

supporting, developing and representing community groups,
voluntary organisations, social enterprises and volunteering



Fife Employability Forum

Improving employment outcomes for the people of Fife

Wednesday 25 November 2015

This morning you will:

- Hear from DWP on what to expect, who Universal Credit will affect and how;
- Get the ‘view from the Edinburgh’;
- Hear the big picture on what is happening in Fife;
- Discuss what we need to put in place to support our clients; and
- Practice putting in a claim for Universal Credit!

Bonus Session 1.30-2.30pm

This afternoon DWP are delivering a short session on the roll out of Personal Independence Payment.

This will be relevant to anyone working with people aged 16-64 who have a disability or health problem and who are currently receiving disability living allowance.

So what do you know about UC?



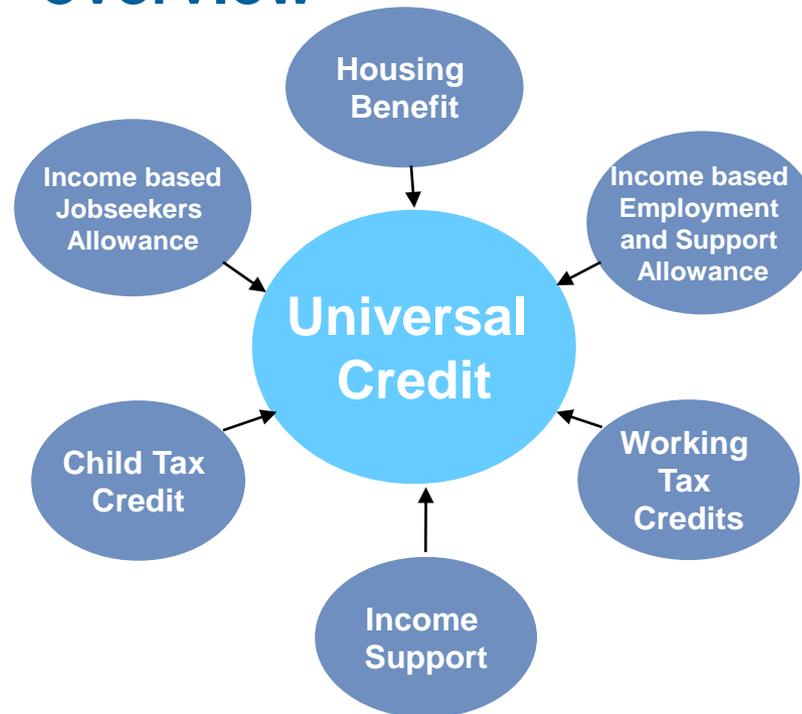
Universal Credit – LA engagement

November 2015

V1.0



Universal Credit - overview



Will replace six main working age benefits with **one simple payment**

UC is paid monthly – in a single payment to a household rather than an individual. This includes housing costs and is paid monthly in arrears.

