

IRRV Severnside Presentation

Universal Credit & Welfare Reform Experience & Thoughts

Ian Savigar, Divisional Director Customer Services
Bath & North East Somerset

A lifetime in Local Government

- » Compiling the electoral register
- » Housing Act Advances & Improvement Loans
- » Bin Lorry Time Sheets & Trial Balances
- » Rating ledgers & Pay Day Fridays
- » ICL Computers, manual calcs and cardboard boxes (the last time we bailed out the DHSS)
- » Carlton Palmer
- » Intro to the IRRV
- » Community Charge/Council Tax & Business Rates
- » Customer Services to Counter Terrorism

Welfare Reforms

- » Purpose of UC
- » (CTS/UC/HB/Tax Credits/ ESA/JSA etc..)
- » Abolition of the Social Fund
- » Groundhog day at TWG
- » Data Sharing group
- » DCLG / DWP / Cabinet Office / Culture
- » Consultation on CTS with DCLG
- » Digital By Default

Universal Credit Pilot

- » Why? (Systems Thinking Approach)
- » Presentation to Lord Freud
- » Cynical view.. Keeping us sweet
- » Lessons Learnt
 - » Digital questions
 - » Working with DWP
 - » Its about personalities
- » Live Site Roll Out got in the way

This led to us concentrating on the following key areas;

1



Employability

Improving my job & career prospects and help finding work

2



Online capability

Access to public PCs and training to improve my IT skills

3



Money management

Dealing with a monthly budget and finding the right debt advice

Universal Credit Live

- » Are you Live? Whose involved?
- » Publicity & Postcode lottery
- » DPA
 - » the deal (Not bad, couldn't rely on in year 1)
 - » Invoices & management info
 - » The future? & Universal Support
- » Not learning from the mistakes
- » Live v's Digital (Sedgemoor?)
- » CTS
 - » New claims and change in Circs
 - » The future scheme & Info requirements
- » UC data hub (automatic notification for LCTS)

**Agenda for Landlord Forum Monday 09/11/2015 14:00 – 16:00
Bath Job Centre**

| | |
|---|---|
| Ian Savigar – Divisional Director B&NES | <ul style="list-style-type: none"> - General update - Trialling and testing UC roll out – what have we learnt |
| Trusted partner status | Expressions of Interest has been opened from 30/10/2015 – 12:00 13/11/2015 |
| Dave Acheson to provide details of annual rent increases including dates i.e. review process as number of UC claimants increases | Outstanding from last meeting |
| Dave Acheson to provide details and numbers of those who have received PBS | Outstanding from last meeting |
| All parties who would like to form part of the PBS sub group to contact Teresa Welch teresa_welch@bathnes.gov.uk | There has been very little response from this so far, maybe this should include setting up a broader welfare reform group in general, which could include the Benefit cap |
| Request for all parties to contribute to the agenda | <ul style="list-style-type: none"> - Share best practice - Non statistical updates - understand key and common issues and then debate and discuss these with DWP and LA colleagues. |
| Evictions stemmed from UC being paid direct to tenant, or not enough UC being paid due to sanctions, deductions etc | <p>If any Housing Associations have any stats on these, please could they be brought along.</p> <ul style="list-style-type: none"> • Current UC arrears and PBS referrals • Vulnerable customers and day one APA's |
| Information where possible from Curo | <ul style="list-style-type: none"> - What is Curo's experience in terms of rent arrears? - Can data be provided on number of UC accounts, such as; <ul style="list-style-type: none"> - position of account prior to UC, position of accounts 1 month in, 2 months in, 3 months in etc? |

Landlord Forum Attendees

| | |
|---------------|-----------------------------|
| Ian Savigar | B&NES |
| Elaine Riddle | B&NES |
| Teresa Welch | B&NES |
| Ian Cory | Aster Housing |
| Diane Breakey | Sovereign Housing |
| Sue West | DWP |
| Kat Hart | National Housing Federation |
| Rob Evans | DWP |
| Jo-Anne Bevan | Aster Housing |
| David Keogh | DWP |
| Sarah Seeger | Curo |
| Damian Peak | B&NES |
| Emma Owens | Curo |
| Yvette Naylor | DWP |

UC some numbers & Issues

- » 152 LCTS cases with UC as income
- » 240 contacts logged on Q-matic
- » We have received 23 PBS referrals, with 9 being forwarded to CAB
- » Policy v's Practice... what to input
- » DHP's / Northgate / Agresso
- » Checked every case – Outcome was ???
- » Contacting the Processing Centre
- » The Job Coach - Budgeting Advice & Support
- » Advice & Information Commission
- » Digital Access & Libraries

