

Why Universal Credit?

- Simplicity
- Encourages Work
- Personal Responsibility
- Affordability

Roll Out

- Tranche 1 & 2 Complete – UC delivered from 54 Scottish Jobcentres (59%)
- Tranche 3 (Sept to Nov): Aberdeen, Dundee, Inverclyde, Moray, South Ayrshire, South Lanarkshire and West Lothian Councils -(17 Jobcentres)
- Tranche 4 (Dec to Apr): Angus, Argyle& Bute, East Ayrshire, East Dunbartonshire, Fife and Perth & Kinross Councils – (20 Jobcentres)

RSL / DWP Engagement

- Regular liaison using the established LA/ RSL meeting structure
- Attendance at SFHA organised events
- Ad –hoc local meetings to deal with particular issues

Universal Credit District Leads

East & South East Scotland – Derek Russell

Glasgow, Lanarkshire & East Dunbartonshire – Stuart Mitchell

North of Scotland – Susan Thomson

West of Scotland – Maureen Toal

Story So Far

<u>UC Starters (cumulative to 9 July 2015)</u>			
	TOTAL	In Employment	% in Employment
East and South East Scotland	1,994	546	27%
Glasgow, Lanarkshire and East Dunbartons	2,212	370	17%
North of Scotland	1,757	397	23%
West of Scotland	1,258	132	10%
Scotland	7,221	1445	20%
National	104,736	27004	26%

Source: DWP, Official Statistics Database – Gov.Uk

Test & Learn

- Improvements to APA process
- Escalation phone line to the specialist housing team.
- Day 8 notification letter to landlords now extended to Councils for LCTRS purposes
- Improved Service Centre performance

Current Issues

- Low take up of DPA On Line Support – Digital JC
- Low take up of PBS – Client Group
- Terminations
- Introduction of Waiting Days (3/8/15)
- Improving Q&A for Landlords on Gov.uk

The Digital Service (DS)

- Make Scalable – DS extended from Sutton JC to 7 other Jobcentres across the country (Spring 2016)
- Transition – Roll out of DS to Jobcentres. Claims from Families taken from this point. No new claims to the 6 benefits that are being replaced by UC in these locations from go-live date (Summer 2016 – 2018)
- Transfers – Current live UC claims will transfer to the DS, in the 3-month period following go-live.
- Natural Migration – change of circumstances that would have led to a claim for another benefit (e.g. JSA claimant goes sick) the claimant will instead claim UC
- Managed Migration – at end of Transition period the movement of residual legacy claimants to UC (2018-2020)