



Summary Minutes

Title of meeting: DWP LA Welfare Steering Group
Date: 22nd October 2018
Location: Caxton House Room 5.21, London

Attendees:

DWP: Claire Elliott (Chair), Darren Baker, Marion Joass, Carolyn Pollard (Secretariat), Sheena Parker, Karen Polston, Annette Madden, Nic Vaughan, Rebecca Bowers, Pamela Roberts, Richard D Souza, Peter Loosley, Graham Roberts.

MHCLG: Darrell Smith,

LAs: Rose Doran (LGA), Ian Keating (LGA), Lisa Hayward (Welsh LGA), Sam Ashton (London Councils), Ian Brown (Wiltshire), June Deans (Glasgow), Matthew Evans (Wrexham), Tim Savill (Bham), Andy Cameron (Leeds), Sarah Price (Merthyr Tydfil), Asha Vyas (Croydon), Jayne Henderson (Newcastle), Martyn Lindsay (SG SSD), Adrian Mills (Anglia Revenues).

Dial in: Jennifer Wynter (Hackney), Zena Cooke (Tower Hamlets), Michelle Hunter (Gateshead), Linda Davis (Welsh LGA), Peter Meehan (Glasgow)

Apologies: Alan Fairweather (DWP), Natalie Keogh (DWP), Susan Donald (LA), Helen Paine (Gateshead), Andrew Stevens (East Kent), Michael McClements (COSLA), Howard Mason (Manchester), Nicola Dickie (LA)

1. Welcome and Introductions:

Introductions were made round the table and for those dialling in.

2. Matters Arising

The minutes of the previous meeting were agreed. The action points were cleared.

3. Supported Housing

Supported Housing slide pack, providing an overview of how they will monitor and improve VFM, quality and accountability, covering accommodation and housing-services, in supported housing. The upcoming research and the longer term view was discussed and confirmation funding remained with Housing Benefit. The research would be much broader than previous work in this area.

Further feedback would be welcomed and sharing of best practice. There were also a number of POG members who offered to help with research going forward.

4. Managed Migration

An update on Managed Migration of Legacy Benefits to UC.

Confirmation HB was still the largest of the Legacy benefits and outlined some of the current activity taking place:

- There will be a Test and Learn approach for the roll out of UCFS which will start in July 19 and should complete by 2023. The test period will last at least 12 months.
- TP Regulations and Legacy closedown is being worked on at present. User research and analysis of claimant behavior is underway to ensure we engage more effectively and safely.
- Quality and source of data is being considered and needs to be gathered from all legacy systems, including HB.
- The detailed design phase will involve input from LAs and allow UC to understand the implications for LAs.
- Engagement with LAWSG and POG will continue going forward.

Update on Managed Migration communications. An event held on 17th October 2018 generated a lot of enthusiasm to engage and 4 key high level workshops will take place in the New Year.

1. Service Design.
 2. Delivery Model.
 3. Orientation & Communications.
 4. Vulnerable Customers.
- The Workshops will then be followed by specialist workshops with LAs and other sectors.

5. Universal Support

Update: on CAB to provide Universal Support from April 19.

Critical effective engagement between LAs and CAB takes place at local and national levels.

It was agreed US needs to be a standing agenda item at LAWSG and POG.

LAs have a desire to support CAB.

6. UC Issues Log, UC Update

UC Issues Log

Updates to the key issues in the log and closed issues in agreement with group members.

UC update

- UCFS has rolled out to 26 Service Centre's and 510 Jobcentres, totalling 1.2 million claimants.
- There are now 475 landlords on the portal with 60 more to be added in November. In Northern Ireland there are 5 landlords on the portal.
- Work continues on the LA Support pack to draft V3, scheduled to be completed in December 2018 to take into account the remaining Jobcentres.
- LA Engagement Events will take place, concentrating on Data Sharing, Universal Support and Managed Migration. Events will be GB wide:

7. AOB:

Duty to refer homelessness – As discussed please see below the Duty to Refer for homelessness link to the guidance on Gov.UK:

<https://www.gov.uk/government/publications/homelessness-duty-to-refer>

Date, time and location of next meeting: 13th December 2018, 11.00 – 14:00, LGA Beecham Room

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