

Welfare Support Update Resources PDS

Ian Savigar
March 2015

- » Universal Credit
- » Council Tax Support
- » Housing Benefits
 - » FERIS (Fraud & Error Reduction Incentive Scheme)
 - » RTI (Real Time Information)
 - » SFIS (Single Fraud Investigation Service)
- » Local Welfare Support
- » Discretionary Housing Payments
- » Housing Information

Universal Credit

- » Bath Job Centre / Processing Centre –1 year
 - » How it works (Delivery Partnership Agreement)
 - » Single, Couple, Family
- » Impact of National Rollout

Elaine

- UC Pilot lead
- Monthly Invoices
- Working with staff & customers
- DWP liaison day to day
- Other LA visits
- RSL liaison

DAVE & CHRIS

- SYSTEM SET UP
- DPA VALIDATION
- TRAINING

Whose Involved & Doing what

Me

- High level liaison (Chief Exec, Members, District Manager, Connecting Families etc..)
- TWG
- DPA Negotiations

Debbie

- System updates (e.g. DHP for UC)

108 last 3 mnths

382 in total

Lynn

- E-mail activity

Avg Footfall - 1,500 pd – 3 UC per wk

One Stop Shop & Library

- First Point of Contact
- Digital Support
- PBS with onsite partners (3cases)

28.6 FTE's

Telephone Team

- Advice on how to claim

Welfare Support

- Vulnerable cases
- CIS & Service Centre Liaison
- RSL contact

2,500

27

50 CTS cases – less with Housing Costs

385 Live UC - 950 ISA

Current HB caseload – 10,325 *same as Nov 2010

working age 6860, pension age 3465

Service Redesign Team

- Digital Agenda
- Future Vision

Local Authority Invoice Information

Local Authority Name		Bath and North East Somerset Council
Period claim relates to		September
Services as per DPA	Cost excluding VAT	Breakdown of Costs
Personal Budgeting Support		
LCTRS Manual Processes		
Claimant Online Support (including staff training)		
Housing Support for Service Centre		
Running Costs		
Complex Housing queries		
Management		
Total Cost (net of VAT)		
VAT		
Total Costs		
Further evidence to support claim included		Yes

Lessons & Issues

- » Registered Social Landlords
 - » Rent in Advance
 - » 52 Weeks
 - » Better Off conversation
- » Admin / Communication
 - » DWP officer working from One Stop Shop
 - » DWP system called CIS misleading
 - » Local Council Tax Support process
 - » HB overpayments classed as DWP error
 - » Post Code confusion
- » Staff Experience
 - » TUPE
 - » Care Act