Is for people **in work** and **out of work**

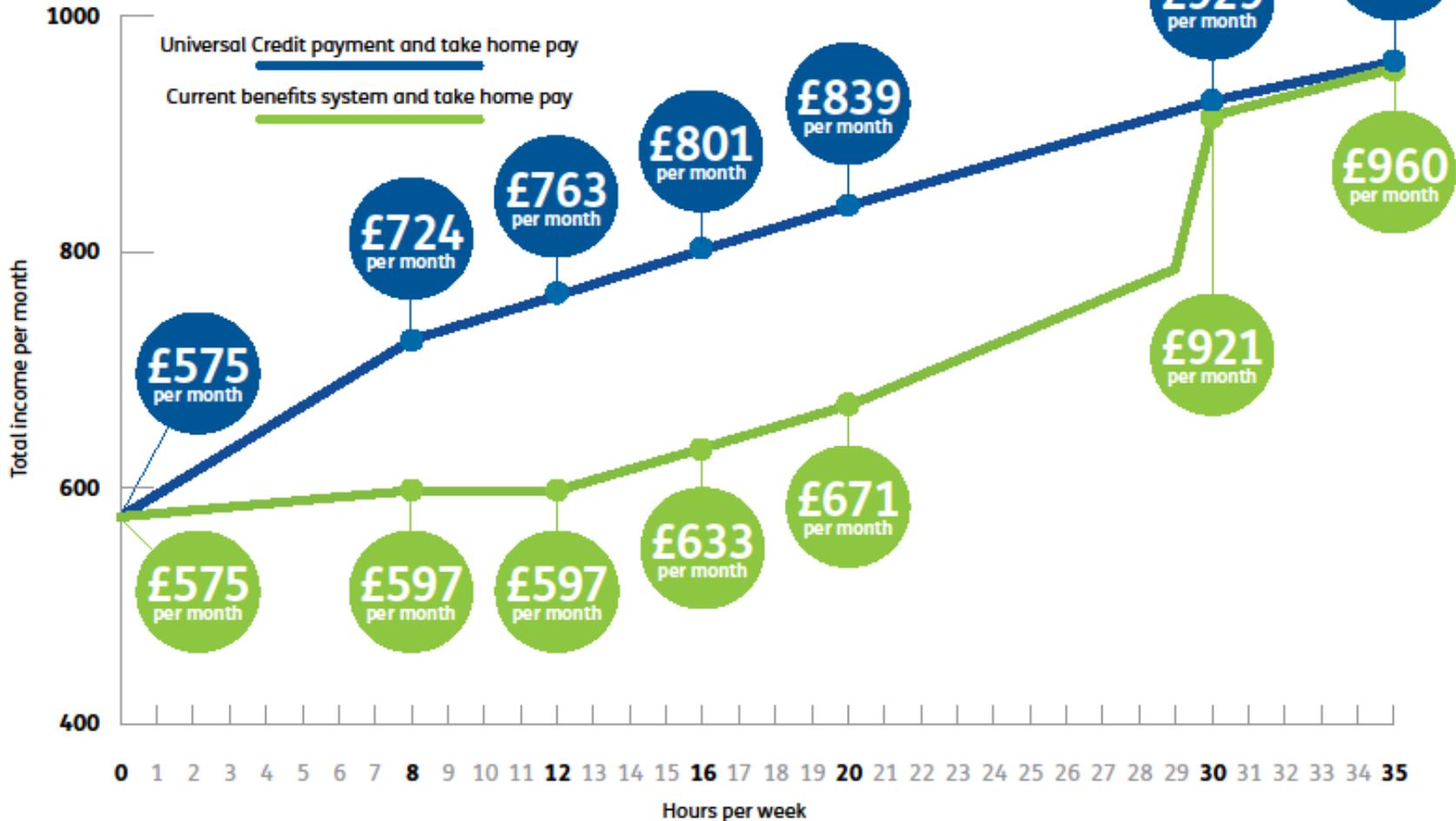
Uses PAYE in real time information (RTI) – a revolutionary change in the way earnings are handled by HMRC, which reduces the burden of reporting for employers. The new system provides DWP with the information to adjust the amount of Universal Credit payment any employed claimant receives.

What's different about Universal Credit?



Making work pay

This example shows how a **single person aged 25 or over**, earning the National Minimum Wage, with rent of £60 a week (£261 a month), is better off in work with Universal Credit than they are under the current system. With **Universal Credit** claimants' take home pay is topped up with Universal Credit payments to make sure they are better off for every additional hour they work.



N.B. Total Income consists of net earnings (after Tax and National Insurance) and benefit income, including help with housing costs. All figures are set to assumed 2014/2015 rates.

