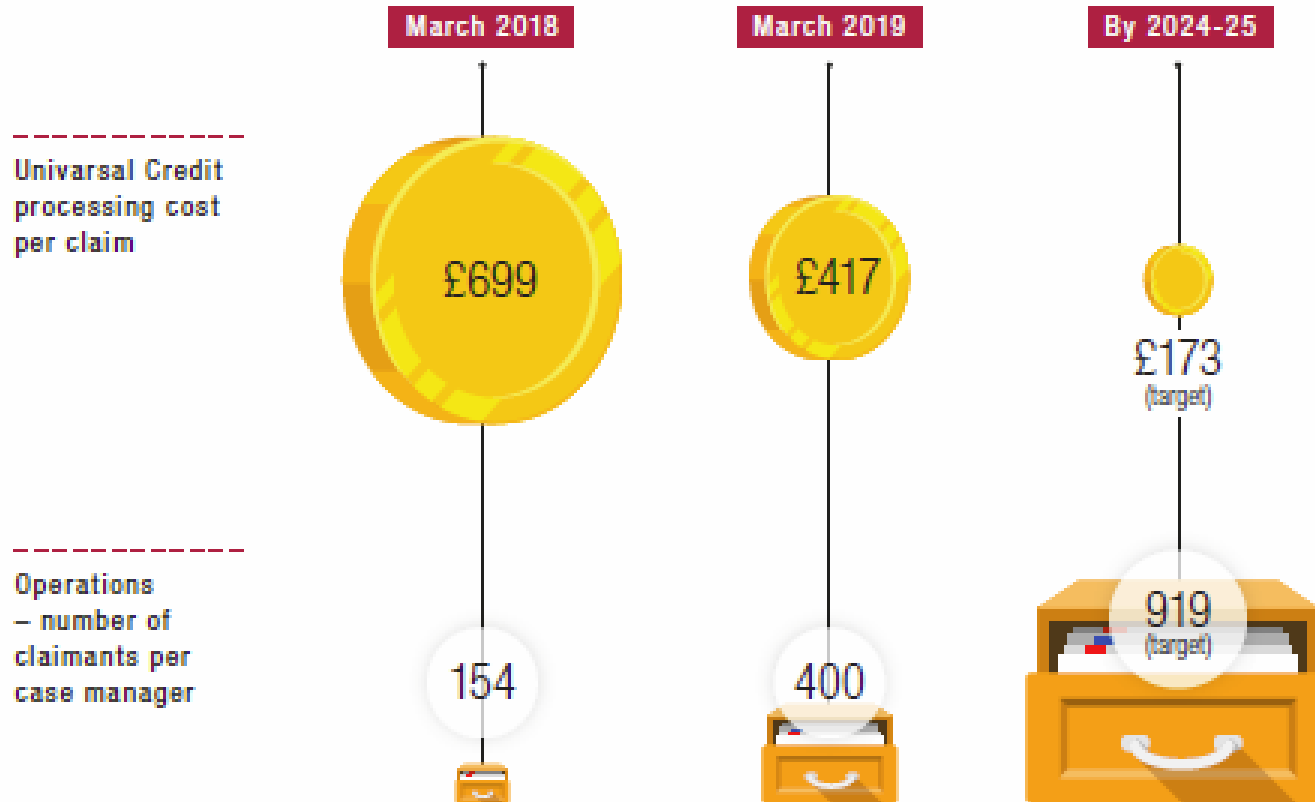




SHN Welfare Reform Forums

October/November 2019

National Audit Office report



Source: National Audit Office analysis of Department for Work & Pensions' information

Work and Pensions Committee

- Report into Universal Credit and Survival Sex
- Department criticised by committee for
 - displaying little interest in the lived experience of claimants and would-be claimants
 - choosing not to make use of the expertise and experience of multiple support organisations
 - hesitating to accept that individuals' poor experiences might indicate wider problems in the system

Work and Pensions Committee

- Recommendation that DWP
 - publicises availability of face-to-face claim management (either at home or in Jobcentre Plus)
 - develops clear guidance for Work Coaches on when alternative claim management should be put in place
 - Monitors and reports on the number of requests for telephone or face-to-face management and their outcome

Work and Pensions Committee

- Report on the Two Child Limit
 - Argues that Government's claim to fairness flawed: a family supporting itself today may need social security support tomorrow
 - Having a child not always a matter of choice
 - Policy disproportionately impacts on certain groups, including those already experiencing poverty
 - May lead to significant increase in child poverty

Benefit take-up

- Subject of Scottish Parliament Social Security inquiry (SFHA submission on the website)
- Scottish Government publishes Benefit Take-up Strategy
 - Launched £500,000 fund to assist training/resource preparation to help claims for Scottish Benefits
 - Further £100,000 fund to support organisations maximise incomes among seldom-heard groups.



