

Summary minutes

Title of meeting:	DWP/ LA Welfare Steering Group
Date/timings:	4 April 2019 - 11:00 – 14:00
Location:	Room Smith Square 1, LGA, London
Attendees:	<p>DWP: Clare Elliott (chair), Carolyn Pollard (Secretariat), Darren Baker, Kay Bendell, Amanda Sowerby, Graham Roberts, Susan Johnson,</p> <p>LAs: Sam Ashton (LC), June Deans (Glasgow), Matthew Evans (Wrexham), Rose Doran (LGA), Tim Savill (Bham), Simone Hines(N&B), Michael McClements (COSLA), Jennifer Wynter (Hackney),</p> <p>Dial in: Adrian Mills (Anglia Revenues), Andrew Stevens (East Kent), Pamela Richardson (Gateshead), Ian Brown (Wiltshire), Linda Davies (WG), Nic Vaughan (DWP), David Bailey (DWP), Andrew Luty (DWP), Asha Vyas, Natalie Keogh (DWP)</p>
Apologies	Ian Adams (Islington), Susan Donald (Aberdeenshire), Jayne Henderson (Newcastle), Rebecca Bowers (DWP), Lisa Hayward (WLGA), Andrew Cameron (Leeds), Sarah Price (Merthyr Tydfil), Helen Paine (Gateshead), Howard Mason (Manchester), Martyn Lindsay (SG), Richard d'Souza (DWP)
<p>1. Welcome and Introductions:</p> <p>Clare Elliott opened the meeting. Introductions were made round the table and for those dialing in.</p> <p>2. Matters Arising</p> <p>The minutes of the previous meetings were agreed.</p> <p>Action Points – open/closed actions discussed and agreed.</p> <p>3. New LA Welfare Issues Log:</p> <p>Amanda Sowerby provided an overview of the new process for issues raised by LA Welfare Steering Group/POG.</p> <p>The bringing together of the UC LA engagement functions with HDD activities presents an opportunity to look afresh at the different processes and tools in place for tracking and resolving problems/questions/ issues raised by LAs.</p> <p>All areas of HDD pick up issues through engagement with LAs for example through the Performance Relationship Manager calls, PDT Consultancy engagements,</p>	

attendance at events and our Governance groups.

The new tool and new processes were discussed and the impacts of the change were outlined.

The ultimate aim is to use the information for communicating to LAs what's happening across DWP, HDD and the UC Programme.

It was agreed a high level progress report replaced the existing log.

4. Impact of Brexit on LA business

LAs were asked the effect Brexit was on business.

This generated discussion around resilience/contingency planning and risk management.

5. Update on Spending Review

The high-level spending review timetable was outlined and discussed.

6. LA Insight Survey Findings (DHP)

A high-level summary of the key findings from the LA Insight Survey was discussed.

An overview of the study and aims was provided and thanks given to LAs and HDD for the notable 62% overall response rate.

The key findings covered in the update were:

- Priorities
- Applications
- Spend
- Effectiveness
- Conditions
- Changing Demand
- Future Demand

7. Migration

Harrogate Job Centre will be the first to undertake the migration of customers from legacy benefits onto Universal Credit from July.

The pilot, which will last for at least a year and involve up to 10,000 people, will test this new phase of Universal Credit implementation to better understand the processes and support customers need to make the move as smooth as possible.

The Vulnerable Customers workshop took place on 1 April 2019 and 5 user need themes, identified for discussion at the meeting, which were:

- Access - in particular to IT, internet and on-line skills
- Daily life – relating to personal circumstances and demand on time
- Communications – for example, people's ability to communicate effectively
- Connections – for example the support structures in place to help people move to UC
- Availability and access to suitable bank account for move to UC

The next national workshop will look at Delivery Approach on 11th April. confirmed.

Date, time and location of next LAWSG	The date of the next LA Welfare Steering Group is to be confirmed, 11.00 – 14:00.
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