

SHBVN

Universal Support Delivered
Locally - update



COSLA

Outlook for 15/16

- All tranches of expansion now public
- Will just be single new claimants who satisfy the knock-out criteria
- Therefore projected numbers low
- Scale of USDL support required expected to be low



Arrangements with local authorities

- Projected volume of claimants
- Assumptions on how many will need support (based on live sites)
- Delivery Partnership Agreements being put in place – cover services and costs
- DWP paying for some digital assistance to make a claim, some PBS and some processing around CTR



Delivery Partnership Agreements (DPA)

- Important to understand this is an interim DPA to cover 15/16 only
- Resource welcomed but not enough volume to justify new services in most cases
- Long term DPA would be wider in scope
- Updated USDL framework will be published end 15
- Should provide funding model for longer term
- Should provide clarity on potential TUPE



What now?

- Not expecting “big bang”
- Difficulties – manual, paper based, issues with DHP, data sharing, potential for arrers
- Learning while numbers are low
- Closely monitor service demands, arrears, any other impacts
- Building evidence for resources in 16/17
- Lobbying for changes to systems when required



COSLA

What now?

- COSLA/SG pursuing admin flex but not confident of quick fix
- Legislation not always required but DWP systems need to be able to deliver and they won't risk the overall project
- Questions?