DWP Scottish Landlord Group Feedback

- Escalation routeway is through Partnership Managers
- Series of meeting with PRS landlords; “You cannot turn us into social workers”
- New payment schedule on track – will include payments to claimants not on portal
- Call to omit rent element from advance payments

DWP Scottish Landlord Group Feedback

- DWP current development priorities
 1. Bulk upload of rent changes
 2. 40%-30% deduction limit
 3. Untidy tenancies
 4. Corporate Appointees
 5. APAs for PRS
 6. Claimants' appointments

DWP Scottish Landlord Group Feedback

- Work with East Lothian, Highland and South Lanarkshire Councils to resolve overpayment issues.
- Concern data sharing between Scottish Government and DWP not yet sorted out.
- Harrogate managed migration pilot – more cases expected to come through (3 month notice to transfer: more straightforward cases)

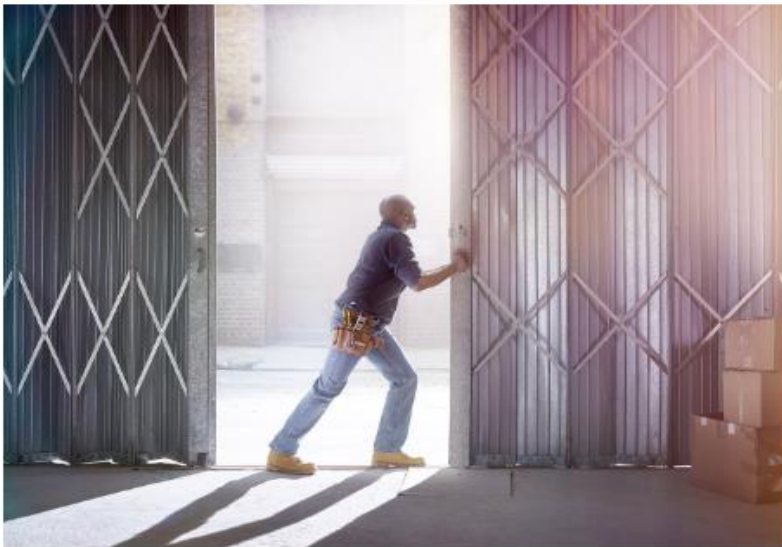
Communications

- One of four DWP workstreams on Managed Migration, the others being:
 - Service Design
 - Service Delivery
 - Supporting Vulnerable Claimants
- Three principal channels:
 - www.gov.uk
 - www.understandinguniversalcredit.co.uk
 - YouTube channel [UC in Action](#)




You Tube – UC in Action Channel

The screenshot shows the YouTube channel page for 'Universal Credit In Action'. At the top, there is a search bar and a 'SIGN IN' button. The channel banner features the 'UC Universal Credit in action' logo and a 'GOV.UK' logo. Below the banner, the channel name 'Universal Credit In Action' is displayed with '1.12K subscribers' and a red 'SUBSCRIBE' button. The navigation menu includes 'HOME', 'VIDEOS', 'PLAYLISTS', 'COMMUNITY', 'CHANNELS', and 'ABOUT'. The 'PLAYLISTS' tab is selected, showing three created playlists: 'Universal Credit full service - June 2017' (11 weeks), 'Universal Credit in Action' (6 weeks), and 'Digital Skills Playlist' (5 tips to narrow down search results). Each playlist has a 'VIEW FULL PLAYLIST' link.



What is Universal Credit?

Universal Credit supports you if you are on a low income or out of work. It includes a monthly payment to help with your living costs.

This site will help you understand what Universal Credit means for you. If you want to go straight to making a claim for Universal Credit visit [gov.uk/universal-credit](https://www.gov.uk/universal-credit) 

[Home](#) > [Benefits](#)

Benefits	
Births, deaths, and care	How benefits work Benefit calculators, how payments work, changes of circumstance, benefit fraud and appeals >
Business and s	
Childcare and	Universal Credit Applying, signing into your account, and help with housing, disability, health conditions and unemployment >
Citizenship and UK	
Crime, justice a	
Disabled peop	Tax credits Getting Working Tax Credit and Child Tax Credit, managing your tax credits and when tax credits stop >
Driving and tra	
Education and	Jobseeker's Allowance and low income benefits Getting JSA, Income Support, Budgeting Loans and other help if you're on a low income >
Employing peo	
Environment a countryside	
Housing and lo	Carers and disability benefits Help for disabilities including Personal Independence Payment, Carer's Allowance, and Employment and Support Allowance >
Money and tax	
Passports, trav abroad	
Visas and immi	Child Benefit Getting and managing your >

Universal Credit

Overview

[Universal Credit](#)

[Housing costs and Universal Credit](#)

[Health conditions, disability and Universal Credit](#)

[Self-employment and Universal Credit](#)

