

# Welfare Strategic Delivery Group

22.05.19

Cartrefi Conwy

# Welcome and Introductions

Julie Little, Pobl (Vice-Chair)

- Future meeting dates
  - 11<sup>th</sup> September (CCHA, Cardiff)
  - 4<sup>th</sup> December (Pobl Group, Newport)

# Updates (53 Week Rent Year)

- UC regulations only allow for 52 weeks of rent to be paid in any 12 month period
- DWP are clear that regulation change is unlikely before April 2020
- CHC are working with DWP and Welsh Government to lobby for discretionary support
- Some English HAs are implementing voluntary savings schemes to support tenants to smooth out 53<sup>rd</sup> week
- Is your HA planning to address this issue?

# Updates (Managed Migration)

- The ending of legacy benefits and invitation to claim UC, with no change in circumstances
- Currently, ~100k UC claimants in Wales. Projected around ~500k by end of Managed Migration process
- Pilot in Harrogate from July. No more than 10k successful claims may be transferred
- Further regulations will need to be passed through Parliament before extension UK wide
- DWP remains confident that the process will be completed by December 2023

# Updates (Housing Related Support Funding)

- Funding for housing related support is undergoing restructure
- Supporting People and Homelessness Prevention funding are being combined into the Housing Support Grant
- CHC are working with Welsh Government to design the grant structure, which will be announced in January 2020 and implemented in April 2020

# Updates (CHC Lobbying)

- CHC have held meetings with MPs on the following issues:
  - Six Asks Campaign
  - Ending Benefit Freeze
  - 53 Week Rent Year
- We have held meetings with the Deputy Minister for Housing and Local Government on the 53 Week Rent Year and are continuing to lobby for discretionary support

# Updates (Reducing Evictions)

- Welsh Government are due to imminently publish research into evictions levels from social housing
- CHC are working with the Housing Management SDG to determine what HAs need to support them in reducing evictions and preventing evictions into homelessness.  
(meeting June 4<sup>th</sup>)
- We are working closely with Welsh Government on this and the impact of the intention to end no fault evictions in the private rented sector

# SRS Landlord Forum

- DWP quarterly meeting to discuss operational issues relating to Universal Credit
- Next meeting: 13<sup>th</sup> June
- CHC representatives: Steve Evans (CCHA) and A N Other
- Issues to take to the forum
- Suggested future agenda items



# Covering Operational Issues

- CHC runs a roundtable with DWP to support members in liaising directly with senior DWP officials on matters relating to welfare reform
- We are reviewing the attendance of this meeting to ensure that it is representative
- Do local/regional groups of HAs discussing welfare reform exist?
- How can CHC best support these groups/support new groups to form?

# *Citizens Advice and Help to Claim*

cyngor ar  
bopeth

citizens  
advice

citizens  
advice

Michelle Lewis  
May 2019

# Citizens Advice Cymru: **who we are**



**A network of 19 local  
independent charities in  
Wales**

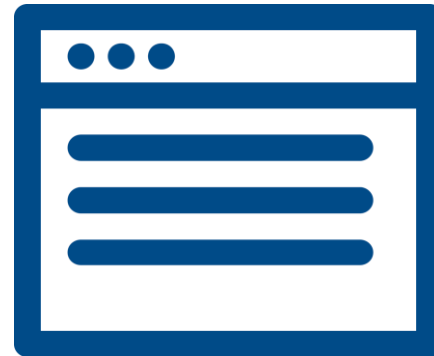


**In nearly 300 locations  
across Wales**

# Citizens Advice Cymru: **who we are**



**95,000 people**

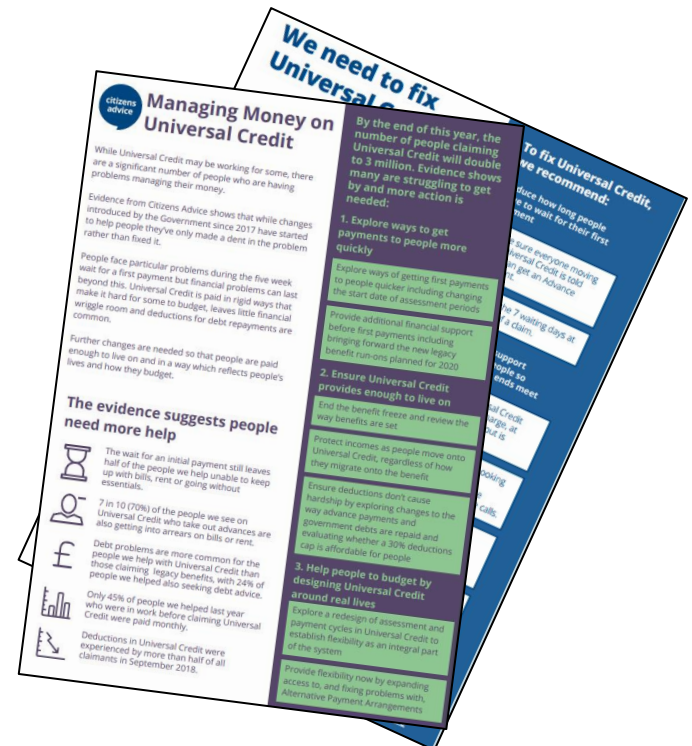


**With over 450,000  
issues**

# Citizens Advice and Universal Credit

Since rollout began, Citizens Advice has:

