

**APPENDIX 2: 25 November 2019 - Revenues and Benefits Joint Committee – Welfare Reform Strategy Action Plan update
October 2019**

Ref.	Action	Responsible Officer/ Organisation	Target Date	Comments/ Updates
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	<p>October 2019: No change to update since last meeting of this Committee.</p> <p>August 2019: Ongoing – UC changes are being included within staff training and quality checks are undertaken for UC assessments.</p> <p>Update May 2019: Outcome of 2018/19 UC Support has been reviewed. North Kesteven have retained UC Support Officer for 2019/20 and 2020/21. City of Lincoln are currently reviewing the level of support.</p>
WR4	Assess impacts of COL/NK funding changes regarding national UC rollout	Head of Shared Revenues and Benefits	Ongoing	<p>October 2019: No change to update since last meeting of this Committee.</p> <p>August 2019: No update since last meeting of this Committee.</p> <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>

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				<ul style="list-style-type: none"> • City of Lincoln = £47,478 • North Kesteven = £21,084
WR11	Training delivery plan for UC and USDL to be formulated	Revenues and Benefits Manager	Ongoing throughout 2019/20	<p>October 2019: No change to update since last meeting of this Committee.</p> <p>August 2019: Ongoing – UC changes are being included within staff training and quality checks are undertaken for UC assessments. 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>
WR13	Other opportunities for co-location to support USDL work identified	Head of Shared Revenues and Benefits	Ongoing throughout 2019/20	<p>October 2019: CA co-location undertaken at NK and this has worked well.</p> <p>August 2019: Citizens Advice is undertaking Help to Claim from their office. For NK, co-location will be trialled from 2 September for 8 weeks</p> <p>Potential for co-location of Lincoln Citizens Advice at City Hall, particularly due to the Help to Claim process and close link needed to Lincoln teams.</p>

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WR15	Invest to Save monthly monitoring	Revenues and Benefits Manager	Ongoing	<p>October 2019: HB Overpayment report to this committee has now ceased as work has become ‘business as usual’</p> <p>August 2019: Separate report as part of this committee with regards to HB Overpayments.</p> <p>Housing Benefit Overpayment Project – reduction in overpayments for 2018/19 of £676,968: -</p> <ul style="list-style-type: none"> • City of Lincoln = £463,353 • North Kesteven = £213,615 <p>August 2019: No update since last meeting of this committee</p> <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	<p>October 2019: 25 November 2019 Joint Committee meeting</p> <p>6 September 2019 Joint Committee meeting.</p> <p>3 June 2019 Joint Committee meeting</p>

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WR28	Review of DHP procedures for COL + NK for 2019/20	Benefits Team Leader (Lincoln)	Ongoing through 2019/20	<p>October 2019: DHP process and policy will be reviewed in readiness for 2020/21</p> <p>August 2019: No update since last meeting of this Committee.</p> <p>DHP process is reviewed regularly as part of monthly DHP meetings. Full review is undertaken annually.</p>
WR29	Monthly monitoring of 2019/20 Council Tax Support Schemes COL + NK	Revenues and Benefits Manager	Ongoing through 2019/20	<p>October 2019: No change to update since last meeting of this Committee.</p> <p>August 2019: No update since last meeting of this Committee.</p> <p>Ongoing through taxbase: No concerns currently. Reduction in caseload each month as a result of UC and less generous scheme.</p>
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	<p>October 2019: 2020/21 CTS Scheme options have been modelled and are currently out for consultation. Consultation dates are: -</p> <ul style="list-style-type: none"> • COL scheme is 30.10.19 to 11.12.19 • NK scheme is 21.10.19 to 22.11.19

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				<p>August 2019: No update since last meeting of this Committee.</p> <p>Modelling for 2020/21 scheme to start in June 2019</p> <p>Committee timetable to begin in August 2019 with public consultation. Final scheme decision by January 2020</p>
WR32	Produce annual COL/NK welfare reform report	Revenues and Benefits Manager	November 2019	<p>October 2019: No change to update since last meeting of this Committee.</p> <p>August 2019: No update since last meeting of this Committee.</p> <p>Report to be produced and brought to this Committee</p>
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	<p>October 2019: No change to update since last meeting of this Committee.</p> <p>August 2019: No update since last meeting of this Committee.</p> <p>Monthly meetings arranged for 2019/20 between COL and NK</p>

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WR34 Vision 2020	Further Support for residents to adapt to welfare reform	Revenues and Benefits Manager	Ongoing throughout 2019/20 and beyond	<p>October 2019: No change to update since last meeting of this Committee.</p> <p>August 2019: Welfare Reform and Project Officer has been tasked with looking at ways the team can support customers to reduce inequality. This is included on the project leads 1-1 and will be fed back to Lincoln Reducing Inequality Vision Group meeting in September 2019.</p> <p>Welfare Reform report and Universal Credit report which is brought to this Committee provides updates</p>
WR35 Vision 2020	Maintaining support for people moving to Universal Credit	Revenues and Benefits Manager	Ongoing throughout 2019/20 and beyond	<p>October 2019: UC advice review update to be provided verbally to this committee.</p> <p>August 2019: UC Advice review currently being undertaken.</p> <p>Welfare Reform report and Universal Credit report which is brought to this Committee provides updates</p>
WR36	Analyse potential impacts of key welfare reform announcements from Budgets in 2017	Revenues and Benefits Manager	Ongoing throughout 2019/20 and beyond	<p>October 2019: No change to update since last meeting of this Committee.</p> <p>August 2019: Welfare Reform and Project Officer has been tasked with looking at ways the team can support customers to reduce inequality. This is included on the</p>

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