



Department  
for Work &  
Pensions

# Scottish Housing Network

15<sup>th</sup>, 17<sup>th</sup> & 24<sup>th</sup> February 2022

# Our Service Delivery

As you are aware our offices remained open to support customers that need our help during COVID.

We commenced our offer of face to face support in July'21 as restrictions were eased and we adapted our offices in line with government recommendations.

Jobcentres across Scotland are now inviting customers back in to our offices to conduct our normal face to face interviews.

We are now delivering our services as before “business as usual” for all our customers including employers and partners.

Feedback from our Work Coaches regarding some customers being uncomfortable with attending face to face appointment we have conducted pre-calls with customers to ensure they are comfortable with this approach.

Prison Work Coaches are now all back working out of our Scottish Prisons.

# Temporary Jobcentres

We currently have 4 temporary Jobcentres in Scotland (88 Jobcentres in total).  
The new temporary Jobcentres are in: -

- Glasgow City Centre
  - Ayr
  - Falkirk
  - Inverness
- 
- A further 2 Jobcentres will be opening in the coming weeks. We aim to continue to increase our volume of Jobcentre premises over the coming months to ensure we are maximising our support and services to our customers.

# Advanced Customer Support Senior Leader Update

Since April 2020 the focus of the Advanced Customer Support Team has been to improve how DWP supports our most vulnerable customers at higher risk moments in their journey with us. The approach we are continuing to develop includes:

- Getting it right first time
- Listening, Learning and Improving
- Identifying and providing targeted help to those with serious immediate needs
- Embedding a multi-agency approach to ensure that customers get the support they need

The Advanced Customer Support Senior Leader role is integral to this approach.



# Annual Rent Increase – April 2022

- Gov.uk has been updated with the changes to this years Annual Rent Increase process from April 2022.

[Landlord Portal - Understanding Universal Credit](#)

# Way to Work

- The governments ambition is to help half a million people into work by the end of June.
- Way to Work' campaign, will build on the success of the Kickstart Scheme and will focus on getting **job-ready** people off Universal Credit and into work, rapidly filling vacancies which are at a record high. Latest figures from the Office of National Statistics show that the demand for workers is there, with a record 1.2 million vacancies to fill, which is 59% higher than pre-pandemic levels

[New jobs mission to get 500,000 into work - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Caption in Arial 12pt and only one line

# Updates

- From 8<sup>th</sup> February, regulations changed in relation to ‘permitted period’. What this means is, people who **are unable to find work** in their **previous occupation or sector**, from the fourth week of Universal Credit, they will be expected to look for work in another suitable sector.

[Jobseekers have four weeks to find work before widening their search - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

- Citizens Advice Scotland will continue to deliver ‘**Help to Claim**’ Universal Credit Support for the fourth year running. The service will now run until March 2023
- **Move to UC** – There are no further delays to Move to UC, we still expect to complete by the end of 2024.
- Alternative Payment Arrangements (process change) - One of the COVID easements put in place was removing the payment blocking element of the Alternative Payment Arrangement. This was reinstated on 19<sup>th</sup> January.

Thanks again

Any Questions?