

Item No: 8

Meeting Date: Wednesday 29th August 2018

Glasgow City Integration Joint Board Public Engagement Committee

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PREPARATION FOR UNIVERSAL CREDIT ROLLOUT

Purpose of Report:	This report details Glasgow City Health and Social Care Partnership's (HSCP) action plan for the roll out of Universal Credit in order to make staff within the Partnership aware of the changes and identify what the Partnership will do to assist and support service users.
Background/Engagement:	Universal Credit (UC) is a means-tested benefit that is currently being rolled out to replace a number benefits claimed by HSCP service users. The roll out of UC full service for new claimants commences in Glasgow from September 2018 and this will impact on many of our service users.
Recommendations:	<p>The IJB Public Engagement Committee is asked to:</p> <ul style="list-style-type: none"> a) note the content of this report; and b) note the action plan to help mitigate the impact of Universal Credit on HSCP service users.

Relevance to Integration Joint Board Strategic Plan:

The action plan for the rollout of Universal Credit contributes to the IJB's vision of supporting vulnerable people and promoting social wellbeing; developing a competent, confident and valued workforce and focusing on continuous improvement.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	<p>Outcome 4. Health and social care services are centered on helping to maintain or improve the quality of life of people who use those services.</p> <p>Outcome 8. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.</p> <p>Outcome 9. Resources are used effectively and efficiently in the provision of health and social care services.</p>
Personnel:	<p>HSCP staff will need to engage in awareness sessions and recognise that they have a role to ensure the service users are able to make and sustain claims. There will also be an increased role for Welfare Rights staff supporting frontline staff and taking referrals for complex cases.</p> <p>A request for an allocation from the £2million held by Financial Services for the rollout of UC has been made to fund additional temporary Welfare Rights staff within the HSCP to support service users.</p>
Carers:	Steps to mitigate the impact of the changes will minimise the risk to benefits for carers and those they care for.
Provider Organisations:	No Implications.
Equalities:	No Implications.
Financial:	No Implications.
Legal:	No Implications.
Economic Impact:	A reduction in benefit income to citizens of Glasgow will have an impact on the local economy and may in turn increase demands on services.
Sustainability:	No Implications.

Sustainable Procurement and Article 19:	No Implications.
Risk Implications:	No Implications.
Implications for Glasgow City Council:	Service users may experience a drop in benefit income and/or a delay in payment. This may increase demand for payments from Scottish Welfare Fund and services from HSCP. Greater staff time may be required to address the benefit situation of service users. A drop in benefit income could also impact on revenue generated through charging for services.
Implications for NHS Greater Glasgow & Clyde:	Greater staff time may be required to address the benefit situation of service users. There could be an increase in demand for help from mental health services.

1. Purpose

- 1.1 This report details Glasgow City Health and Social Care Partnership's (HSCP) action plan for the roll out of Universal Credit in order to make staff within the Partnership aware of the changes and identify what the Partnership will do to assist and support service users.
- 1.2 The action plan is discussed within this report and attached at Appendix A.

2. Background

- 2.1 Universal Credit (UC) is a means-tested benefit that is currently being rolled out to replace the following benefits for working age claimants:
 - Income Support
 - Jobseekers Allowance (income based)
 - Employment and Support Allowance (income related)
 - Child Tax Credit
 - Working Tax Credit and
 - Housing Benefit.
- 2.2 There was an earlier pilot version of UC that was introduced across the UK for a restricted client group. This was however closed in January 2018 and as such no new claims for UC are possible in Glasgow until the roll out of UC Full Service.
- 2.3 UC Full Service will be rolled out in Glasgow in four stages. These stages will relate to postcodes falling within the catchment area of the eight Jobcentre plus Offices in Glasgow:

- 19 September 2018 for postcodes falling within Govan Jobcentre area
- 26 September 2018 for postcodes falling within Laurieston and Newlands Jobcentre areas
- 31 October 2018 for postcodes falling within Partick and Springburn Jobcentre areas and
- 5 December 2018 for postcodes falling within Castlemilk, Drumchapel and Shettleston Jobcentre areas.

2.4 The Financial Inclusion Team within Glasgow City Council's Financial Services is taking the lead on the preparation plans for UC at a citywide level and has been charged with managing £2 million to address gaps in service provision across Glasgow.