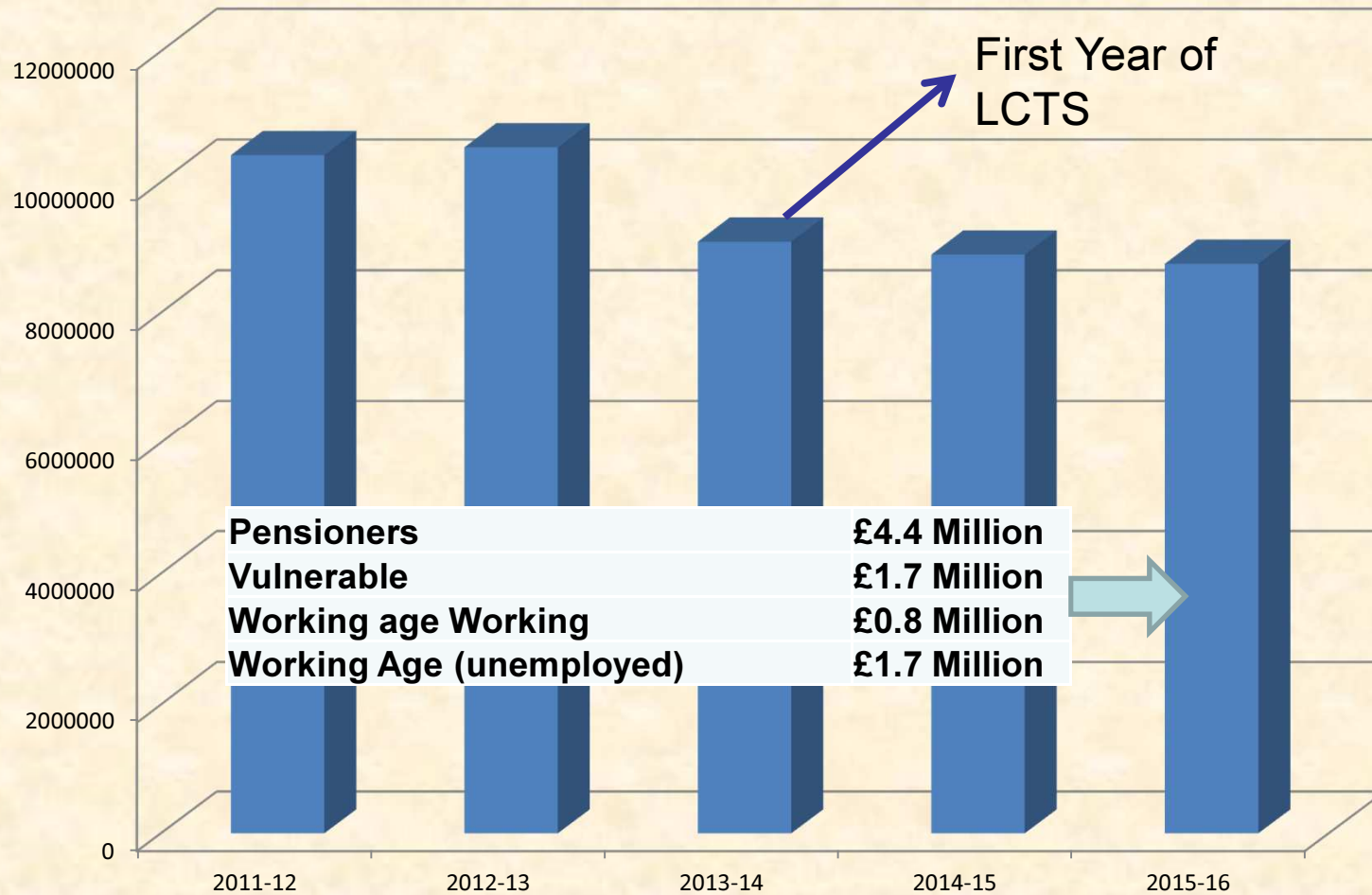
Next Steps

- » Universal Support
 - » Digital & Financial support (Payment By Results Pilots)
 - » Advice & Information Strategy
 - » Connecting Families Approach
- » Digital experiences
 - » Align with Library Plan and Strategic Review
- » Colocation
- » Supporting Rollout
- » Concerned about timescales & pressure on ability to deliver HB

Council Tax Support

- » 3rd year of scheme approved in existing format.
- » Caseload reducing *(see later slide for graph)*
- » South Gloucestershire alternative banded income scheme to be reviewed.
- » Funding is unclear as still split between DWP & DCLG

Council Tax Benefit / Support



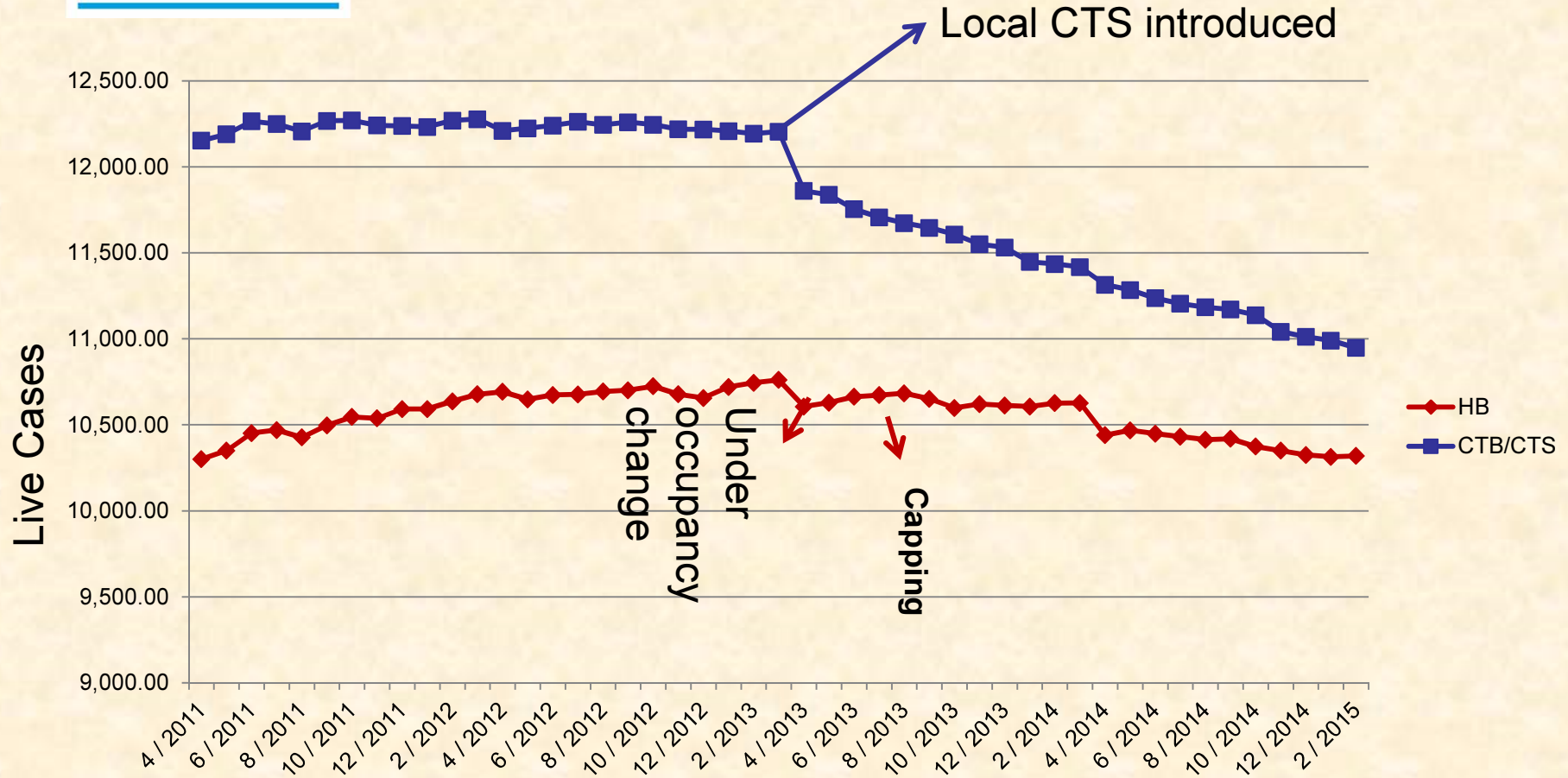
Council Tax Collection as at 1st Feb for Council Tax Support cases

