



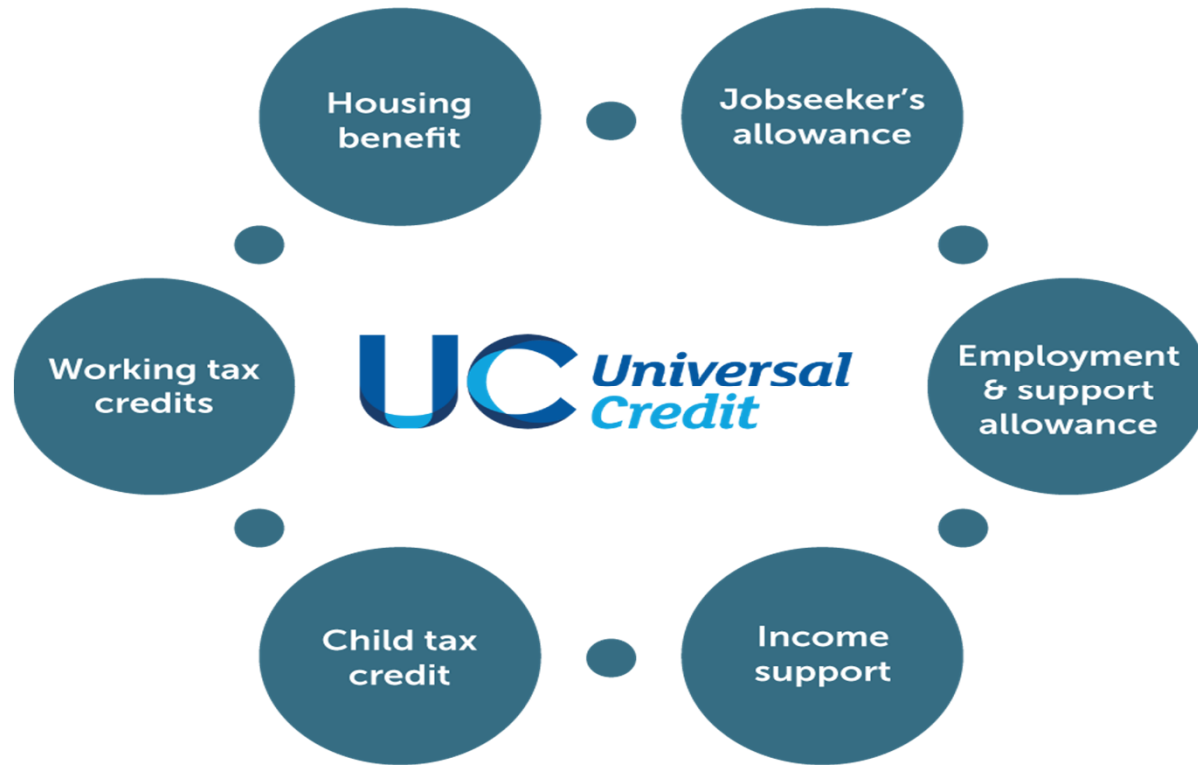
Universal Credit update for COSP



Universal Credit – merger of 6 working age benefits



610k current claimants



Incentivise work – claimant commitment, paid monthly, in arrears and direct to claimant. On-line claim. Full time – 35h pw

Live Service and Full Service



UC Live Service

- Applies to all areas of NFDC
- For single first time claimants - JSA
- Online claim BUT different system, no journal