Universal Credit - 18 months on



The first 22 months of Universal Credit has seen major progress in delivering the main components of the new benefit across the country including:

- **Universal Credit** is available in around **500 sites** across Britain
- thousands of claimants benefiting from an **easier single benefit** payment sticking with them as they move into work – rather than the current mixture of 6 in and out of work benefits
- the **Claimant Commitment** is in place in all British jobcentres
- the roll-out of **digital jobcentres** was been completed in the Autumn – placing Wi-Fi and computers in all jobcentres

Live service – experience so far

- The vast **majority of claims** (over 90%) from Universal Credit claimants have been made online.
- **Over three-quarters** (78%) of Universal Credit claimants also feel confident about their ability to budget with monthly payments
- Almost two-thirds of Universal Credit claimants think that the new system provides a **better financial incentive** to work
- Universal Credit claimants are doing **more to get into work** than jobseekers claiming under the current system – 27.1 hrs / week versus 13.6 hours /week
- **RTI is working for claimants and employers** - majority of employers are submitting PAYE data in real time ; RTI data is used in approximately 30% of UC payment calculations

Universal Credit claimant journey

I get information or advice about how to claim Universal Credit.

I receive a telephone call inviting me to attend an interview in the jobcentre.

I attend my interview at the jobcentre, taking along any paperwork that has been asked for. I sign my Claimant Commitment, which records the activities I've agreed to do in return for receiving Universal Credit.

I receive my Universal Credit decision letter. It tells me when I will receive my payments, and confirms what I need to do in return for getting Universal Credit.

I telephone the helpline if there is a change in my circumstances, including if I start work. My Claimant Commitment is reviewed and may be changed to take into account my new situation.

I make my claim online at GOV.UK. If I need help, I can telephone the Universal Credit helpline for assistance.

I receive a text message to remind me about my interview at the jobcentre.

I begin looking for work. I can get advice on jobseeking, budgeting and going online from my work coach.

I regularly visit the jobcentre where my work coach and I discuss the actions we've agreed in my Work Plan.

If a change in my circumstances means my Universal Credit payments change, I receive a letter confirming the new details.

Universal Support delivered locally



- Provides a structure for the **delivery of local support** services to individuals needing **additional help** with the new demands of Universal Credit.
- **access** to Digital support
- Development of **personal budgeting support** initiatives (helping claimants to obtain bank accounts, debt advice and Alternative Payment Arrangements)
- **Partnership** development

Personal Budgeting Support

- Universal Credit supports claimants to get used to monthly payments and managing finances successfully, making it easier to move into work.
- A range of support services are available to claimants not used to managing money in this way:
- **Personal planner** is available on gov.uk to help claimants **understand** and **prepare** for financial changes.
- **Online budgeting** tools for claimants who can help themselves - such as those offered by Money Advice Service and Citizens Advice.
- **Jobcentre Plus Work Coach** will direct claimants to help and advice in their areas. This could include help from local organisations to open a bank account or to put together a monthly budget. Some people may also be offered support over the phone or face to face to help them.

- **Alternative Payment Arrangements**
- For a minority of claimants, alternative payment arrangements may be required; these might include
 - paying the rent directly to the landlord
 - making more frequent than monthly payments
 - splitting the payment within the household
- We will also have the option to make rent payments direct to the landlord if a claimant reaches a certain level of rent arrears.

Test & learn demonstrated with UC housing costs

- Calculation of housing costs, issues around:
 - Rent free weeks
 - Out of date tenancy agreements
 - Water rates
 - Service charges
- We responded by:
 - Setting up specialised housing team
 - Recruiting LA secondees
- Alternative Payment Arrangement
 - Not working for Landlords from day 1
- We responded by
 - Trials with Golden Gate Housing Trust
 - Landlord involvement from outset of claim
 - Legislation to data share with RSLs and LA who are landlords from February 2015
 - Increase in arrears deductions from November 2014

Test & learn demonstrated with UC housing costs

- Personal Budgeting Support
 - Low take up
- We responded by
 - Revised processes from 24th November 2014
 - Included in Claimant Commitment

LA Delivery Partnership Agreement

- Services LA will deliver
 - Supported on-line access
 - Personal Budgeting Support
 - Support for UC Service Centre
 - LA to determine how best to deliver these services
- UC impact on LA
 - LCT sits outside of UC
 - UC provide LCTRS notifications manually
 - Similar notifications automated for legacy
 - UC automation – anticipated January 2016
- Estimated volume of these services
 - Based on live service findings to date
 - Testing of new processes
- Costs for services – broken down by
 - Supported on-line access
 - PBS
 - Support for UC Service Centre
 - Landlord and other communications
 - Management

