.gov.uk/dwplz/lz.aspx?p1=MZhDU2NTM4OFMyODE0OjIyNUJBMzlBQUNCNjA5NTYyNDQ1ODk3RkVBMTVFQTk5-&CC=&w=72859) and those accessing support from [Child Maintenance Options](http://news.dwp.gov.uk/dwplz/lz.aspx?p1=MZhDU2NTM4OFMyODE0OjIyNUJBMzlBQUNCNjA5NTYyNDQ1ODk3RkVBMTVFQTk5-&CC=&w=72871) and the [Child Maintenance Service](http://news.dwp.gov.uk/dwplz/lz.aspx?p1=MZhDU2NTM4OFMyODE0OjIyNUJBMzlBQUNCNjA5NTYyNDQ1ODk3RkVBMTVFQTk5-&CC=&w=72861). This service allows customers to make an inbound call to DWP via a British Sign Language interpreter using a video connection. There is no need for anyone to be in the same location and customers do not have to book the service in advance.

We will provide further communications as the service continues to be rolled out.

#### **Disabled People's Organisation (DPOs) Forum**

The Disability Unit has established a [new DPOs Forum (link is external)](https://www.gov.uk/government/news/disabled-peoples-organisations-dpos-forum-launches-this-month) to strengthen its engagement with disabled people. Membership will include national disabled people’s organisations, regional organisations and chairs of our Regional Stakeholder Networks. Members will be from DPOs, have lived experience of disability themselves, or represent others that do.