

Universal Support – Delivered Locally Dundee Trial



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Background

- Follows a Ministerial request to ensure that claimants with complex needs will not be prevented from accessing and using welfare services.
- Based on extensive research into claimant needs and services required to meet those needs, including visits to over 120 Local Authorities and extensive engagement with the Housing and Voluntary sectors.
- Local Support Services Framework written by a Taskforce which included LA Association representatives from England, Scotland and Wales.
- Published on the 22 February 2013
- On 6 December 2013 DWP published the UC Local Support Services Update and Trialling Plan following the Secretary of State's announcement which set out plans for the next stage of UC implementation.

Where are we now?

- On 1st September Local Support Services was rebranded to Universal Support- delivered locally (USDL).
- 11 Trials across England, Scotland & Wales successfully went live on 1st September 2014.
- Argyll And Bute trial
- Dundee City Trial
 - Triage
 - Partnership
 - IT/Digital
- Informal Trials

Vision



Dundee City will deliver a clear and coherent claimant centred service. Partnership working with a range of support agencies will ensure effective hand-offs, supporting claimants' journeys through Universal Credit from dependency to self-sufficiency.

Dundee will establish a range of partnership focused services which deliver triage and digital skills to claimants to ensure they receive the support and skills required to move towards and into employment.



Delivery Model

- Random sample of 2000 new claimants to team
- Control group also identified
- Engagement officers undertake a client centred assessment focussing on digital skills
- Referral to appropriate provision
 - warm handoffs, tell it once
- Co-location
- Identify gaps in provision and develop
- Data sharing protocols



Set-Up

- Recruitment – Joint Recruitment
- Location of Team
- Day to Day management/Supervision
- Equipment – Access to IT
- Access to Systems
- Co-Location
- Data Sharing
- Privacy Impact Assessment
- Steering Group
- Awareness Raising
- Branding



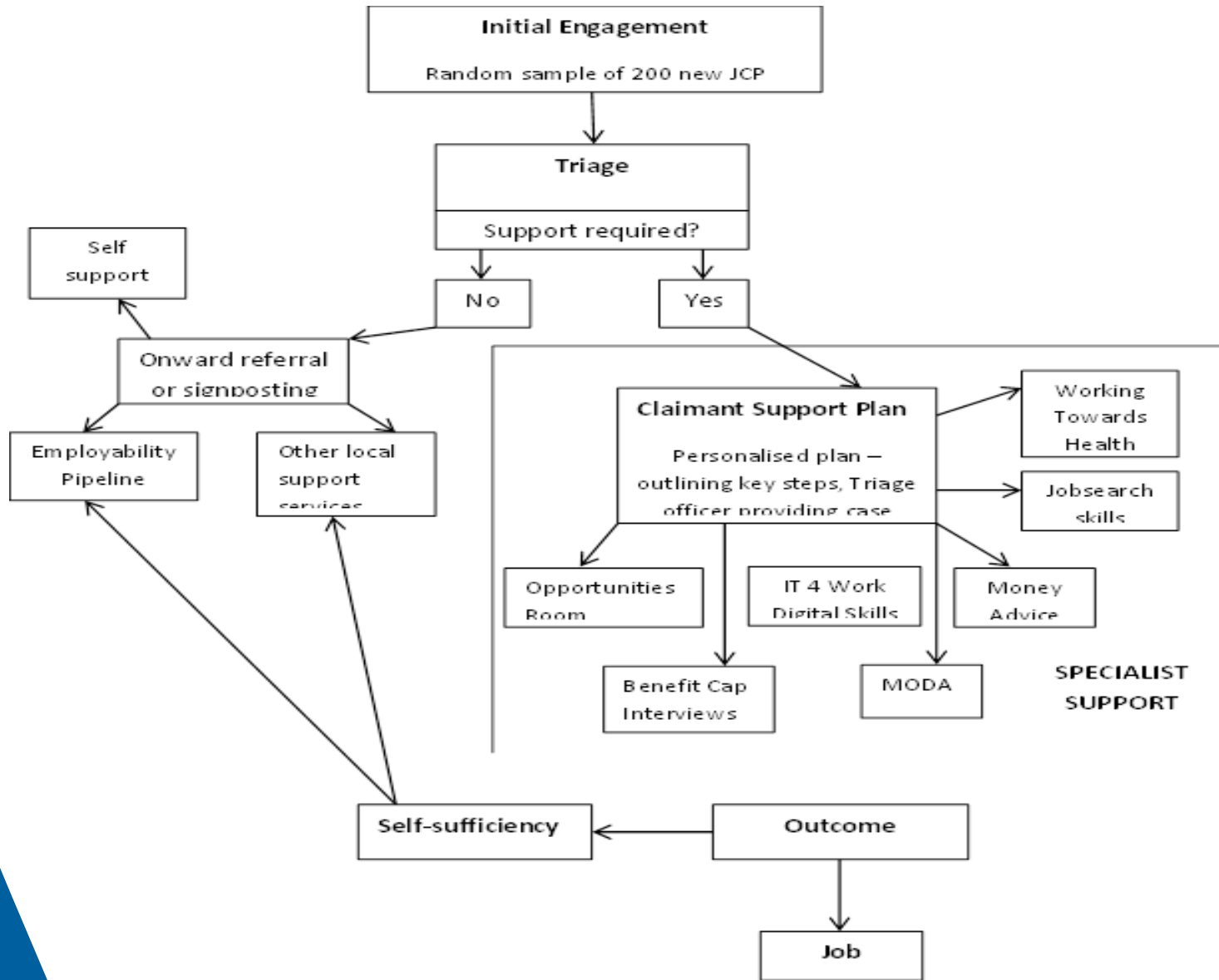
engageIT

Can help you with...

- Digital IT skills
- Debt/Financial Concerns
- Universal Jobsearch
- Guidance Support
- CV help
- Bringing you closer to work

US Universal
Support
delivered locally

Universal Support Delivered Locally



What's different?

- Joint approach with DWP and LA – LA staff seconded to trial
- Data Sharing – Council and Voluntary Agencies
- Maximising on previous successful partnerships
 - IT4Work, SDS
- Agreeing smoother referral processes and establishing feedback protocols
- Case managed approach
- Voluntary
- Success stories

Story so far

- Trial started on 1/9/14
- 3 Engagement officers in post -2 DWP, 1 LA
- 696 claimants referred, 527 attended = 76% attendance rate
- Where are we referring?
 - Adult Guidance Worker – 189
 - Craigowl – 125
 - IT4Work – 85
 - Making Money Work – 29
 - Skills Development Scotland – 32
 - CAB – 5
 - Addaction - 2

IT Provision within Dundee City





FEEDBACK

- *‘I talked to my mates and family about how easy going the class was and very helpful in my work search.’*
- *‘I have confidence using a computer now, I avoided them previously*
- Helped me with my confident and self esteem while looking for work
- Thanks to your friendly advice and encouragement I have gained three interviews and now gained employment
- *I go regularly now to Douglas Library, I didn’t have the confidence before”*
- *I have learnt more today than in weeks with my son trying to teach me how he does things”*
- *Browsing from home, I saw a job and applied for it as I now know how to do it”*



Questions