

Universal Credit; The Story so far! / Welfare Reform



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Presentation for Today

- Universal Credit
- Welfare Reform

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Universal Credit

Universal Support – Joint Working

Strategic Group

DWP District Manager

Head Of Revenue Services
Head of Housing Services
Head of EGASD

Operational Group

Local DWP Managers

Reps from

Housing and Social Work Services – Financial
Inclusion, Housing Operations & Housing Strategy

Finance and Customer Services – Revenues and
Benefits & Customer Services

Corporate Communications

Regeneration and Environmental Services -
Money Advice

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Universal Credit

Universal Support – Delivery Partnership Agreement

- Supported On Line Access
 - Where claimants need one to one support to complete on line form
- Personal Budgeting Support
 - Where claimant requires support to manage financial affairs on a monthly basis
 - understanding key UC financial changes,
 - how to work out monthly income / outgoings,
 - completing a budget plan,
 - opening a bank account,
 - setting up direct debit
 - understanding priority bills.
- Administration of UC housing element
 - Support for the UC Service Centre for more complex housing issues and housing benefit.

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Numbers/Challenges so far!

- 450 claims for Universal Credit
- 240 Claimants in receipt of Universal Credit
- 190 not in employment and 50 in employment
- 79 Council Tenants in receipt of Universal Credit
- Data Sharing/Exchanging Information
- Local DWP v Universal Credit Service Centre

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Welfare Reform

Future Challenges

- Employment and Support Allowance Migration
(13,730 Incapacity Benefit claimants in North Lanarkshire)
- Personal Independence Payment Migration
(27,900 Claimants in North Lanarkshire)
- Mandatory Reconsiderations/Appeals
(E.g. Sanctions 10,440 Decisions of which 4040 were adverse)
- Universal Credit Migration

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Welfare Reform

- Smith Commission Proposals
- Scottish Government
(Social Security for Scotland)
- UK Government
(Budget 2015)

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Welfare Reform

- North Lanarkshire Welfare Reform Governance
- Political Leadership
- Corporate Leadership
- Individual Work-streams

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Conclusion

- Welfare Reform Programme Impact
 - Beginning of the process
 - Cumulative
- Advice & Assistance
 - Developing
 - Communication
- Joined-up Working
 - Internally
 - Agencies
 - Voluntary Sector

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