

6<sup>th</sup> September 2016 Revenues and Benefits Joint Committee  
Welfare Reform Update

Appendix 1 – Welfare Reform Strategy Action Plan update

Ref.	Action	Responsible Officer/ Organisation	Target Date	Comments/ Updates
WR1	Continuation of 12-month USDL trial in partnership with WLDC, LCC, DWP and LAN	Head of Shared Revenues and Benefits	Trial runs September 2014-August 2015	<p>Ongoing. West Lincolnshire USDL trial has been extended to 30.11.15.</p> <p><b>COMPLETE</b> – trial ended. Evaluation report for all USDL trials from DWP anticipated Spring 2016.</p> <p>Update 5.8.16: Trial evaluation report released 12.7.16 - <a href="https://www.gov.uk/government/publications/evaluation-of-the-universal-support-delivered-locally-trials">https://www.gov.uk/government/publications/evaluation-of-the-universal-support-delivered-locally-trials</a> .</p>
WR2	Review of shared service job roles to ensure service is fit for purpose for delivering welfare reform changes – including USDL	Head of Shared Revenues and Benefits	Quarter 2 2016/17, and ongoing	<p>Update 4.5.16: Insufficient information is still unavailable at this stage (e.g. UC rollout and impacts) – proposal is to re-consider this during Quarter 2 2016/17.</p> <p>Update 5.8.16: Still insufficient information available – roles being considered on a rolling basis as and when information becomes available.</p>
WR3	Analysis of any shared service staff training and development needs,	Head of Shared Revenues and Benefits	Quarter 2 2016/17, and ongoing	<p>Update 4.5.16: Suggested insufficient information is available at this stage, so this analysis to move to same timescale alongside action WR2.</p>

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	identification of transferrable skills			<p>Universal Credit training to staff (and other stakeholders) delivered prior to 30.11.15, and updates as required.</p> <p>Update 5.8.16: Suggested insufficient information is available at this stage, so this analysis to move to same timescale alongside action WR2.</p>
WR4	Assess impacts of COL/NK funding changes regarding national UC rollout	Head of Shared Revenues and Benefits	Ongoing	Update 4.5.16: Overall DWP and DCLG Admin Grants reduced for 2016/17 (for HB and CTS, respectively) and adjustment made to shared service budget.
WR5	Review of DHP procedures for COL + NK for 2015/16	Head of Shared Revenues and Benefits	Prior to 1 <sup>st</sup> April 2015, and throughout 2015/16 via monthly monitoring	<b>COMPLETE</b> – New procedures in place, implemented from 1 <sup>st</sup> December 2015.
WR6	Review of 2014/15 Council Tax Support Schemes COL + NK	Head of Shared Revenues and Benefits	April-May 2015	<b>COMPLETE</b>

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WR7	Monthly monitoring of 2015/16 Council Tax Support Schemes COL + NK	Revenues and Benefits Manager	Monthly, throughout 2015/16	<b>COMPLETE</b>
WR8	Assessment of options for 2016/17 Council Tax Support Schemes COL+NK – including links into UC  New action – consider options for CTS schemes 2017/18	Head of Shared Revenues and Benefits  Head of Shared Revenues and Benefits	End August 2015  Quarter 2 2016/17	Update 4.5.16: Schemes were approved by Full Councils prior to 31.1.16. <b>COMPLETE</b>
WR9	Implementation and delivery of welfare reform communications plan	Head of Shared Revenues and Benefits	April 2015 – April 2016	<b>COMPLETE</b> (although this is effectively an ongoing action, being progressed through regular meetings with Communications Team representative)
WR10	Agreement to initial Universal Credit Partnership Delivery Agreement between	Head of Shared Revenues and Benefits	Date unknown – but anticipated during 2 <sup>nd</sup> -3 <sup>rd</sup> quarter 2015/16.	Initial meeting took place 29.6.15, follow-up meeting to discuss costs/funding 7.8.15.  Update 13.11.15: Anticipated a shared agreement with

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	COLC/NKDC and DWP		<b>COMPLETE</b> re 2015/16.  New action: 2016/17 DP agreement to be finalised and in place – target by end March 2016.	West Lindsey District Council for the period 30.11.15-31.3.16, will be agreed prior to 24.11.15.  Update 12.2.16: DP agreed 2015/16 and in place/ Initial discussion with DWP regarding 2016/17 DP agreement to take place 8.2.16 – needs to be considered/agreed by 7.3.16.  Update 4.5.16: Now agreed for 2016/17, with reduced funding from DWP – and subsequent reduced USDL resources. <b>COMPLETE</b>
WR11	Training delivery plan for UC and USDL to be formulated	Revenues and Benefits Manager	March 2015 – June 2015	Training/awareness sessions for various internal and external stakeholders underway.  <b>COMPLETE</b> – but ongoing, as required.
WR12	Co-location of Jobcentre Plus into City Hall	COLC Interim Service Review Lead	<del>End October 2015</del>  December 2015- January 2016	Update 22.10.15: Co-location will not take place until after Universal Credit initial rollout (from 30.11.15).  Update 20.1.16: Co-location to commence 25.1.16.  Co-location has taken place, and further partnership working continuing. <b>COMPLETE</b>

