



South Lanarkshire Council

Universal Credit

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Overview

- Benefits Are Changing Team
- Universal Credit Approach
- Joint Working with JCP
- Preparations for UC “Digital” Full Service



Benefits Are Changing Team

- Established February 2013 initially for 3 months
- Added permanently to Housing establishment October 2016
- To make personal contact with SLC tenants affected by Welfare Reform
- Taking tailored approach when dealing with the issues tenants are faced with;
 - under occupancy
 - universal credit



Benefits Are Changing Team - UC

- Identification of new UC claims
- Managing UC cases during 5-6 weeks AP
 - explain rent payment obligations
 - provide any assistance with UC claim
 - intensive communications with the UCSC
 - apply for managed payment to landlord
 - working closely with housing/homeless officers
 - Referrals and signposting to other services and agencies



Joint Working with JCP

- Working closely with JCP
- UC Preparation
 - Established critical need for joint working
 - Approach agreed at Operational Delivery Group
 - JCP/SLC staff introduction prior to UC live date
 - Establishing trust/breakdown barriers
 - Insight into staff roles
 - Staff buy common benefits



Joint Working with JCP - 2

- Operational Delivery
- JCP contacts for the housing costs verification
- Assists in identifying “knock out” factors
- Helps overcoming service centre obstacles
- Vulnerability managed payments
- Sharing information



Preparations for “Full Service”

- DWP announcement live October 2017
- “Shock”
- Corporate Welfare Reform Working Group
- H&TR Welfare Reform Working Group
- Welfare Reform Action Plan (WRAP)
- Full Service Implementation Plan
- Considering the known risks to the Council
- “The unknowns”

Preparations for “Full Service” 2

- Consider/develop the approach to meet the needs of “full service”
- Identify who else needs to be involved
- Strategic/Operational Delivery Groups
- Meet with local JCP’s
- Learn from other LA’s already live in full service

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Questions

