

**APPENDIX 1: Revenues and Benefits Joint Committee – 20<sup>th</sup> February 2018 - Welfare Reform Strategy Action Plan update**

<b>Ref.</b>	<b>Action</b>	<b>Responsible Officer/ Organisation</b>	<b>Target Date</b>	<b>Comments/ Updates</b>
WR3	Analysis of any shared service staff training and development needs, identification of transferrable skills	Head of Shared Revenues and Benefits	Moved to Q3 2017/18, and ongoing  (was Quarter 2 2016/17)	Expression of Interest advert was sent to Shared Service Benefits Officers on 17/01/2018 for a seconded opportunity to be involved with UC Support Team project. Opportunity was ring fenced to HB Officers as an ongoing knowledge of HB/UC is essential. Selection made on 5 <sup>th</sup> February.
WR4	Assess impacts of COL/NK funding changes regarding national UC rollout	Head of Shared Revenues and Benefits	Ongoing	Update: Q3 performance against Universal Support funding: Digital support <ul style="list-style-type: none"> <li>• COL = 15 – target is 7</li> <li>• NK = 4 – target is 4</li> </ul> Personal budgeting <ul style="list-style-type: none"> <li>• COL = 4 – target is 4</li> <li>• NK = 1 – target is 3</li> </ul> Personal Budgeting Support (PBS) is reliant on DWP referrals, these have not been coming through and this has been fed back in the quarterly MI reports.
WR11	Training delivery plan for UC and USDL to be formulated	Revenues and Benefits Manager	Ongoing  (was March 2015 – June 2015)	Training/awareness sessions for various internal and external stakeholders underway.  Ongoing for assessment staff with changes to legislation included in monthly Quality Control checking – any errors will be picked up with individuals – ongoing

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				and more than 1 staff member will be picked up in individual 1-1's and team meetings respectively.  More in depth Training will begin from Mid-February
WR13	Other opportunities for co-location to support USDL work identified	Head of Shared Revenues and Benefits	Ongoing	Co-location of LA and DWP services assists with achieving a more holistic service via more joined-up working processes and 'warm handovers' for our customers, with a focus on positive outcomes.
WR15	Invest to Save monthly monitoring	Revenues and Benefits Manager	March 2018	Update January 2018: Managed Service Single Person Discount review to be undertaken from April 2018 to August 2018. Managed service Council Tax Support (CTS) review is going back to Lincolnshire Finance Officers for discussion. COL/NK Invest to save project for Business Rates has now ceased as the resource has been removed from this project. Current NDR staff will be picking this up as part of day-to-day working.
WR17	Quarterly updates to Revenues and Benefits Joint Committee on welfare reform strategy progress	Revenues and Benefits Manager	Quarterly, ongoing	Latest report to Revenues and Benefits Joint Committee on 20 <sup>th</sup> February 2018
WR27	Agreement to initial Universal Credit Partnership Delivery	Head of Shared Revenues and Benefits		Meeting scheduled for 19 <sup>th</sup> February 2018.

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	Agreement between COLC/NKDC and DWP		New Action for 2018/19 – review Universal Support funding agreement	
WR28	Review of DHP procedures for COL + NK	Benefits Team Leader (Lincoln)	At least annually	Update January 2018: Meetings continue to be held with Housing Teams to discuss budget and current spend – both teams asked to continue to review awards and highlight cases in need of DHP.
WR29	Monthly monitoring of Council Tax Support Schemes COL + NK	Revenues and Benefits Manager	Monthly, throughout 2017/18 as part of taxbase	Update November 2017: Ongoing through taxbase: COL = £7,418,927 (reduction from November of £64,808) – MTFS is £7,471,020 – total underspend of £52,093 NK = £5,120,670 – On track as per budget – reduction from November of £7,067
WR30	Review of 2017/18 Council Tax Support Schemes COL + NK for 2018/19 scheme	Revenues and Benefits Manager	End July 2017	2018/19 schemes for COL + NK approved Jan 2018
WR31	Assessment of options for 2018/19 Council Tax Support Schemes COL+NK – including links into UC	Revenues and Benefits Manager	End July 2017	Update January 2018: Both Execs have approved the proposed CTS schemes and will be going to Council on 23 <sup>rd</sup> January (COL) and 25 <sup>th</sup> January (NK).  Approved at Exec as follows: -

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	New action – consider options for CTS schemes 2019/20	Revenues and Benefits Manager	Quarter 2 2018/19	COL – Protection for vulnerable and increase EHP to £20,000 NK – Reduce backdating to 3 months and continue with EHP of £20,000
WR32	Produce annual COL/NK welfare reform report	Revenues and Benefits Manager	Quarterly	Quarterly update reports provided to Revenues and Benefits Joint Committee
WR33	Preparing for Universal Support group to meet between COL and NK (working with partners as required)	Revenues and Benefits Manager	From January 2015, and ongoing	Updated January 2018: Monthly meetings taking place alternate sites
WR34	Further Support for residents to adapt to welfare reform	Revenues and Benefits Manager	Ongoing throughout 2017/18 and beyond	Internal performance update template provides relevant MI
WR35	Maintaining support for people moving to Universal Credit	Revenues and Benefits Manager	Ongoing throughout 2017/18 and beyond	Updated May 2017: Vision 2020 performance update template provide all updates on this  Links to WR33

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WR36	Analyse potential impacts of key welfare reform announcements from Budgets in 2017	Revenues and Benefits Manager	Ongoing throughout 2017/18 and beyond	Spring and Autumn budgets analysed, communicated and implemented as appropriate.  Links to WR34
<p><b><i>Completed Actions – can be provided if required, but now removed – superseded where appropriate with ongoing actions as above.</i></b></p>				