Make an application

[How to claim Universal Credit: step by step](#)

[Apply for Universal Credit](#)

[Benefits calculators](#)

After you've applied

[Sign in to your Universal Credit account](#)

[How to claim 'new style' Jobseeker's Allowance \(JSA\): step by step](#)

[How to claim 'new style' Employment and Support Allowance \(ESA\): step by step](#)

Detailed guidance

[Universal Credit](#)



www.gov.uk



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Universal Credit

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From:

[Department for Work and Pensions](#), [Social Security Advisory Committee](#), [HM Revenue & Customs](#), [HM Treasury](#), and [Department for Business, Energy & Industrial Strategy](#)

A to Z

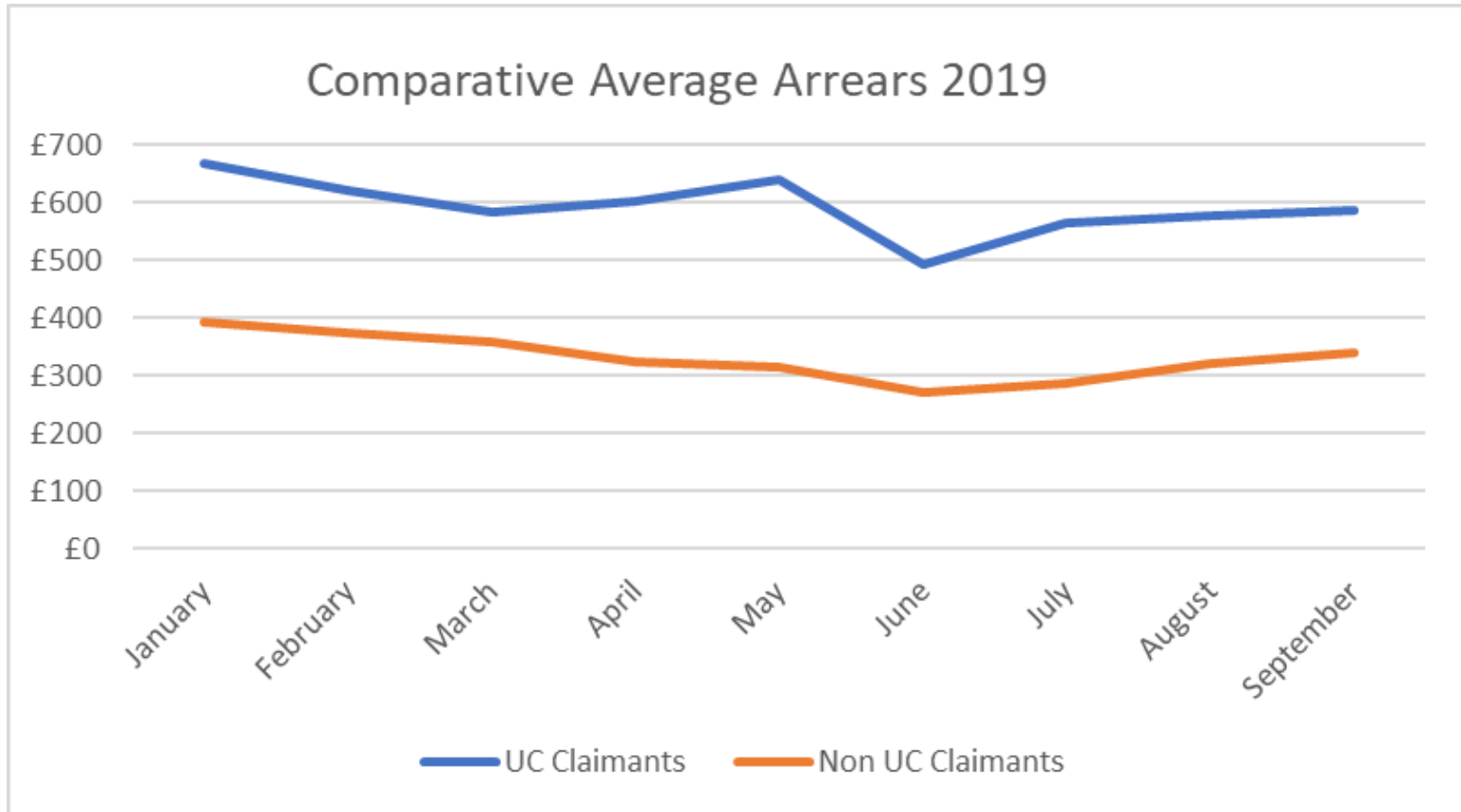
'New Style' Employment and Support Allowance