PBS Outcome Measures

The claimant has the confidence and motivation to manage their finances; outcome measured by:

- the claimant is able to complete and maintain a budgeting action plan relevant to their circumstances

The claimant understands the UC financial changes and what they mean to them in terms of managing their money; outcome measured by:

- the claimant is able to answer a few questions to check understanding and learning e.g. what are the three key changes (single monthly payment which includes rent where appropriate), what do they mean for your family finances; what would you do differently
- the claimant knows about the types of bank accounts available, what they do, and where they are available locally, and the benefits of each of those bank accounts to help them manage their money

Any Questions?

<https://www.gov.uk/government/publications/universal-credit-videos>

Coffee break

Universal Credit – The Edinburgh Experience

City of Edinburgh Council
Corporate Operations
Customer

Sheila Haig, Welfare Reform Manager



Universal Credit – Landing in Edinburgh

- Launch 9th March 2015
- Only New Claimants will be affected who are:
 - Single persons with no dependants
 - Unemployed and considered fit for work
 - Not in temporary accommodation
 - Not owner occupiers



Universal Credit - CEC

- DWP Operational group of Council Teams and Partners established a framework of support for all citizens
- Sub groups of DWP, Council and Partners are developed:
 - Communication Plan
 - Training Plan
 - Delivery Partnership Agreement
 - Reciprocal arrangements for CTRS
 - Delivery of PBS
 - Pilots to support transition



Universal Credit

- New Advice provision at Customer Hub
 - Provide customers with digital access and online support for UC
 - Ensure application for CTRS
 - Personal Budgeting Advice
 - Advice on Housing and Homeless Prevention (Edinburgh Cyrenians)
 - Employability Advice – Joined up for Jobs and signposting to other employability support



Universal Credit – The Customer Hub



Universal Credit

- In the first month of launch of UC in Edinburgh 09/03/2015 to 08/10/2015
JCP figures for each Jobcentre:

– Total	1814
– Leith	698
– High Riggs	434
– City Centre	400
– Wester Hailes	284



Universal Credit

- **Customer Hub has seen:
78 UC Customers since 9th March- 31st October**

Month	Number of Customers
March	1 for CTRS
April	10 (9 CTRS, 1 Online access)
May	12 (10 PBS, 2 CTRS)
June	10 (PBS)
July	11 (PBS)
August	11 (PBS)
September	7 (PBS)
October	9 (PBS)



Universal Credit

PBS Pilot at Leith JCP – Co-location

- Started on 14/10/2015
- 11 Referrals since the pilot began
- Plans to expand to High Riggs Jobcentre
- PBS Gender Ratio: 57 males, 21 females



Universal Credit - Tenants

- For some – increased financial responsibility
- Adherence to Claimant Commitments
- Financial benefit while in work
- Responsibility for paying their own rent
- Single payment per household



Universal Credit - Landlords

- Around 260 council tenants
- 62% are single and over 36
- 91% had pre-existing arrears
- 113 (43%) under occupied
- 173(66%)APA requests due to pre-existing arrears
- 144 (54%) current APA payments



Universal Credit - Landlords

- More robust rent arrears and debt mgt processes
 - Revising rent collection systems
 - IT accounting system
- Advice, information, communication and the development of referral and support arrangements
- Arrears, bad debts and reorganisation of resource and roles to monitor multiple payment streams



Welfare Reform - Support

- Scottish Welfare Fund
- Discretionary Housing Payments
- Council Tax Reduction Scheme
- Advice and Advocacy
- Employability
- Foodbank Support
- SLAB projects support with Sanctions



Universal Credit

Scottish Welfare Fund Awards for UC

➤ 17 Crisis Grant Awards

- 13 waiting for 1st payment of UC - STBA not authorised/insufficient
- 2 received first UC payment but reduced based on last wage
- 1 waiting for first JCP appointment to apply for STBA
- 1 issues with payments /sanctions due to investigation of cessation of work