Welfare Support

- » Initial Policy & working practices (set up quickly and learnt as we went along)
- » The system (RB Performance)
- » Members (from a saving to something they really like)
- » CTS most vulnerable cases; DHP's; NOT Financial support / White goods / Food banks & vouchers
- » Developed relationship with Connecting Families
- » Payment By Results conversations

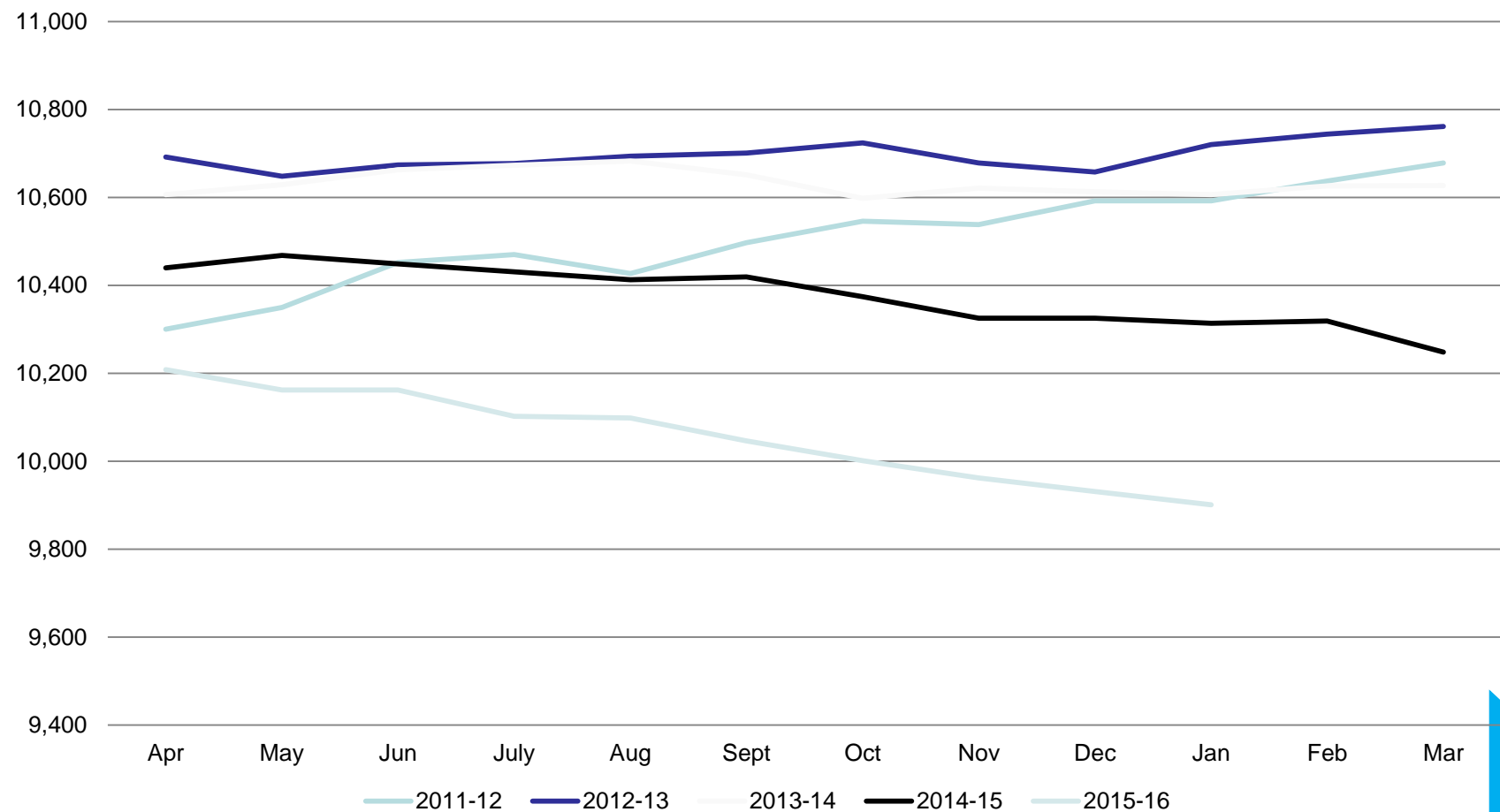
Welfare Support

- » Future scope & links to CTS
- » Economic Development & Jobs (Melton Mowbray model)
- » Connecting Families Link with DWP advisor
- » OSS and the DWP advisors (it's the people and the time you take)
- » DWP managers eyes opened
- » Where does the learning go?
- » Data Sharing

