

Announcement about selection of DWP and HMRC Universal Credit sites

Staff in DWP and HMRC were told on 28 February 2012 about the process and principles that are being used to decide which telephony and processing sites will deliver the first phases of Universal Credit (UC). The sites have not been chosen yet, but staff were informed that the names of the offices would be announced later in spring 2012.

This selection exercise relates only to telephony and processing sites. Local authority sites are not in scope for the delivery of UC telephony and processing from October 2013 and so are not included in this exercise. The delivery of face to face UC services is being considered separately. DWP is working with local authorities to agree what role they might play in delivering face to face services for claimants in the future.

Further updates on site selection and other aspects of the design and development of UC will be published on this site as the details become available.