- » Working age(working): 73.4%
- » Working age other
(unemployed) 68.53%
- » Vulnerable 100%
- » Pensionable 100%
- » Overall 83.08%

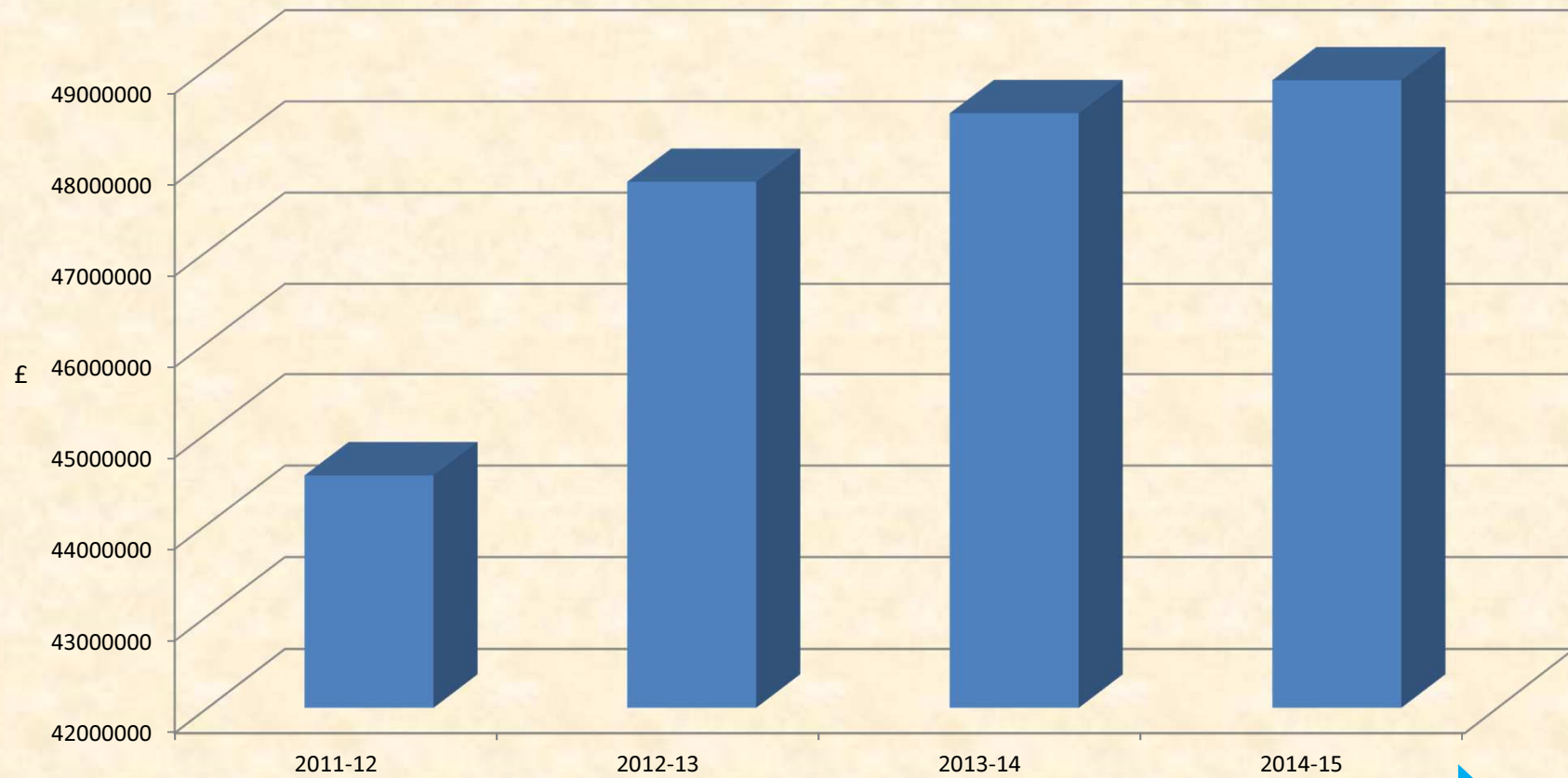
Housing Benefits

- » Right Time Indicator still looking good at 3.30 days for new claims and change of circumstances
- » Caseload starting to reduce but still at 2011 levels & More Complex
- » Funding reduced significantly
- » Service restructure & uncertainty
- » More one off initiatives

