

**APPENDIX 2: 3 June 2019 - Revenues and Benefits Joint Committee – Welfare Reform Strategy Action Plan update May 2019**

<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	Ongoing throughout 2019/20	Update May 2019: Outcome of 2018/19 UC Support has been reviewed. North Kesteven have retained UC Support Officer for 2019/20 and potentially for 2020/21. City of Lincoln is currently reviewing options from 1 <sup>st</sup> July 2019.
WR4	Assess impacts of COL/NK funding changes regarding national UC rollout	Head of Shared Revenues and Benefits	Ongoing	<p>UC funding for Local Authorities ceased on 31 March 2019 with funding being transferred to Citizens Advice for Help to Claim.</p> <p>LA's still receive DWP funding for other areas relating to UC. Currently a total of £68,562 funding has been received for new burdens and mixed age couples: -</p> <ul style="list-style-type: none"> <li>• City of Lincoln = £47,478</li> <li>• North Kesteven = £21,084</li> </ul>
WR11	Training delivery plan for UC and USDL to be formulated	Revenues and Benefits Manager	Ongoing throughout 2019/20	<p>All shared service staff have Universal Credit training with assessment guides. UC Support team have a detailed understanding of legislation and the impacts this has on customers.</p> <p>Training is delivered as and when new legislation is announced.</p>

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WR13	Other opportunities for co-location to support USDL work identified	Head of Shared Revenues and Benefits	Ongoing throughout 2019/20	Consideration as to how Citizens Advice operate with LA's, particularly due to the Help to Claim process and close links needed.
WR15	Invest to Save monthly monitoring	Revenues and Benefits Manager	Ongoing	Housing Benefit Overpayment Project – reduction in overpayments for 2018/19 of £676,968: - <ul style="list-style-type: none"> <li>• City of Lincoln = £463,353</li> <li>• North Kesteven = £213,615</li> </ul> <p>Single Person Discount Review – Bulk review to be undertaken from April to August 2020. Tender process to be undertaken for monthly reviews from September 2020 onwards.</p>
WR17	Quarterly updates to Revenues and Benefits Joint Committee on welfare reform strategy progress	Revenues and Benefits Manager	Quarterly throughout 2019/20	3 June 2019 Joint Committee meeting
WR28	Review of DHP procedures for COL + NK for 2019/20	Benefits Team Leader (Lincoln	Ongoing through 2019/20	DHP process is reviewed regularly as part of monthly DHP meetings. Full review is undertaken annually.
WR29	Monthly monitoring of 2019/20 Council Tax Support Schemes COL + NK	Revenues and Benefits Manager	Ongoing through 2019/20	Ongoing through taxbase: No concerns currently. Reduction in caseload each month as a result of UC and less generous schemes.

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WR31	Assessment of options for 2020/21 Council Tax Support Schemes COL+NK – including links into UC such as banding	Revenues and Benefits Manager	End July 2019	Modelling for 2020/21 scheme to start in June 2019  Committee timetable to begin in August 2019 with public consultation. Final scheme decision by January 2020
WR32	Produce annual COL/NK welfare reform report	Revenues and Benefits Manager	November 2019	Update reports are provided to Revenues and Benefits Joint Committee on a quarterly basis.
WR33 Vision 2020	Preparing for Universal Support group to meet between COL and NK (working with partners as required)	Revenues and Benefits Manager as part of Vision 2020	Ongoing through 2019/20	Monthly meetings arranged for 2019/20 between COL and NK
WR34 Vision 2020	Further Support for residents to adapt to welfare reform	Revenues and Benefits Manager	Ongoing throughout 2019/20 and beyond	Welfare Reform report and Universal Credit report which is brought to this Committee provides updates
WR35 Vision 2020	Maintaining support for people moving to Universal Credit	Revenues and Benefits Manager	Ongoing throughout 2019/20 and beyond	Welfare Reform report and Universal Credit report which is brought to this Committee provides updates
WR36	Analyse potential impacts of key welfare	Revenues and Benefits Manager	Ongoing throughout	Welfare Reform report and Universal Credit report which is brought to this Committee provides updates

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	reform announcements from Budgets in 2017		2019/20 and beyond	

Complete actions				
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WR27	Agreement to initial Universal Credit Partnership Delivery Agreement between COLC/NKDC and DWP	Head of Shared Revenues and Benefits	2017/18 DP agreement to be finalised and in place – target by end March 2017.  2018/19 – review Universal	Update 27 February 2017: Universal Support 17/18 grant funding offer received for personal and digital support: COL = £4,107 NK = £1,028 This is broken down in to quarters – sign up required from S151  Update 13 March 2017: Universal Support funding agreement signed by COL and NK S151 Update 13 March 2017: Funding will need to be reviewed for 2018/19 and new agreement signed  Update May 2018: 2018/19 funding agreements – have been agreed and signed, for both COL and NK.

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			<p>Support funding agreement</p> <p>New Action for 2019/20 – review Universal Support funding agreement</p>	<p>Update July 2018: COLC gained additional 20% USDL funding.</p> <p>Exceeded targets massively, further work undertaken with partnership manager to scrutinise support provided stats</p>
WR30	Review of 2017/18 Council Tax Support Schemes COL + NK for 2018/19 scheme	Revenues and Benefits Manager	End July 2017	<p>Update July 2017: COL scheme has caused vulnerable customers to face hardship. Protection for vulnerable customers to be included in option for 18/169 scheme Increase in EHP awards has resulted in full 310k being spend</p> <p>Update August 2017: EHP to be awarded as Section 13A – relevant officers made aware.</p> <p>Update May 2018: 18/19 scheme in place. Ongoing review through taxbases.</p> <p>2019/20 Scheme to start being considered in June 2018. Committee timetables in place.</p> <p>Update July 2018: 19/20 Schemes are currently being modelled with meetings planned with Chief Finance Officers and Leaders in early August.</p>