Universal Credit

Issues so far:

- **Data Sharing**- Most landlords not receiving notification letters
- **APA** Delay in notification and payment
 - Monitoring of Payments
 - Management of multiple payment streams
 - Possible recovery of overpayments
- Temporary Accommodation arrangements – lack of clarity
- 7 Day waiting period
- Legacy arrears impacting on aspirations of claimant control and self management
- CTRS Uptake



Universal Credit

Questions



Edinburgh - the view on the ground

Joanne Nethercott, Operational Manager,
Edinburgh College (WEACT)

Ian McConnachie, Project Leader Leith Hub
Community Renewal

City of Edinburgh Integrated Employability Service

Client Experience of Universal
Credits

Edinburgh College (WEACT) and Community Renewal

- Delivering service on different halves of the City

WEACT Clients Experience of Universal Credits

WEACT Positive

- A couple of clients said that they liked the run on of Universal Credit when they found work and that it would offer them a bit more security

WEACT Clients Experience of Universal Credits

WEACT Positive

- One said that he found the Universal Credit system better and easier to understand

WEACT Clients Experience of Universal Credits

WEACT Negative

- Applying on line for Universal Credit
- Having to wait five weeks before getting a payment
- Income being assessed in the previous month

WEACT Clients Experience of Universal Credits

- Having to continue to look for work if the job is under 35 hours.
- Signing on for Credits only:

Community Renewal

Case studies

Community Renewal Case studies

Kenny

Community Renewal Case studies

James

Community Renewal Case studies

- If James had JSA ?
- Problem of payment timings

Community Renewal Case studies

- **Universal Credit makes honesty more attractive**

Community Renewal Case studies

- Case notes for DJ (Male 42) Universal Credits
- Problems with initial implementation
- General Confusion
- Call centre problems

We asked Jobcentre Advisors what they really thought about Universal Credit

Universal Credit and Austerity

Welfare Reform and a Fife Response

Robert McGregor, November 2015



Supporting you through changes to the benefits system
www.fifedirect.org.uk/welfarereform



Main features of WR (1)

- Benefit increases pegged - not inflation linked
- Revised Work Capability Assessment
- Lone parents available for work as youngest child turns 5
- The Benefit Cap
- Housing Benefit squeeze
- A mandatory UK 'Work Programme' for job seekers
- Changed benefits for disabled people
- Tougher sanctions regime for those not complying with benefit conditions



Main features of WR (2)

- Most benefits to be drawn together within a new single 'Universal Credit' household payment, paid in arrears
- Main way to apply for benefits will be on-line
- Increased conditionality / expectations on claimants – 'Claimant Commitment'
- **MORE TO COME**
 - **UK Government savings challenges**
 - **Scotland Bill / Smith Commission**



Some of the impacts

- Reducing income for some of those on benefits (many already in income poverty or on its margins)
- Reforms challenging the capabilities of benefit claimants (e.g. on line job search and benefit claims, household budgeting, direct rent payments)
- Risk of real hardship for those subject to sanctions
- Greater demands on Council, NHS, third sector services => provokes policy and resource discussions



Who is most adversely affected?

- Households without jobs
- Lone parents
- Disabled people and those in poor health
- Large families on benefits
- Those with chaotic lifestyles
- Most significant economic / social impacts in poorest communities with greatest benefit dependency



A Fife Response

- Fife Council has made £5 million available to respond to budget pressures arising from WR and develop partnership services
- Awareness raising with front line staff and the Fife public
- Policy and practice changes e.g. housing allocations, evictions
- Establishment of a Fife Council team to deliver crisis grants and community care grants – holistic response
- 7 'Area' action plans as part of local community planning arrangements – triage, digital support, job clubs, personal money management



Challenges and opportunities

- UC rollout from 11 April 2016 in Fife – first formal meeting with DWP in December
- Stronger partnership with DWP; pilot work with Renfrewshire Council
- Build UC preparations on the localised provision already in place
- Scotland Bill / Smith Commission changes for Scotland
- Fairer Fife Commission
- Better integrate work to support people manage welfare change and employability, and to ensure it is part of a wider approach to support those on lowest income





supporting you through
Welfare Reform
fifedirect.org.uk/welfarereform



For more about welfare reform:



go online
fifedirect.org.uk/welfarereform



Call 0345 1400 031



or visit your local office

How do we make this work?