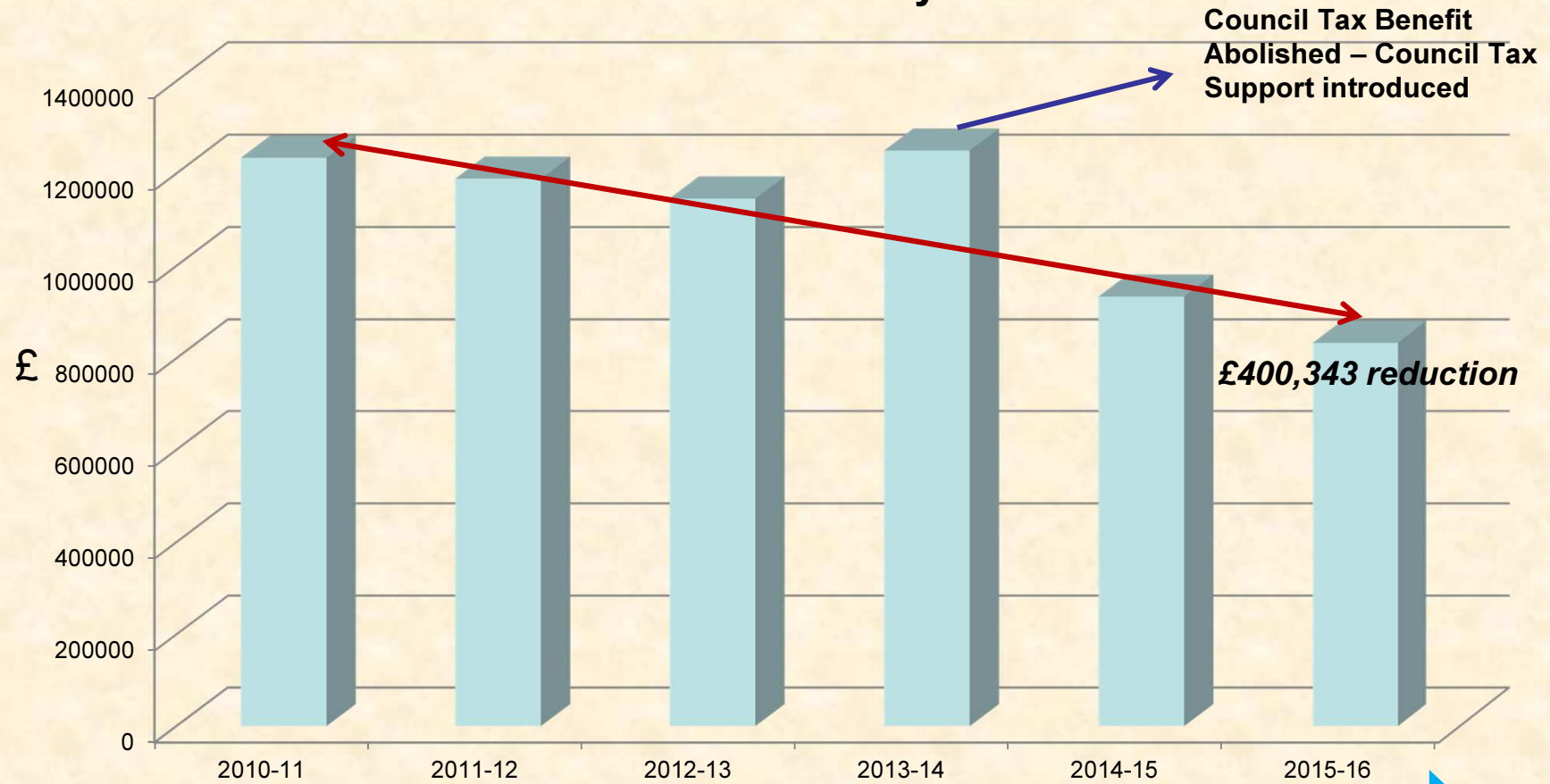
CASELOAD



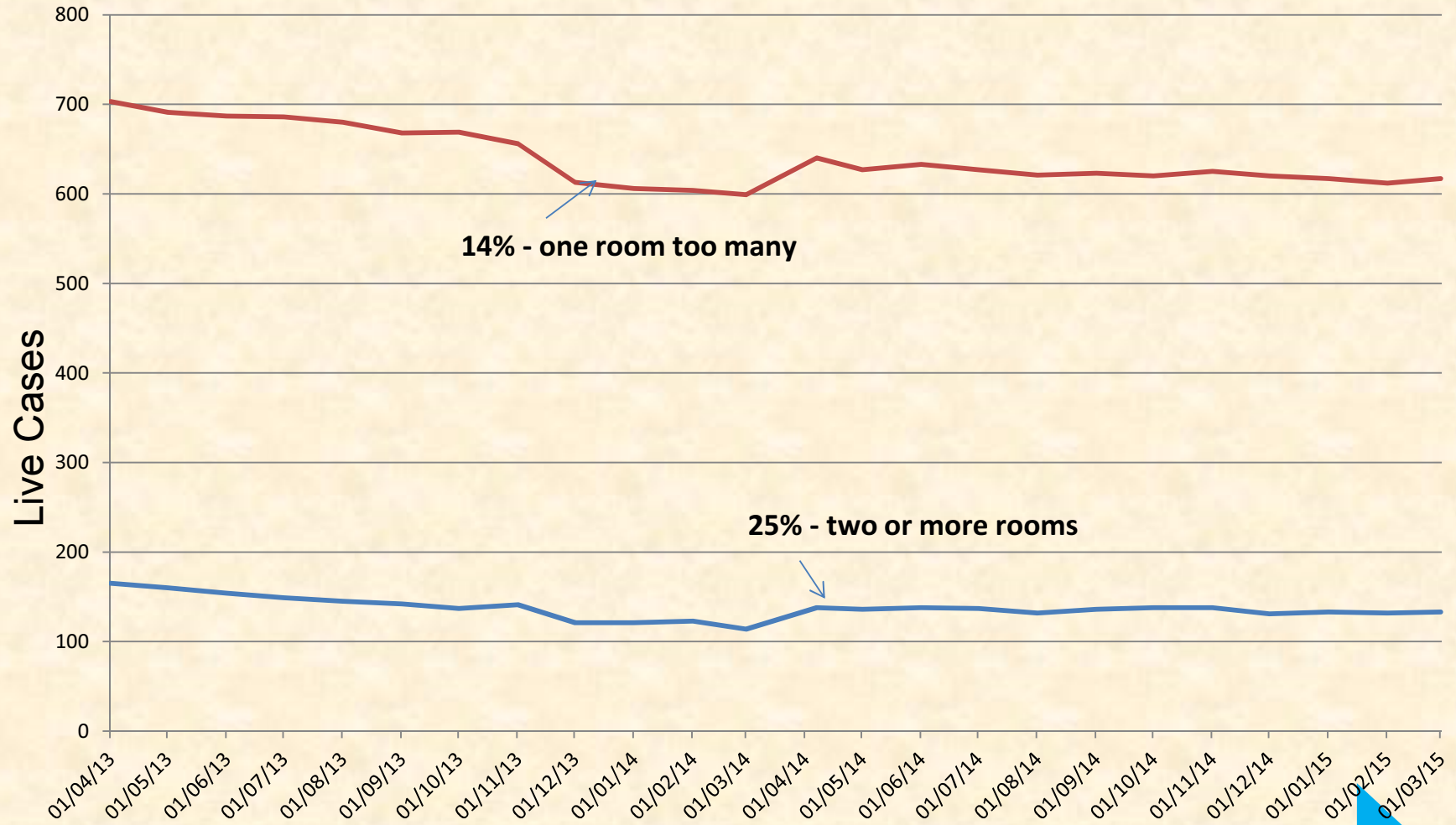
HB Paid as at February Month End



Admin Subsidy



Under Occupancy Live Claims



Live Capping Claims



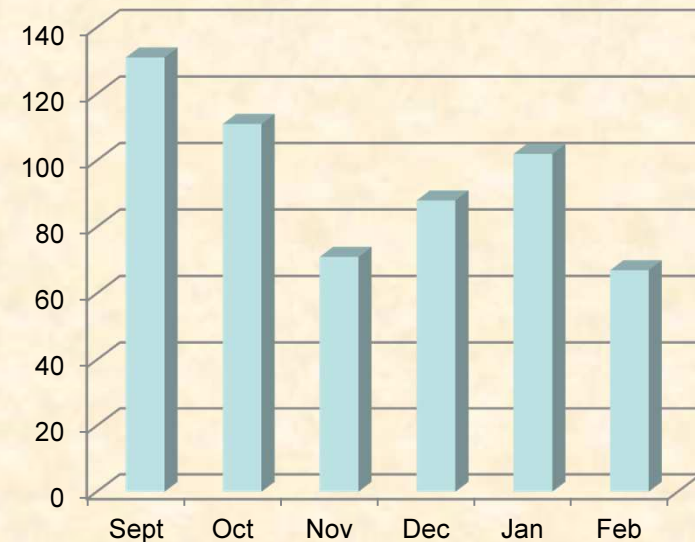
FERIS (Fraud & Error Reduction Incentive Scheme)

- » Aims to encourage LAs to find more changes of circumstances which reduce HB entitlement
- » Bid for Funding
- » A lot of the work needs doing anyway
- » There is no sanction if we fail to make the lowest threshold for reducing Claims

RTI Scans (Real Time Information)

- » Trial likely to become Business as Usual
- » HMRC info from DWP
- » Started October (2 scans incl Sept)
- » 30 mins per case
- » 570 received – 503 changes actioned
- » 10% referred to Fraud
- » £7,200 New Burdens funding

RTI Scans Received
2014-15



SFIS – Single Fraud Investigation Service

- » National Programme aligned to Universal Credit
- » Bath changes in June 2015
- » Loss of Admin Subsidy (£20k, then £80k)
- » Small amount of new Burdens £562.00
- » Implications on Corporate Fraud Investigations.