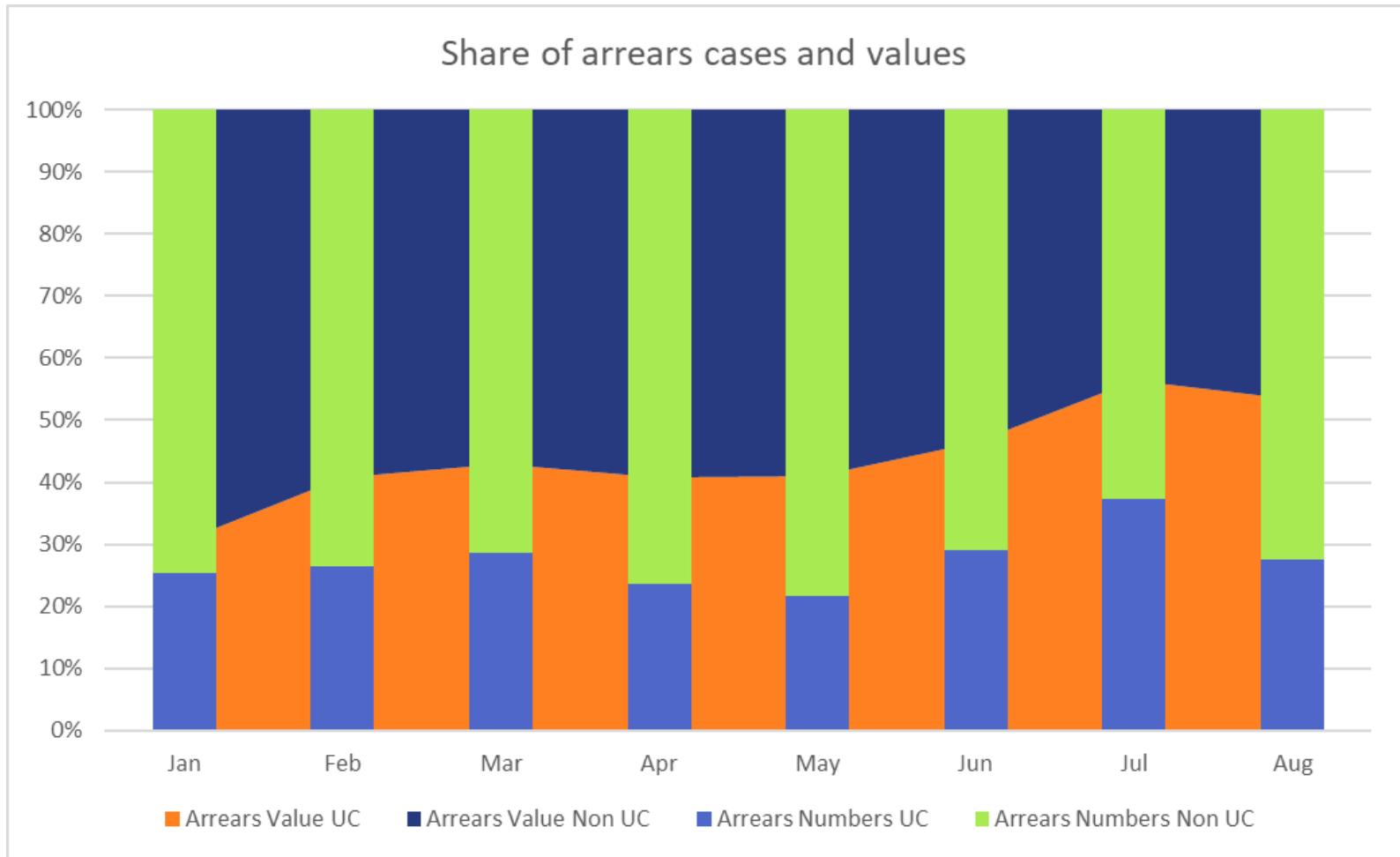
Challenge Poverty Week



UC Arrears Higher on average



SFHA surveys - the share of arrears



The numbers breakdown (May '19)

- 109,000 out of 168,000 households on UC have a housing cost entitlement
- Social Housing Tenants on UC: 79,000
- PRS tenants on UC: 29,000
- 189,000 SRS working age tenants on HB
 - 94,000 local authority
 - 95,000 social rented sector
- 104,000 pension age tenants on HB in SRS



UN Report on Global Digitization

The digital welfare state is commonly presented as an altruistic and noble enterprise designed to ensure that citizens benefit from new technologies, experience more efficient government, and enjoy higher levels of well-being. But...the digitization of welfare systems has very often been used to promote deep reductions in the overall welfare budget, a narrowing of the beneficiary pool, the elimination of some services, the introduction of demanding and intrusive forms of conditionality, the pursuit of behavioural modification goals, the imposition of stronger sanctions regimes, and a complete reversal of the traditional notion that the state should be accountable to the individual. https://www.ohchr.org/Documents/Issues/Poverty/A_74_48037_AdvanceUneditedVersion.docx