



# Summary Minutes

<b>Title of meeting:</b>	DWP / LA POG
<b>Date/timings:</b>	13th November 2018 - 10:30 – 14:00
<b>Location:</b>	Beecham Room, LGA Smith Square, London
<b>Attendees:</b>	<b>DWP:</b> Darren Baker (Chair), Kay Bendell, Carolyn Pollard (Secretariat), Nic Vaughan, Adrian Shooter, Paul Selby, Jonathan Bottomer, Mark Griffiths, Rob Bridgewater, Pamela Laurence <b>LAs:</b> Mandy Fathers (West Oxford), Paul Ellery (Kensington), Lisa Fuller (Renfrewshire), Matthew Evans (Wrexham), Gwyn Thomas (Westminster), Lisa Hayward (WLGA), David Kinnair (Bham) June Deans (Glasgow), Adrian Mills (Anglia Revenues), Paula Doherty (Dumfries & Galloway), Mark Gillmore (EK Services), Pamela Richardson (Gateshead), Chris Boylett (LB Newham)
<b>Apologies</b>	Karen Polston (DWP), Joanne Hawkins (DWP)

## 1. Welcome and Introductions:

Darren Baker opened the meeting. Introductions were made round the table and for those dialing in.

## 2. Matters Arising

The minutes of the previous meeting were agreed.

The outstanding action points were agreed and cleared.

## 3. CMI Performance

An update was provided outlining the Department's suggested approach to be adopted to monitor the revised Caseload Management Information.

- Between January and March 2019, there will be an initial test and learn period when Housing Delivery Division will use the data from SHBE to work collaboratively with those local authorities where the data is indicating good and poor performance.
- Housing Delivery Division will work closely with these authorities to better understand the activities behind the reported performance.
- Once the test and learn period has been successfully completed Jonathan advised the findings will be shared and discussed with the Group.
- Thereafter, as for other indicators of local authority performance, for

example, Speed of Processing, Housing Delivery Division will use the SHBE data and work with the good and poorer performing authorities, the aim being to identify and share good practice and support activities which can help reduce levels of HB fraud and error.

- Jonathan advised good practice will be shared using existing communication channels and if appropriate pod casts will be considered to ensure issues can be shared quickly and widely across the local authority community.

The findings will feed into the final decision on what and when to publish the national statistics again.

#### **4. UC Update**

- 547 Jobcentres operate the Universal Credit services as of 7<sup>th</sup> November 2018.
- In the five weeks to 13<sup>th</sup> September 2018, the number of people on Universal Credit has increased by 10% to 1.2 million.
- Of these people, 35% (430 thousand) were in employment, compared to 39% in September 2017.
- Of these people, 52% (640 thousand) were female, compared to 43% in September 2017.
- Of the 1.2 million people on Universal Credit as at 13 September 2018, 45 per cent (550 thousand) were in the “Searching for Work” conditionality regime, compared to 55 per cent (610 thousand) in September 2017.
- During the same period, 17 per cent (200 thousand) were in the “No work requirements” conditionality regime in September 2018 compared to 9 per cent (50 thousand) in September 2017.
- As of 12<sup>th</sup> November there are 538 landlords on the Landlord Portal which includes 9 in Northern Ireland.
- 5 of the 12 LA Engagement Events have taken place in England and the remaining 7 will be completed by 06/12/18. Two events took place in Wales and one was held in Scotland.
- The Universal Credit Bulletin (UC2/18) with updates on UC and Universal Support was issued on 22/08/18. The next version will be issued by the end of November / early December and include the recent budget announcements.

#### **5. UC Issues log**

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

members

## 6. Managed Migration

An overview on Managed Migration was provided including the delivery timeline, and Test and Learn Approach.

### Working with external stakeholders Test and Learn Approach:

- On-going engagement on managed migration will continue with future workshops planned to support collaborative working – the initial 4 work streams will focus on:
  1. **Service Design;**
  2. **Delivery Model;**
  3. **Communication and Orientation**
  4. **Vulnerable claimants.**
- Invitations to these workshops will be extended to those organisations that attended the October event (including LA's, Housing Associations.
- These work streams will form the initial iteration of stakeholder collaboration with further iterations envisaged as we explore more detailed issues.

## 8. VEP Update

- Alerts are now rolled out and the VEP implementation team have started to contact LAs SPOCs.
- Some of these improvements have now been prioritised for delivery before Christmas, including:
  - 1) Improvements to the averaging feature
  - 2) User level MI for managers and
  - 3) Enabling outcomes on alerts to be recorded by more than one user.

<b>Date, time and location of next POG</b>	<b>The next Practitioners Operational Group is scheduled to take place on 24<sup>th</sup> January 2019, 10:30 – 14:00.</b> <b>Room 5.21/22, Caxton House.</b>
<b>Contact:</b>	<a href="mailto:carolyn.pollard@dwp.gsi.gov.uk">carolyn.pollard@dwp.gsi.gov.uk</a>