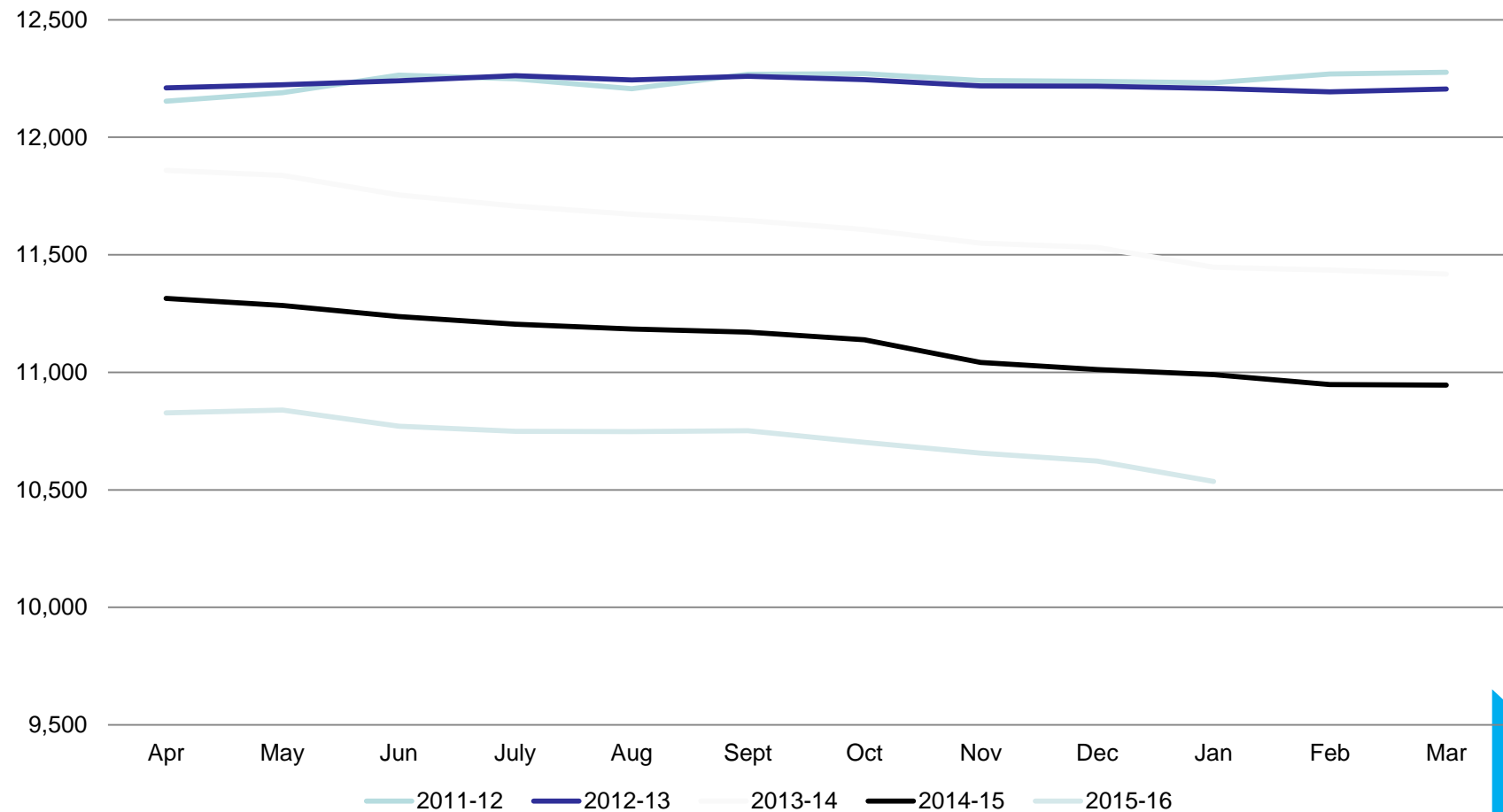
LGA/DWP/CLG/Treasury

- » Whats happening with TUPE & Redundancy costs?
- » Redundancies - 2,000 ---- 4,000 not linked to grant
- » Chancellors statement, links to NDR income and removal of Admin Grant
- » Admin Grant settlement DWP includes 6.05% plus SFIS in full!!! No CLG notification yet!
- » DHP's ?

HB caseload



CTS caseload



Don't Forget

- » Subsidy Audit story and the £1million
- » RTI
- » FERIS
- » Co-location conversations
- » Universal Support
- » Financial Settlement (ours worse than expected)