1. As providers what can we do to prepare?

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2. What will individuals affected by UC need from us?

How do we make this work?

1. As providers what can we do to prepare?
2. What will individuals affected by UC need from us?
3. What do our Job Centre Plus colleagues need from us?

My Shout:
Information, news, share
experience, share an issue etc.



Department
for Work &
Pensions

Personal Independence Payment

Personal Independence Payment (PIP)

- Benefit provides cash contribution towards the extra costs associated with a long-term health condition or disability
- Replaces Disability Living Allowance for people of working age (between 16 and 64)
- Entitlement based upon assessments of impact on ability to carry out daily living and mobility activities
- Assessments undertaken by Health Professionals employed by external providers
- Separate rules and processes for people with terminal illness

PIP timetable



April
2013

- New claims taken from people living in Cheshire, Cumbria, Merseyside, North East and North West England



June
2013

- National new claims start – new claims processing extended to rest of the UK (except Northern Ireland)



October
2013

- Between October 2013 and July 2015 we have taken a phased approach to inviting some existing DLA claimants to claim PIP where:
 - they are approaching the end of a fixed term award
 - they are approaching age 16
 - we receive information about a change in their care of mobility needs
 - they choose to claim PIP instead of DLA.

Managed Reassessment



From October 2015, PIP extended in a controlled way across all areas of Great Britain, selecting DLA claimants at random.

- Existing DLA claimants will continue to get DLA until DWP writes to them to let them know when it will end and what to do next.
- If claimants do not take any action when we contact them, their DLA will stop.
- If they decide not to make a claim to PIP when we contact them, their DLA will stop.
- You can't get DLA and PIP at the same time and claimants won't be automatically moved from DLA to PIP.

The claimant journey

There are five key stages to claiming

1

Thinking about claiming

Information about PIP is available from a range of sources, including online, via leaflets and through support organisations.

Existing DLA claimants will be contacted individually to ask if they want to claim PIP.

2

Making a claim

Claimants (or those supporting them) phone DWP to make a claim to PIP. Paper claims won't normally be used, and online claims will not be available before the end of 2014.

DWP will send claimants a form where they can explain how their disability affects them.

3

How your disability affects you

Claimant completes the 'How your disability affects you' form to explain how their condition affects their daily life, both on good and bad days and over a range of activities.

Supporting evidence can be sent with this form, which they return to DWP by post.

4

Assessment

Claim details, form and supporting evidence are passed to the health professional.

Most people will be asked to attend a face to face consultation. The health professional reviews the claim against a set of clear descriptors to assess the challenges faced by the individual.

5

Decision

A DWP Decision Maker will use all the information in the claim form, from the health professional and anything else that has been provided. They will make a reasoned decision on entitlement, including the level and length of award.

Passporting to other benefits and services

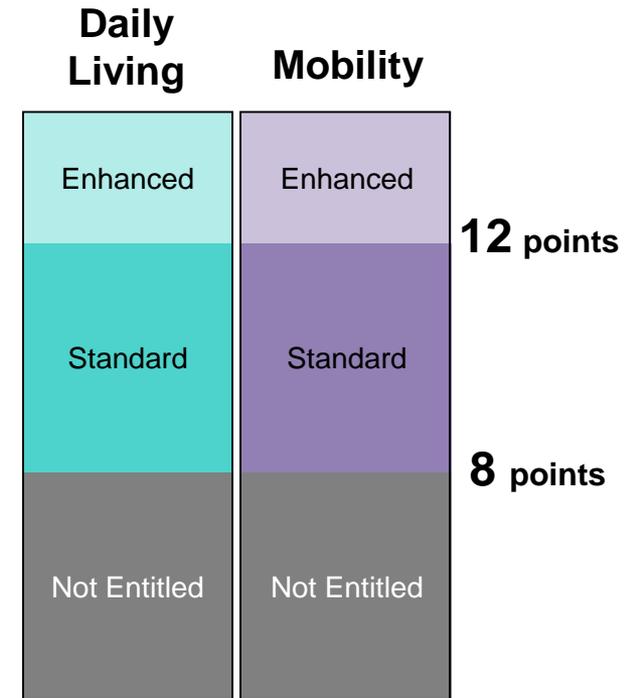
- Most existing passporting arrangements have been maintained for PIP
 - receipt of the Daily Living component (either rate) means that their carer may be entitled to Carer's Allowance
 - Motability scheme will work with PIP in the same way as it does with DLA
- Changes in entitlement may affect other benefits or support that the claimant or carer receives

