

Welfare Reform Update

21/11/2017

Understanding and Helping Our Customers

Welfare Reform

- **Welfare reform**
- Universal Credit (UC) debate around waiting days?
- Issues with homelessness and UC ongoing
- LCTS to exec December 2017, following consultation.
- Plan to implement LHA rates in the social sector from 2019 stopped
- Supported accommodation review – 3 tier structure proposed – “sheltered”, “long term” & “short term”



Budgeting and Social Inclusion team

- Numbers remain high
- Successful event at the mental health awareness day and excellent engagement with the schools on poster competition.
- Weekly drop in at job centre proving popular
- Attending council tax court hearings to try and engage customers who attend
- Work on self service area to ensure customers who can use internet are enabled & phone for calls to DWP/HMRC lines

Discretionary Housing Payments

- 340 Applications to date
- Approx. £120k spent or committed
- 243 awards
- Majority of refusals due to the customer having sufficient income to cover costs.