- Helped over 230,000 people with Universal Credit (14,000 in Wales)
- Biggest issue people come to us about is the initial claim
- 81% of people need help with at least one other problem



# Help to claim

cyngor ar  
bopeth

citizens  
advice

# Citizens Advice Cymru: **our aims**



**Provide advice for the  
problems people face**



**Improve the policies and  
practices that affect  
people's lives**

## Help to claim

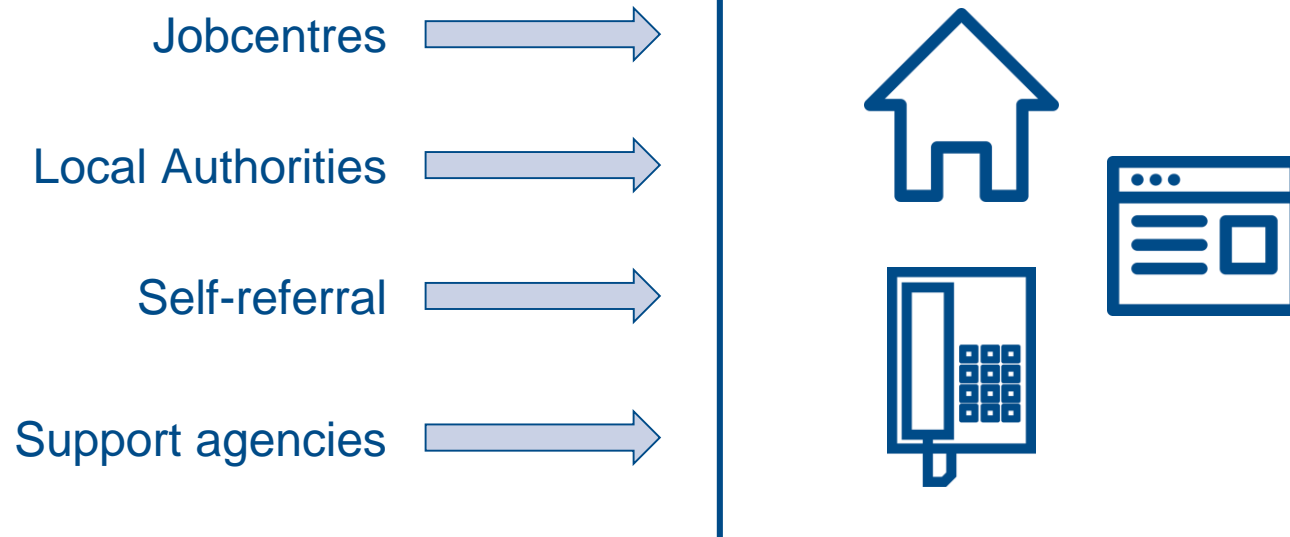
- National service supporting people to make a Universal Credit claim - from starting the claim to first full payment
- Evidence and experience through helping over 230,000 people with Universal Credit
- Seen 19,000 clients to date



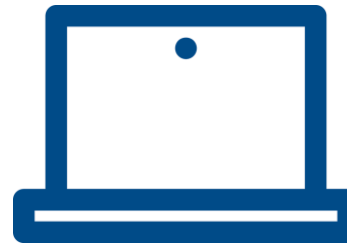
# Scope of the service

- Support from April 2019 - March 2020
- Doesn't include managed migration
- Nationally consistent but with room for local variation

# Accessing the service



# Multi-channel access



# Individual needs assessment



# Step 1: Support to start a claim



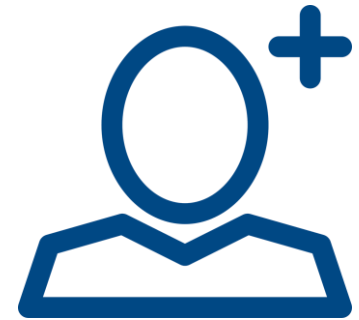
Check  
entitlement



Set up email  
or accounts



Work through  
to-dos



Access phone  
or home visit  
support

## Step 2: **Completing a claim**

Depending on their level of need this might include help to:



Verify their  
identity



Provide additional  
evidence



Understand  
monthly  
payments

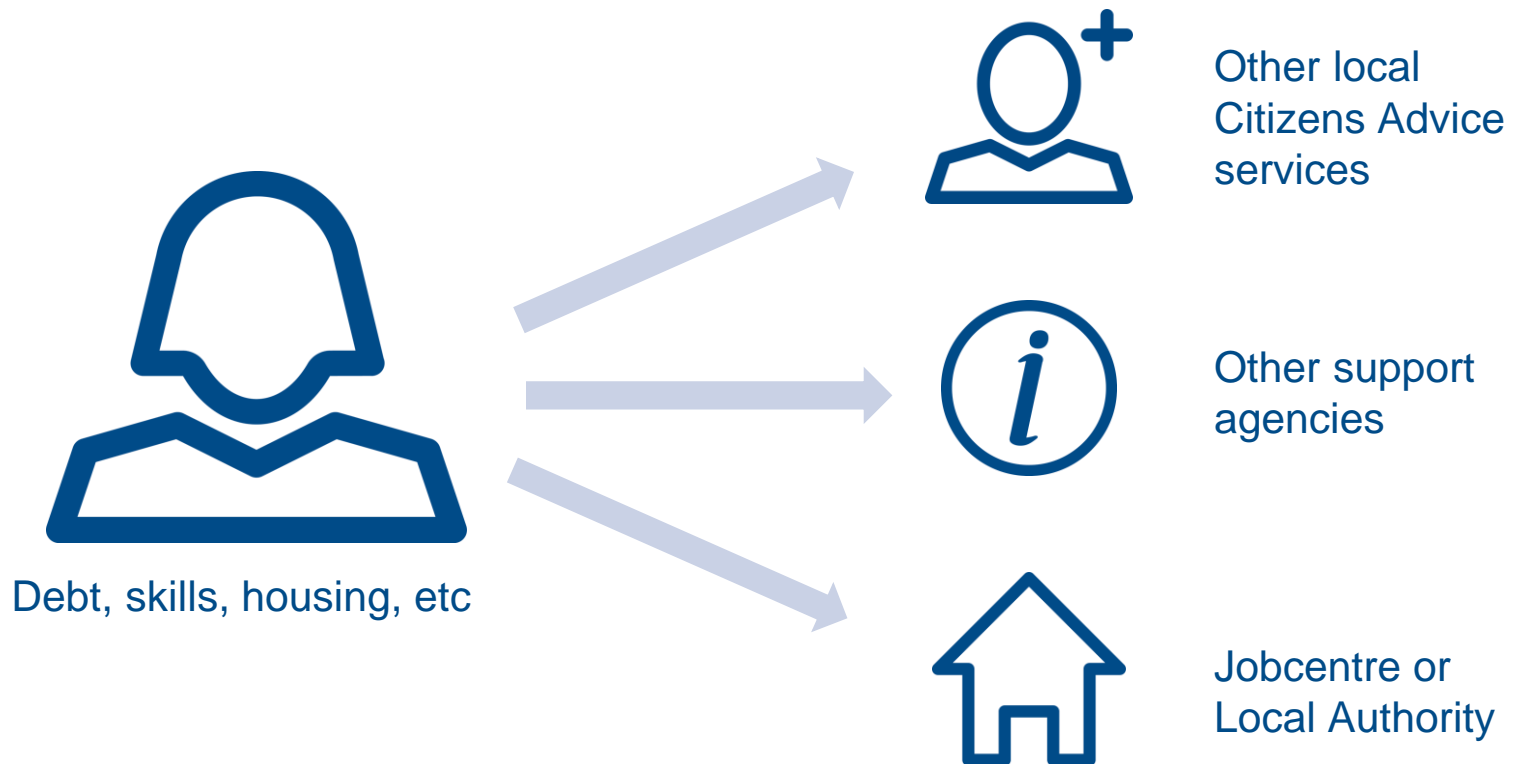


Access  
adaptations and  
easements

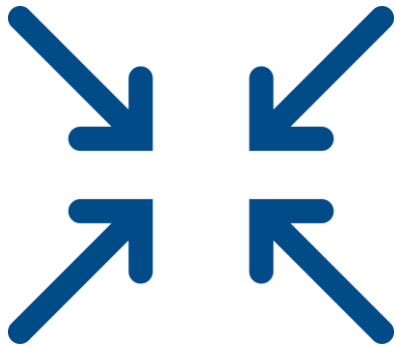


Apply for advance  
payments and  
understand additional  
financial support

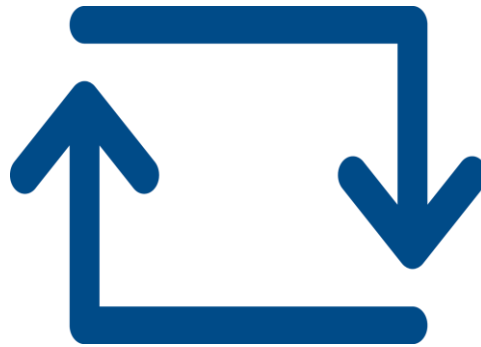
## Step 3: Access to longer term support



# Working with partners



No wrong door  
referrals



Ensuring a  
smooth client  
journey



Sharing best  
practice



Any questions?

# Lunch

# Return at 1345

# Next Meeting

**11<sup>th</sup> September – CCHA,  
Cardiff**

# Diolch. Thanks.

**Will Atkinson**

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