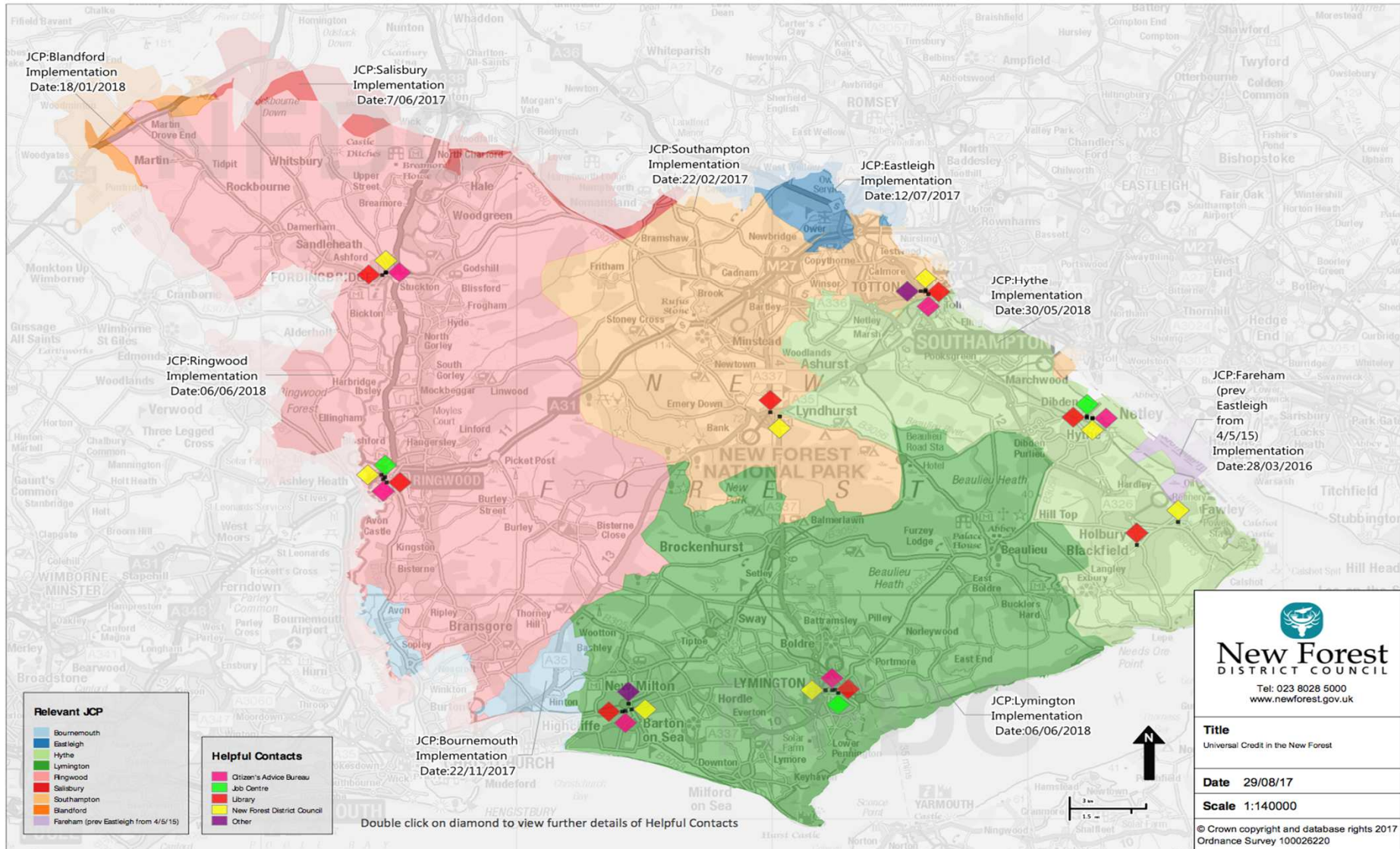
UC Full Service

- Is being introduced by Job Centre area (see map)
- All existing UC claimants (within 3 months and have to reclaim) and new claimants of the 6 benefits affected
- Online application & journal

Latest Data on UC in the New Forest



- Roll-out of full UC service commenced 22 Feb 2017 in postcode areas attached to Southampton job centre – Totton area
- 372 claims made to date all areas
- Full service roll-out for the rest of the district to start between May and June 2018
- Managed Migration of legacy benefits to start July 2019 and complete by 2022 – don't know our date?
- Pensioners to be reviewed in 2022?



What happens after I have made my claim?



- Claimants need to take documents to support their claim within 7 days. Claim will be closed if not. Re-apply and no backdate?
- Confusion on what to claim – passed between us and JCP – ESA, 3 children, PFA
- Still claim CTR – we are being proactive

Universal Credit Full Service – how it works



- The claim is maintained via the claimant's journal, and can upload various documents , eg: CVs. Similarly the work coach or service centre will contact the claimant via the journal also.
- The online service enables claimants to use tablets & smart phones to access their account
 - access their account 24/7
 - submit changes of circumstances
 - check on the progress of their claim and payments
 - message their work coach and arrange appointments
- A text or email is sent to the claimant, advising them that a message has been left on their journal, e.g. to confirm an appointment, to ask for further information, or to request that a claimant "to do" is completed.

Impact of Universal Credit



Huge culture shift for claimants

- Claimants to take responsibility – make appointment and pay rent themselves – “I don’t pay rent”
- Claim on-line – do they have access, skills, form completion?
- Ability to maintain claim on-line
- Delays in payments – at least 6 weeks for 1st payment. Can they budget? Advance payments?
 - Nationally – rent arrears soaring – 80% of UC cl’s in arrears
 - Sothwark have 1,242 council tenants facing eviction level arrears. Some waiting 12 weeks for payment
- Fluctuating amounts – real time earnings info
- Local contact and help reduced
- Administrative problems

Impact of Universal Credit



Rent Collection and HB administration

- 4,672 working age HB claimants – caseload will reduce
- 1,502 working age council tenants getting HB - £7m pa need to start collecting
- 1.2% of our tenants have 9% of total arrears - £30k
 - 20 out of 80 tenants have an APA (nationally 34%)
 - But – missing payments/insufficient data
- Potential increase in FTA and w/o's
- Incorrect advice from DWP
- Increased administration – duplication, checking, explaining process to claimants
- Increased support - How much support should we give?
- Vulnerable?

Impact of Universal Credit



- HB Overpayments recovery
 - We have £500k of working age HB OP's
 - Transfer when migrate to UC – Recovery?
- Council Tax collection
 - CTR claims (HB we do CTR automatically)
 - Collection administration – multiple bills/instalments
- Homelessness
 - Increase contact and applications
 - Rent deposit schemes
- Foodbanks increasing

Hot topic.... criticisms of UC



- Call to delay roll-out due to Christmas – Government pressing ahead with roll-out
- Delay in payments – Government now reviewing this. Scotland pay fortnightly?
- Emergency accommodation – no UC being paid. Govt were reviewing this?
- Work coaches have over 300 cases each and cannot cope and maintain journals
- 5 weekly months impact – effects UC entitlement but no change in earnings
- Lack of support – Landlord portal being trialled
- Phone waits and cost – Government making claim number freephone

What are we doing?

- Contacting when notified
 - Ensuring claim correctly and advice about rent
 - APA's – 20 out of 88 (on going and arrears). If not met matrix wait for 8 weeks arrears
- Reviewing our software, processes and resources
- Budgeting advice
- Discretionary Housing Payments
- Partnership Working – Training, advice and info exchange
- Digital Champions project and libraries
- Get ready messages – bank, verifynow, budgets