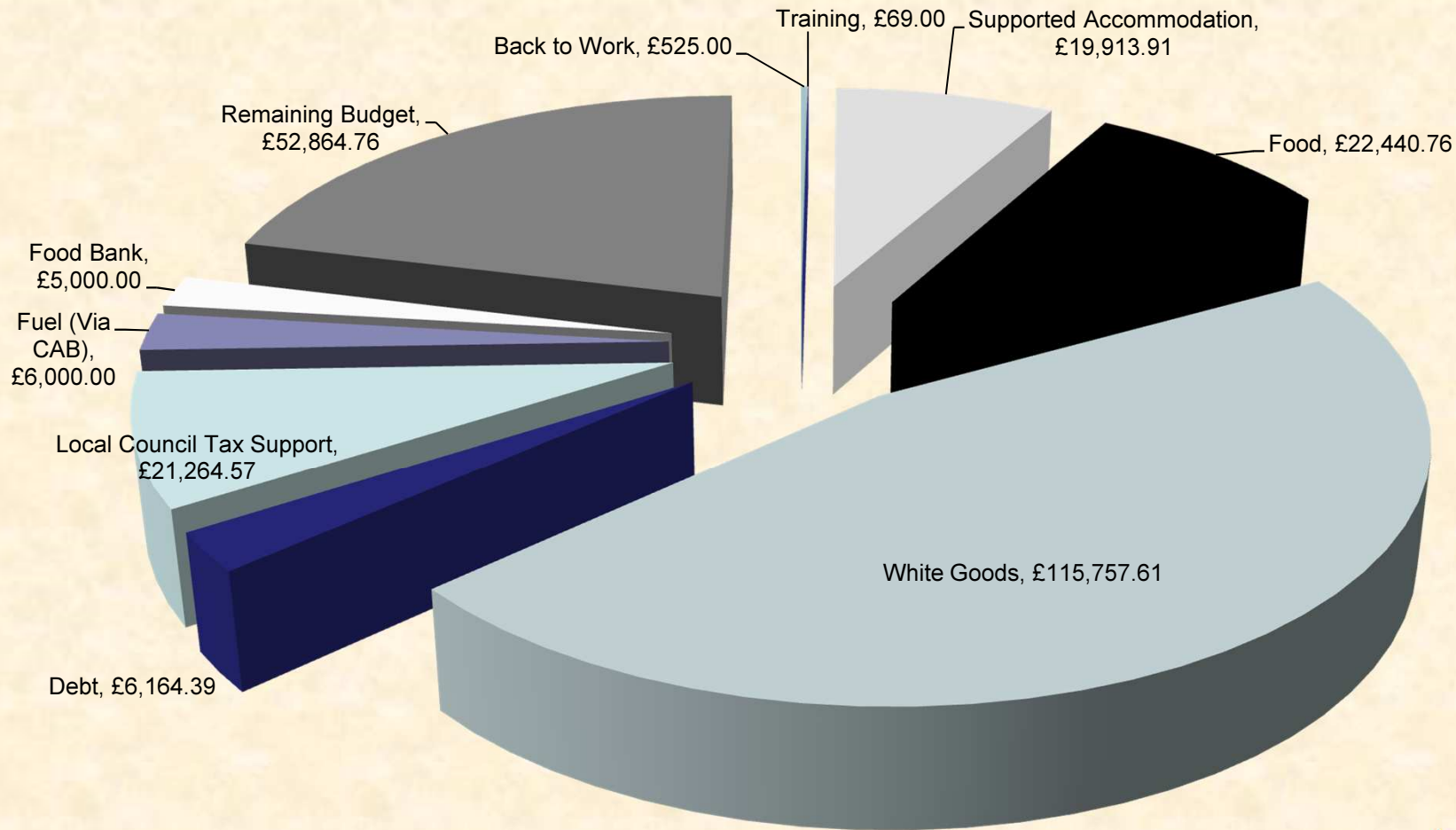
Local Welfare Support

- » Budget commitment / food banks (£320,000)
- » Future re-design plans with Connecting Families & triage
- » Links to Universal Support & Advice & Information

Local Welfare Support (2014/15) – Feb 15

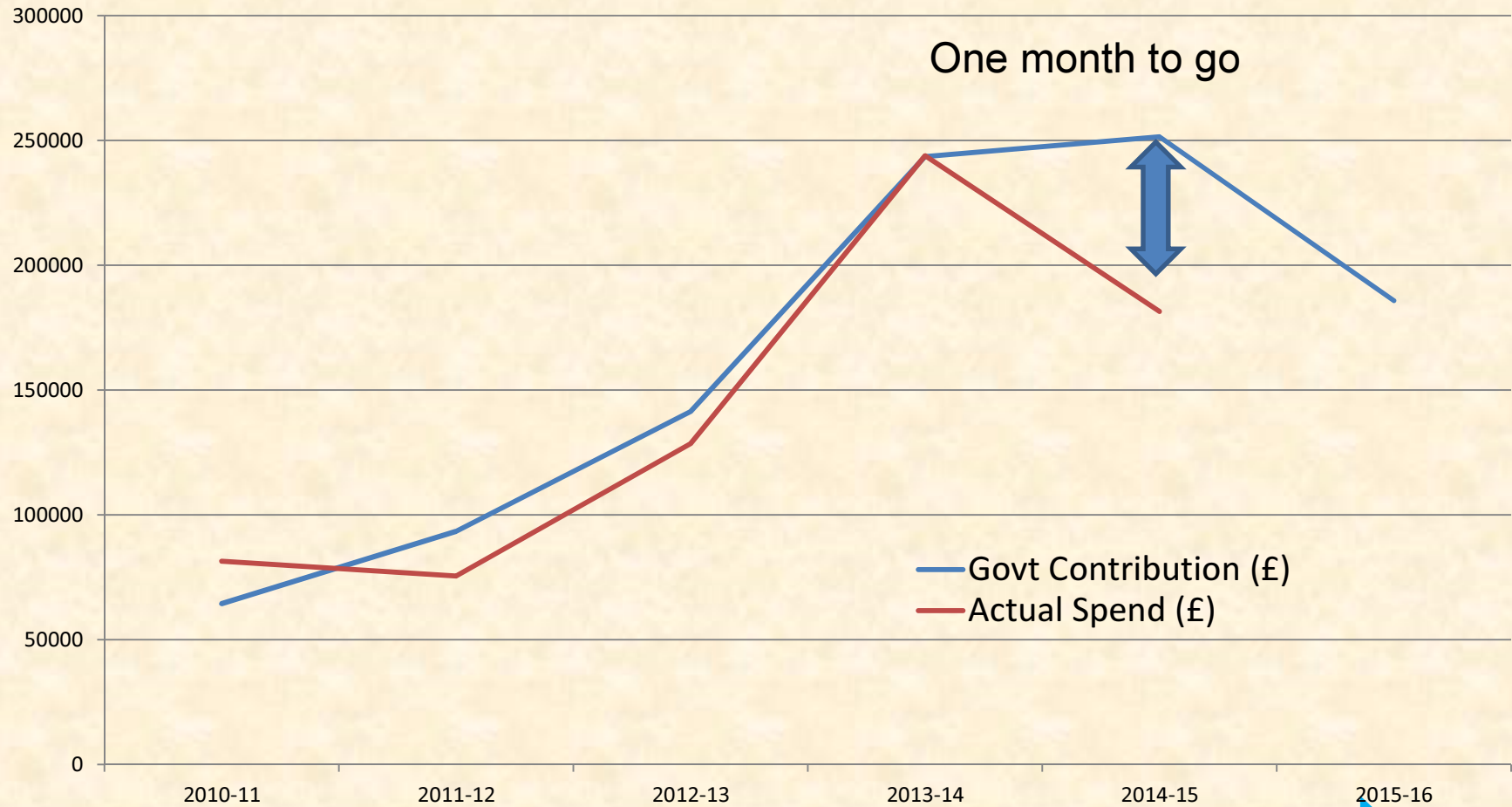
- » **2817 Applications**
- » 1675 Approved
- » 371 Pending
- » 548 Rejected
- » 223 Withdrawn

