

Case Management

The Universal Credit Full Service model is based on a concept called Case Management.

Case Management is a way of clearing all the work needed on an individual case, all the time, every time the case is accessed.

This means we will provide a quality, effective service to our claimants and support them into work, to get more work or move them closer to work. It also means we can ensure that more payments are accurate and received on time. An effective Case Management operation means building a relationship and trust with claimants and understanding their individual circumstances.

This document will contain a developing series of products developed to support the case management approach in Universal Credit Full Service.

What's new?

The understanding the claimant history and journal products provides an overview of the claimant history and journal. It also provides standard journal entries that must be used when communicating with a claimant.

The Road to Success product provides the four things that must be followed to ensure:

- excellent service to support claimants
- more payments are correct and on time
- improvements to the service can be made where relevant