

# Universal Support – Delivered Locally Dundee Trial



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Delivered Locally

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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

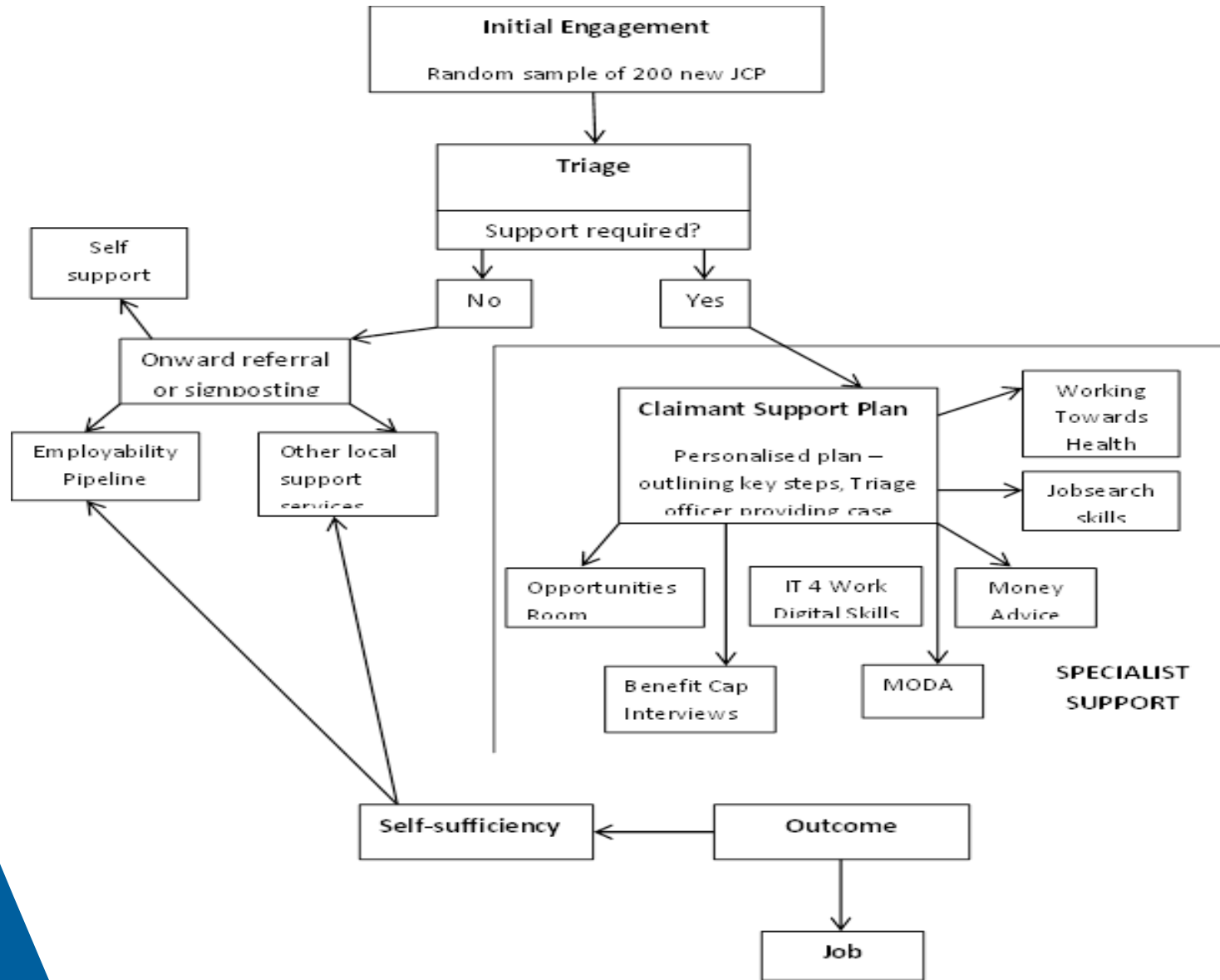
### Can help you with...

- 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