The PIP assessment

- Most people will be asked to a face to face consultation with a health professional from either ATOS or Capita, as part of the assessment process - claimants will be encouraged to take somebody with them to the consultation
- Home visits will be available when necessary
- Face to face consultations may not be necessary for everyone – for example, people who are terminally ill and have applied for PIP under the special rules will not have a face to face consultation
- The assessment provider will send a report back to the DWP Case Manager to make a decision

Components and Eligibility

- PIP will be made up of two components – daily living and mobility
- Each can be paid at standard rate, or enhanced rate for those with the greatest needs
- The PIP assessment criteria will consider the individuals' ability to carry out a range of everyday activities
- Individuals will receive a point score for each activity, depending on how well they can carry them out and the help they need to do them
- The total scores for each component determine whether a component is payable, and if so, whether at the standard or enhanced rate



PIP Rates

Daily Living Enhanced Rate - £81.30

Daily Living Standard Rate - £54.45

Mobility Enhanced Rate - £56.75

Mobility Standard Rate - £21.55

Assessment Criteria

Daily living component (activities 1-10)		Mobility component (activities 11-12)	
Standard rate = 8 points Enhanced rate = 12 points		Standard rate = 8 points Enhanced rate = 12 points	
Activity	Possible points	Activity	Possible points
1. Preparing food	0-8	11. Planning and following journeys	0-12
2. Taking nutrition	0-10	12. Moving around	0-12
3. Managing therapy or monitoring a health condition	0-8		
4. Washing and bathing	0-8		
5. Managing toilet needs or incontinence	0-8		
6. Dressing and undressing	0-8		
7. Communicating verbally	0-12		
8. Reading and understanding signs, symbols and words	0-8		
9. Engaging with other people face-to-face	0-8		
10. Making budgeting decisions	0-6		

Performance Improvements for Terminally Ill people

- We made improvements to the processes for special rules for terminally ill people as a priority.
- This includes:
 - introduced a dedicated phone service
 - introduced an electronic (PDF) version of the DS1500 which will enable health care professionals to securely and quickly email the form to the Department.
 - We are running a pilot with Macmillan to assess whether making additional enhancements to the claim process may enable their staff to submit a claim more quickly, without disadvantaging the claimant

Escalation Routes

- If the delay is with DWP, the claimant should be advised to contact the PIP enquiry line on 0345 850 3322
- If the delay is with the assessment provider, the claimant should be advised to contact the assessment provider – contact details on their websites
- In cases where DWP consider there is hardship or risk, cases can be escalated via the Complaints Resolution Manager (CRM) at the relevant Regional Benefit Centre (RBC)

PIP claim contacts

- New claims line: 0800 917 2222
Textphone: 0800 917 7777
- PIP enquiries: 0345 850 3322
Textphone: 0345 601 6677



Where to find more information?

- Claimant information can be found on GOV.UK
- Information for support organisations, advisors and tailored information for Local Authorities and Health Professionals can be found in the PIP toolkit on **www.gov.uk/pip/toolkit**
- The latest PIP news can be found in the monthly DWP Touchbase bulletin, and in the Manager's Monthly update on the PIP intranet page.
- Information on individual claims can be obtained via PIP enquiry line or direct from the assessment provider (implicit consent rules apply)