



SHN Forum update

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Main concerns

- Payment system incompatibility
 - Universal Support Delivered Locally
 - No Implicit Consent
 - Verification – UC costs & delayed payments
- Benefit constraints :
- Freeze
 - In-work allowances
 - Benefit cap and two child limit

Universal Support

- Work and Pensions Committee report 28/10/2018:
 - Claimants only get ADS/PBS 2 hour session at start of their claim (3 month limit)
 - No core debt advice, despite debt acknowledged as a barrier to moving into work and progressing
 - Citizens Advice cannot use funding to deliver debt advice under the new contract
 - DWP commitment to review & improve USDL

Assisted Digital challenges

- DWP UCFS claimant survey:
 - 54% able to submit an online claim unassisted
 - 21% able to submit online claim with help
 - 25% not able to submit online claim at all
 - Four in ten needed more support in registering claim
 - Three in ten said they needed ongoing support
 - Verifying identity seen as particularly difficult: 30% use Verify & fail, 17% don't use at all

Explicit Consent not required:

- In DWP guidance, [Universal Credit Consent and Disclosure of Information](#), DWP can share certain items without the need for explicit consent:
 - the start date of housing payments
 - when to expect to receive the first payment
 - the amount of the next payment
 - if there have been any changes to the amount of housing costs to be paid

What to expect

- Roll out to rest of Scotland complete by December for new claims and changes of circumstances (aka natural migration)
 - But what of Transitional Protection for natural migration?
- Managed migration regulations to be laid down – potential for debate in house.
- Managed migration pilots second half of 2019

Budget Special!



Please sir, can I have some...



In work allowances restored?

		Before April 2016		After April 2018	
		WITHOUT HOUSING COSTS	WITH HOUSING COSTS	WITHOUT HOUSING COSTS	WITH HOUSING COSTS
Single	NO DEPENDENT	£111	£111	ABOLISHED	
	WITH DEPENDENT	£734	£263	£409	£198
	WITH DISABILITY	£647	£192	£409	£198
Couple	NO DEPENDENT	£111	£111	ABOLISHED	
	WITH DEPENDENT	£536	£222	£409	£198
	ONE OR BOTH WITH DISABILITY	£647	£192	£409	£198

Budget announcements

- In work allowances increased by £1,000 from April 2019
- Two week run-on of Income Support, and income related JSA/ESA from July 2020
- increasing grace period for self-employed phased in from July 2019 to September 2020
- Repayment limit reduced from 40% to 30% from October 2019

Budget Announcements

- Advanced loan repayment extended from 12 to 16 months
- Implementation of UC extended to December 2023
- Scope of surplus earnings policy reduced until April 2020
- Transfer of housing benefit to pension credit delayed by 3 years

Improvements

- Introduction of Integrated telephone system:
when claimant rings up from a number registered with Universal Credit, will be routed through to Case Manager/team
 - Potential for shorter call waiting
 - Queries dealt with more efficiently
- If caller rings from number other than one registered, or a landlord rings, need to provide key pieces of information to be put through

Summary:

- UC rollout so far has been mostly to more straightforward cases
- Concern that more vulnerable claimants will not get support they need to maintain their claim – please [report case studies to SFHA](#)
- Have been improvements, but still a long way to go.

Universal Credit
SFHA Case Study Form 2018

Completing this form will help the SFHA to understand the impact of Universal Credit on its members, and their tenants. Your feedback will help us with two tasks:

- Advising the DWP on the impact UC is having. If similar stories are heard from a number of associations, we can warn the DWP that there is a systemic issue.
- The information will help with any lobbying/campaigning we do, as we will have case studies that illustrate our concerns.

If you have any questions or concerns, please contact Jeremy Hewer, Policy Advisor on 0141 9676227 or email jhewer@sfha.co.uk or Jenina McKenna, Research Officer on 0141 967 6231 or email jmckenna@sfha.co.uk.

Thank you very much for taking the time to submit your information.

SFHA GDPR and Data Management

By completing this form you will be agreeing to share this information with the SFHA. In line with our privacy policy, we will only use your personal data when the law allows us to. Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests. To find out more about the types of lawful basis that we will rely on to process your personal data you can view our privacy policy here: www.sfha.co.uk/privacy-policy

Name of organisation

Contact details

Name

Job title

Email

Tel no

Local Authority where tenant lives