



**CORPORATE SERVICES SCRUTINY REVIEW
BOARD 3 October 2019**

ITEM 5

Report sponsor: Strategic Director of Corporate Resources
Report author: Democratic Services Officer

Customer Services/Universal Credit

Purpose

- 1.1 To receive a presentation and case studies on Customer Services and Universal Credit.

Recommendation(s)

- 2.1 To consider the presentation.
- 2.2 To make any further comments or recommendations following discussions on the presentation received.

Reason(s)

- 3.1 To update the Board on the current position and on progress made.
- 3.2 To allow the Board an opportunity to make any further comments or recommendations.

Supporting information

- 4.1 This presentation will provide an overview and local statistics on Universal Credit along with information on how vulnerable families are receiving assistance.

Public/stakeholder engagement

- 5.1 None directly arising from this report.

Other options

- 6.1 None.

Financial and value for money issues

7.1 None directly arising from this report.

Legal implications

8.1 None directly arising from this report.

Other significant implications

9.1 None directly arising from this report.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal		
Finance		
Service Director(s)		
Report sponsor		
Other(s)	Alex Hough - Acting Head of Democracy	

Background papers:
List of appendices: