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Customer Service & Universal Credit

Corporate Scrutiny Board - 3rd October 2019

Agenda



Universal Credit – overview & context



Helping Vulnerable Families



Statistics & Case Study



Universal Credit (UC) overview & context

- UC Full Service implemented in Derby on 11 July 2018
- Service is fully managed by DWP
- Some Housing Benefit cases remain with Local Authority – pensioners, disability premium, temporary & specified accommodation



- Highlighted underlying money management challenges
- Revealed levels of existing debt
- UC applicants have a lack of understanding about financial 'options'



- Claimants have a lack of digital skills & confidence
- This delays UC claim moving into payment
- Claimants need to maintain an online journal



- Often underlying complex issues
- Need addressing



UC - Helping vulnerable families (1)

- Council implemented a case management service in July 2016 – Welfare Reform
- Personalised support plans for customers in financial crisis



- Personalised support plans
- Managed by an experienced case worker
- Combining short term financial support with access to services
- Sustainable changes in people's lives
- Primarily a face to face service



- Council Discretionary Awards (DHP/CTH)
- Utility top-ups, food vouchers (ALDI)
- Applications to external funds (white goods, utility debt reduction, clothing)
- Money Management (Debt Relief Orders, debt rescheduling)



- Access to a range of services
- Housing, homelessness, health & wellbeing, social care, employment support, counselling, training courses, clothing (TOGS)
- Support with UC applications at Council House



UC - Helping vulnerable families (2)

- UC referrals from DWP to Money, Work, Me in August 2019
- Money, work, me is a complimentary service to the role of the Job Coaches
- Address money management & underlying issues to help applicants manage



- In partnership with DWP
- UC applicant referrals
- Onsite – ‘warm’ handover
- Deliver service in DWP area
- Appointment & drop in service
- Customer update their journal
- Feedback to Job Coach



- Personal Budgeting Support (PBS)
- Sign posting to services (Clothing, dependencies, furniture, food, utilities)
- Practical advice (expenditure, shopping habits etc.)
- Action plan to demonstrate progress



- Support with UC applications at Council House
- More complex cases given to experienced case workers





- 164 cases managed
- 65 closed cases
- 45 currently open cases
- 39 cases Failed to Attend (FTA) 1st appointment
- 15 Disengaged before completing



- 239 applications to external funds
- Generating £61,008 in external funds
- Ensure correct benefit - £56,000 across 86 cases
- 23 Home Start cases
- At a cost to the Council of £4,105



- Delivered 703 outcomes/actions

Statistics & Case Study

Welfare Reform Service since
1 Apr 2019



Statistics & Case Study

- 43 referrals from DWP
- 25 allocated for appointments
- Of which 4 referred to an experienced case worker
- 12 were uncontactable
- 4 refused the service
- 2 referrals returned to DWP

Money, Work, Me since 19
August 2019



Thank you



Derby City Council