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WR13	Other opportunities for co-location to support USDL work identified	Head of Shared Revenues and Benefits	Ongoing throughout 2015/16, and into 2016/17.	Update 20.1.16: Discussions taking place with Sleaford and District Citizens Advice, for potential trial co-location in NKDC Offices, Sleaford.  Update 4.5.16: 6-month trial of Citizens Advice in NKDC Offices commenced 3.5.16.
WR14	Work with LCC to determine impacts of and possibilities regarding potential loss of LCAS scheme from 2015/16	Head of Shared Revenues and Benefits / COLC Customer Services Manager	April 2015, and ongoing	Update 4.5.16: Scheme also in place from 1 <sup>st</sup> April 2016, analysis of impacts will be ongoing and picked up through Lincolnshire Financial Inclusion Partnership.  <b>Update 5.8.16: LCAS has been extended to November 2016.</b>
WR15	Work with LCC to determine how Corporate fraud funding achieved can be utilised to support resources following transfer of LA HB Fraud staff to DWP in October 2014	Head of Shared Revenues and Benefits	January 2015 – onwards	Update 22.10.15: Various bids made to the fund and accepted. Work taking place in relation to Council Tax Support Fraud work, Council Tax Single Person Discount review, and Business Rates fraud.  Update 20.1.16: Project meeting took place 26.1.16 to consider progress and next steps.  Update 4.5.16: Options for 2016/17 currently under consideration.

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				Update 25.8.16: Funding obtained from Lincolnshire Counter Fraud Partnership (LCFP) to run 6-month NNDR/Council Tax Support project from end August 2016.
WR16	Produce annual COL/NK welfare reform report	Revenues and Benefits Manager	End July 2015	<b>COMPLETE</b> Various updates to COLC and NKDC committees during 2015/16
WR17	Quarterly updates to Revenues and Benefits Joint Committee on welfare reform strategy progress	Head of Shared Revenues and Benefits	Quarterly throughout 2015/16	Update 22.10.15: Updates presented to Joint Committee 8.9.15 and 24.11.15.  Update 20.1.16: To be presented to Joint Committee 23.2.16.  Update 4.5.16: To be presented to Joint Committee 24.5.16.  Updated 5.8.16: To be presented to Joint Committee 6.9.16.
WR18	Formation and development of Local Universal Support (LUSP) group to meet	Head of Shared Revenues and Benefits	From January 2015, and ongoing	Update 22.10.15: LUSP group has merged with West Lincolnshire USDL Group, initial meeting of merged group took place 21.10.15.

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	local agenda between COL and NK, working closely with WLDC			Update 20.1.16: Meeting took place 22.1.16, next meeting 17.3.16.  As this is now an ongoing forum action considered as <b>COMPLETE</b>
WR19	Bi-annual USDL Steering Group meetings held at both Lincoln and Sleaford	Head of Shared Revenues and Benefits	2015/16	Update 22.10.15: Meetings Nov and Dec 2015 cancelled as superseded by DWP Universal Credit Stakeholders Event being held 4.11.15.  <b>COMPLETE</b> – these will now only take place ‘ad hoc’ and as required in line with future UC/ USDL developments.
WR20	Monitoring of COL/NK welfare reform initiatives with COL and NK Housing departments via quarterly meetings, and with Citizens Advice Bureau via biannual liaison meetings	Head of Shared Revenues and Benefits	Ongoing throughout 2014/15 and 2015/16 (have been in place since 2012/13)	Meetings continue to take place Considered <b>COMPLETE</b> – this is an ongoing action, and clear/robust mechanisms in place to deliver this.
WR21	Work with DWP in relation to initial UC	Head of Shared Revenues and	February- November 2015	Initial UC client group rollout date confirmed as being from 30.11.15 for COLC and NKDC, ongoing work with

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	rollout in COL and NK from Sept-Nov 2015	Benefits		DWP taking place. UC project lead/ resource in place.  Update 20.1.16: <b>COMPLETE</b>
WR22	Analyse potential impacts of key welfare reform announcements from Summer Budget 2015  Analysis of potential Tax Credit changes impacts in COLC and NKDC.	Head of Shared Revenues and Benefits	July-August 2015  October-December 2015 DONE  Dec 2015 – Jun	Initial assessment document presented to Revenues and Benefits Joint Committee 8.9.15 Note – document will be updated as and when further information is available/ further analysis takes place.  Update 22.10.15: This is a new action. Work taking place to analyse potential impacts – with further work to take place following Autumn Statement on 25.11.15.  Update 20.1.16: Autumn Statement announcement – initial impact assessment has taken place, further work to take place as more detail announced.  Update 4.5.16: This work is continuing. Impact of reduced Benefit Cap from Autumn 2016 currently being investigated.  Update 5.8.16: Initial impact assessment of reduced Benefit Cap from 7 <sup>th</sup> November 2016, included as Appendix 2 to this report.



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			2016	