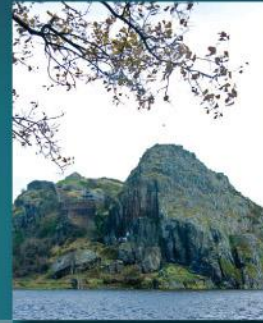


West Dunbartonshire Council Universal Credit Marion Smith

May 2015



Pre - Live

- Strategic Welfare Reform Group
- Members Briefings
- Conferences / training events
- Meetings DWP – training / DPA
- Training program Awareness / ‘champions’
- Secure emails / contact numbers
- Live 9th March

Positives

- Good working relationship with local JCP
- Monthly meeting to review DPA & issues
- Agreement for job coaches to contact for rent information. Pro forma agreed
- PBS / Sanctions agreement

Issues

- Getting documentation to train staff
- Not whole of WDC
- Customers responsibility to advise of changes
- Terminology 'Housing Costs'
- Time delay from claim to payment

HB Migration Cases / CTR

- Early days & small numbers
- HB Migration 14 claims 2 CTR claims
 - 9 LA (1 not known at address)
 - 4 RSL
 - 1 private
- UC effective date
 - 6 March 2 UC payments
 - 6 April
 - 2 May

Rent Cases

- A further 9 cases
- No info DWP - Customer contact or request for verification
- No HB migration request
- 2 paid UC (1 claimed without housing costs)
- 5 APA completed 1 paid to L/L
- 8 of 9 cases increased arrears

Supported claim / PBS

- No referrals for on line support
- PBS April 9 referrals 4 engaged
- PBS May 4 referrals still trying to get engagement

Challenges

- Paper process / not streamlined
- Lack of control
- Lack of information & data sharing
- 'faceless' service center
- Testing ground – process continually changing
- Increased arrears

Contact Details

Marion Smith 01389 737412

marion.smith@west-dunbarton.gov.uk

Ryan Chalmers 01389 737557

Ryan.chalmers@west-dunbarton.gov.uk

Questions?