3. Support within the HSCP

- 3.1 The introduction of UC Full Service will have an impact on the majority of Glasgow City HSCP's service users. Initially the impact will only be on new claimants but will in time extend to existing claimants. The timetable for the managed migration of exiting claimants has still to be announced. It is expected to begin in July 2019 and to be completed by March 2023. Existing claimants who have a change in their circumstances requiring them to claim a benefit that has been replaced by UC will need to claim UC; this is referred to as natural migration.
- 3.2 It is important that Glasgow City HSCP's frontline staff recognise that they have a role to play in supporting HSCP service users through this period of change. Some service users will be able to adapt to the new system. However, the HSCP's most vulnerable service users are likely to have difficulty adapting to the changes and the Partnership needs to take steps to ensure that this is not to their financial disadvantage.
- 3.3 In preparation for the arrival of UC Full Service in September, Glasgow City HSCP's Welfare Rights and Money Advice Team has been providing training to frontline staff as part of its welfare rights training programme. The HSCP has however reached a point where it is necessary to increase the information available for frontline staff and service users. The HSCP will also look to increase the number of frontline staff taking up the UC training.
- 3.4 NHS staff within Health Improvement in Glasgow City HSCP is also working at locality level and with NHS colleagues across the city and Health Board to support awareness and activities to mitigate the impact of welfare reform on health and NHS service users and employees.
- 3.5 As referred to at Paragraph 2.4, Glasgow City Council's Financial Services has taken a lead on the preparation for UC rollout and has been allocated funds to facilitate this. The Partnership's Welfare Rights and Money Advice Team has been working alongside Financial Services, and is writing the information packs for claimants and advisers. The information packs will also be made available to the Partnership's own service users and staff.

- 3.6 The Welfare Rights and Money Advice Team attended local engagement sessions in each of the eight Jobcentre areas across Glasgow to deliver an overview of the forthcoming changes and challenges. The purpose of these sessions was to allow local organisations, advice providers and landlords to volunteer any resources they may have and for Financial Services to gauge the gaps in provision.
- 3.7 Outwith any participation with Financial Services, the Welfare Rights and Money Advice Team will work within the HSCP to provide our own staff and service users with information and support including:
- awareness sessions for staff to be delivered locally as part of team meetings
 - information pack for service users
 - more detailed pack for frontline staff and advisers
 - sessions with each of the Partnership's Locality Engagement Forums
 - linking with community groups via Community Development staff and
 - attendance at the Partnership's Core Leadership Groups.
- 3.8 The need to focus on the rollout of UC will have resource implications for the Welfare Rights and Money Advice Team. Additional funds have been made available to Glasgow City Council Financial Services to address gaps in service, from which Glasgow City HSCP made a successful request for funding to employ additional Welfare Rights Officers to allow the Partnership to provide this help to frontline staff and service users.
- 3.9 Glasgow City HSCP is also the welfare reform lead on the City's Poverty Leadership Panel, and it is organising an all-day event to take place on 30 August, "Universal Credit What you Need to Know." Local advice and support organisations are being invited to attend.
- 3.10 The HSCP's Welfare Rights and Money Advice Team is also currently working in partnership with Glasgow Disability Alliance to try to ensure that disabled Glasgow citizens are fully maximised and are claiming their full entitlement current benefits prior to the roll out of UC.

4. Challenges

- 4.1 UC will be delivered via an online claim process. Service users will also be expected to communicate and report activities and any relevant changes via their electronic journal.
- 4.2 Many of Glasgow City HSCP's services users may not have access to computers or be able to confidently use them. The online application can be used on a PC, tablet or mobile phone but will require access to the internet.

- 4.3 UC payments are made monthly in arrears directly into bank accounts. The first payment is made five weeks after the claim process has been completed. This will present budgeting challenges, and HSCP service users may require support to manage money.
- 4.4 To start the claim process claim, a person needs to create an account, which requires a mobile telephone number and email address. To complete a claim they need to have a bank account capable of receiving DWP payments. To maintain their claim a person needs to have continued access to the internet.
- 4.5 Tasks that would need to be done over and above what the Welfare Rights and Money Advice Team currently do to meet these requirements and their challenges include:
- direct service users to appropriate digital skills courses
 - provide access or direct service users to computers to enable service users to make their online claim
 - support service users to make their online claim
 - help or direction to obtain an email address
 - help or direction regarding a bank account or post office account
 - apply for an advance of entitlement to bridge the gap until first payment of UC
 - access or direction to budgeting advice and support to manage money on a monthly basis
 - advice regarding maintaining the 'journal' – the electronic record of interaction between DWP and service user and
 - lodge appeals and mandatory reconsiderations for both benefit take-up pre-UC and also for UC decisions as appropriate.
- 4.6 Assistance for some of the points listed above are being mapped and coordinated by Glasgow City Council Financial Services, and Glasgow City HSCP will ensure that its frontline staff have information on how and where to access support.
- 4.7 While some service users will be able to attempt some of the activities in Paragraph 4.5 for themselves, some of the HSCP's more vulnerable service users will not, and if unsupported could find themselves in financial difficulties. HSCP frontline staff may therefore need to take a more proactive role to support and or direct service users. This would include service users who engage with the following services:
- Addiction
 - Homelessness
 - Mental Health and
 - Learning Disabilities.
- 4.8 The Partnership will explore the possibility of HSCP staff using their mobile devices to support service users initiate a claim for UC. There will however need to be other arrangements to enable a service user to have on-going access to their UC online account and journal.