2014/15 - Local Welfare Support Expenditure as at February 2015

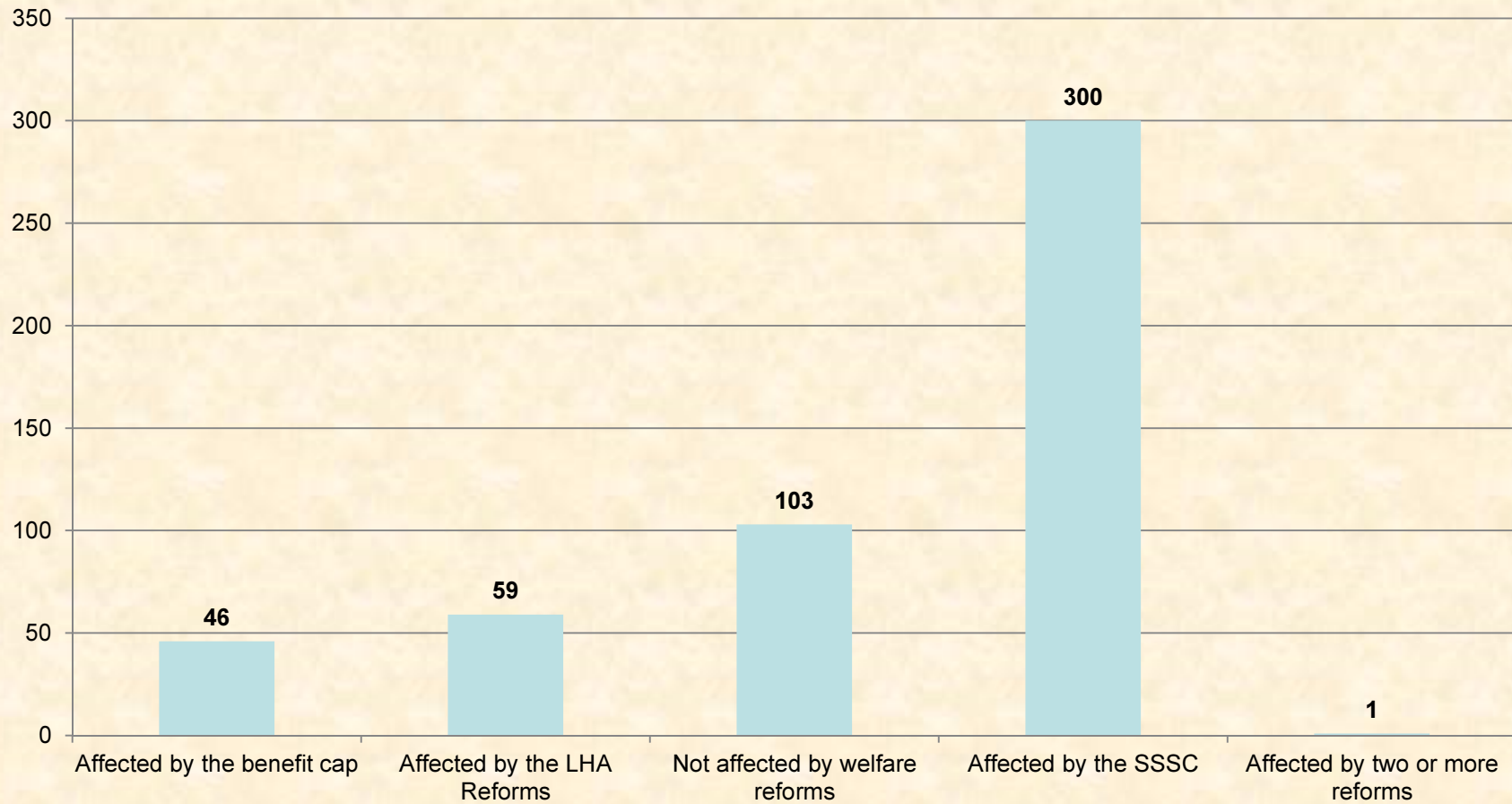


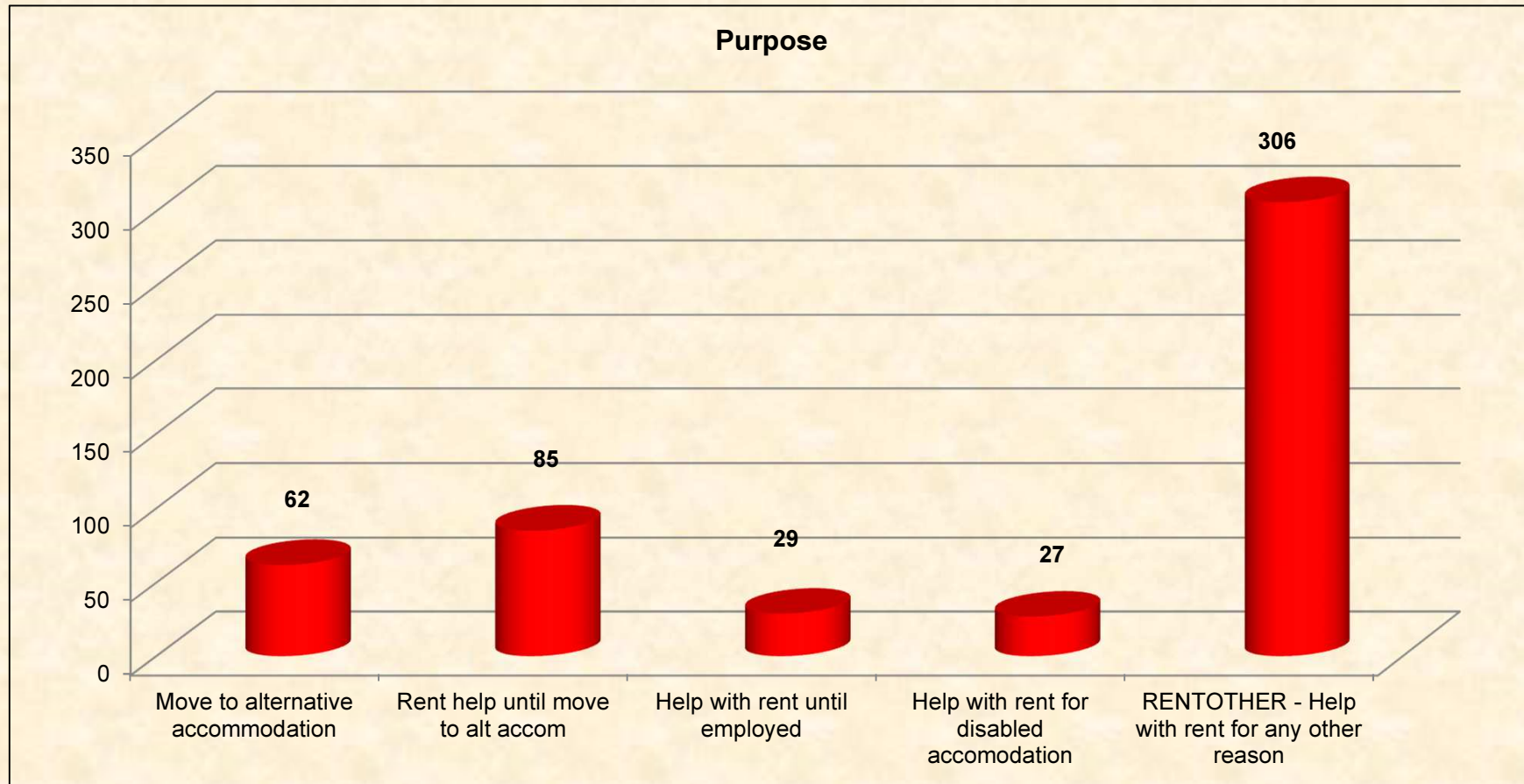
Total Budget £250,000

DHP Funding & Spend



Awards by Impacts





Housing Info

The key message is that demand for housing within the City remains very high with affordability being a particular issue. That said from a housing perspective at least, the welfare reform agenda has not created too many additional problems locally. For example whilst the numbers of households in temporary accommodation have increased slightly our use is still fairly minimal (0.15/1,000 residents) compared to national rate (2.6/1,000 residents) or WoE rate (0.89/1,000). The numbers on the Homesearch waiting have increased though with the figures at the end of January being...

By Size	General Needs		Sheltered		Total
1 bed	2556	1 bed	525	1 bed	3081
2 bed	1444	2 bed	25	2 bed	1469
3 bed	548	3 bed	0	3 bed	548
4 bed	161	4 bed	0	4 bed	161
5 bed	58	5 bed	0	5 bed	58
Total	4767	Total	550	Total	5317

Of these 637 have an assessed need for rehousing.

Issues to Note

- » DWP officer working from OSS, needs more co-ordinating
- » Visit from Mike Driver, Finance Director General at DWP
- » Supporting National Rollout with presentations etc....
- » Colocation potential
- » Advice & Information Strategy
- » Library Strategy
- » Universal Support Pilot? Performance by Results Trial