5. Resources

- 5.1 In order to support service users, HSCP staff will need to engage in awareness sessions and recognise that they have a role to ensure the service users are able to make and sustain claims. There will also be an increased role for Welfare Rights staff supporting frontline staff and taking referrals for complex cases.
- 5.2 A request for an allocation from the £2 million held by Glasgow City Council Financial Services was made to fund additional temporary Welfare Rights staff. These posts will help to address some of the issues raised in Paragraph 4.5 above.
- 5.3 Glasgow City HSCP Homelessness Services also made a request for funding for a Universal Credit Implementation Development Worker. This was for a two year FTE post to provide staff capacity to support the development of a Universal Credit Support Pathway for homeless households. The service also requested funding to enhance its laptop/mobile device capacity in order that service users can access their online application.
- 5.4 Both requests were approved as part of a report by Financial Services that went to the Council's City Administration Committee at the end of June. It is available on Glasgow City Council's website at <http://www.glasgow.gov.uk/councillorsandcommittees/viewDoc.asp?c=P62AFQDN2UZL81T1T1>.

6. Recommendations

- 6.1 The IJB Public Engagement Committee is asked to:
 - a) note the content of this report; and
 - b) note the action plan to help mitigate the impact of Universal Credit on HSCP service users.

Appendix 1: Glasgow City HSCP Universal Credit Action Plan

Action	Who is responsible	Timescale
Participate in meetings between GCC and DWP to address issues relating to roll out of UC.	GCC Financial Services and HSCP Welfare Rights and Money Advice Team	Ongoing
Attend local engagement sessions in each of the eight Jobcentre areas across Glasgow to deliver an overview of the forthcoming changes and challenges.	GCC Financial Services and HSCP Welfare Rights and Money Advice Team	Complete
Map citywide resources to identify gaps in support. Develop services to bridge gaps.	GCC Financial Services.	Ongoing
Promote awareness of GCC funded additional resources to respond to UC rollout. This includes an increase in digital access and assistance throughout the libraries across the city and telephone UC support from Citizens Advice Direct.	HSCP staff, GCC Financial Services and Glasgow Life.	Ongoing
Provide awareness sessions for staff to be delivered locally as part of team meetings.	HSCP Welfare Rights and Money Advice Team and Team Leaders	Ongoing. To be completed by September-December 2018
Provide an extensive range of UC training to HSCP staff. The training will highlight the additional support and services that service users may require.	HSCP Welfare Rights and Money Advice Team	Ongoing
Develop an information pack for service users and a more detailed resource for advisors	HSCP Welfare Rights and Money Advice Team	September 2018 and ongoing as UC is rolled out
Distribute and promote resources made available by GCC Financial Services and HSCP Welfare Rights and Money Advice Team.	HSCP staff including Welfare Rights, Community Development and Health Improvement.	September 2018 and ongoing as UC rolled out.
Produce a Core Brief and payroll message on UC to be disseminated to NHSGGC staff	NHSGGC	Autumn 2018
Produce UC communications for GCC staff	HSCP Welfare Rights and Money Advice Team and GCC Corporate HR	September 2018 and ongoing as UC rolled out
Mapping of the current intranet money advice information available to staff with a view to clarifying key messages to inform staff how to get help and support with money related issues	NHSGGC	Autumn 2018
Development of a presentation by HSCP Health Improvement Team for Health staff such as Health Visiting Team	HSCP Health Improvement Team	September 2018

Action	Who is responsible	Timescale
Participation in sessions with each of the Partnership's Locality Engagement Forums	HSCP Welfare Rights and Money Advice Team	August – September 2018
Link with community groups via Community Development staff	HSCP Community Development and Welfare Rights and Money Advice Team	Ongoing
Awareness session to Patient Affairs staff in hospital mental health teams	HSCP Welfare Rights and Money Advice Team and NHS Patient Affairs Managers	September/October 2018
Attendance at the Partnership's Core Leadership Groups to raise awareness	HSCP Welfare Rights and Money Advice Team	TBA
Recruitment of additional Welfare Rights Officers staff with temporary funding from GCC Financial Services	HSCP Welfare Rights and Money Advice Team	In progress
Universal Credit "What you Need to Know" event organised. Local advice and support organisations will be invited to attend.	HSCP Welfare Rights and Money Advice Team	Event scheduled for 30 August 2018
Partnership working with Glasgow Disability Alliance to assist with claims for child Disability Living Allowance and Personal Independence Payments, maximising entitlement prior to UC migration.	HSCP Welfare Rights and Money Advice Team and Glasgow Disability Alliance	Project starting in August 2018
Recruit a dedicated homeless development officer to build a pathway of support for homeless claimants and expand operational capacity among frontline staff. This will include additional money and debt advice resource and digital support within homeless centres.	HSCP Homelessness Services Team	Ongoing
Consideration given to HSCP providing access to mobile devices to enable service uses to make their online claim.	HSCP Senior Management Team	TBA