



Please ask for Brian Offiler
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The Chair and Members of
Community, Customer and
Organisational Scrutiny Committee

20 November 2018

Dear Councillor,

Please attend a meeting of the COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE to be held on TUESDAY, 27 NOVEMBER 2018 at 5.00 pm in Committee Room 1, Town Hall, Chesterfield, the agenda for which is set out below.

AGENDA

Part 1(Public Information)

1. Declarations of Members' and Officers' interests relating to items on the Agenda.
2. Apologies for Absence
3. Minutes (Pages 3 - 10)

Minutes of the Meeting of the Community, Customer and Organisational Scrutiny Committee held on 2 October, 2018 attached.

4. Cabinet Member for Health and Wellbeing - Progress Report on Health and Wellbeing Development (Pages 11 - 14)

5.05 pm – Progress report attached.

5. Cabinet Member for Homes and Customers - Progress Report on Implementation of Universal Credit (Pages 15 - 32)

5.45 pm – Progress report attached.

6. Scrutiny Project Groups Progress Updates

6.30 pm – Verbal Report on Council owned Community Rooms to be given at meeting.

7. Scrutiny Monitoring (Pages 33 - 36)

6.40 pm – Scrutiny Committee Recommendations Monitoring Schedule attached.

8. Forward Plan

6.45 pm – Forward Plan of Key Decisions – 1 December, 2018 – 31 March, 2019 available via link below:

<http://chesterfield.moderngov.co.uk/mgListPlanItems.aspx?PlanId=97&RP=134>

9. Work Programme for the Community, Customer and Organisational Scrutiny Committee (Pages 37 - 40)

6.50 pm – Community, Customer and Organisational Scrutiny Committee Work Programme attached.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Randy', with a stylized flourish at the end.

Local Government and Regulatory Law Manager and Monitoring Officer

COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

Tuesday, 2nd October, 2018

Present:-

Councillor P Innes (Chair)

Councillors Borrell
L Collins

Councillors Sarvent
Niblock

Councillor Bagley +
Councillor Caulfield +++

Mick Blythe, Client Manager +
Damon Bruce, Head of Customer Services +
Dianne Illsley, Community Safety Officer ++
Inspector David Nicholls, Chesterfield Police ++
Brian Offiler, Democratic and Scrutiny Officer
Rachel O'Neil, Assistant Director – Customer, Commissioning and
Change +
Ian Waller, Assistant Director - Health and Wellbeing ++
Chris Walton, Customer Services Manager +

+ Attended for Minute No. 20
++ Attended for Minute Nos. 21 - 23
+++ Attended for Minute No. 25

17 DECLARATIONS OF MEMBERS' AND OFFICERS' INTERESTS RELATING TO ITEMS ON THE AGENDA.

No declarations of interest were received.

18 APOLOGIES FOR ABSENCE

No apologies for absence were received.

19 **MINUTES**

The Minutes of the meeting of the Community, Customer and Organisational Scrutiny Committee held on 17 July, 2018 were presented.

RESOLVED –

That the Minutes be approved as a correct record and signed by the Chair.

20 **CABINET MEMBER FOR HOMES AND CUSTOMERS - FACE TO FACE SERVICE DELIVERY**

The Assistant Director – Customers, Commissioning and Change gave a presentation to the Committee on customer services across the Council.

The presentation provided an overview of the Customer Services Strategy and referred to the development of the Customer Services Centre, provision of a range of access channels for customers and implementation of payment kiosks. Steady progress had been achieved in delivering the strategy, which was currently being refreshed in line with the Council's digital innovation roadmap.

The presentation identified customer service functions being delivered through numerous Council services, including the Customer Services Centre, the Visitor Information Centre and Theatres, the Leisure Centres, On the Move, the Operational Services department and the Policy and Communications service.

Of a total of 833,000 customer transactions in 2017, 19% had been face to face, 39% via telephone and 42% by self-service. The number of customer service visits had declined by 27% over four years at the Customer Services Centre and by 8% over three years at the Visitor Information Centre.

There was an increasing trend of payments being made by direct debit, with 68% of payments made by automated means. The majority of face to face payments were made through post offices or paypoint machines in local businesses.

The presentation gave details of the volume of telephone contacts in various services, noting variations in response times and proportion of abandoned calls. It identified the increasing use of the Council's website.

The presentation outlined the staffing resource available in the various customer service functions and the current approaches to training staff. It was anticipated that training methods would be simplified and standardised.

Measures of customer satisfaction were high (99.5% in 2017) and the Customer Services Centre had achieved customer service excellence accreditation.

It was planned that implementation of the ICT Improvement programme would enable integration of all service areas into a digital platform, provision of a customer account, improved customer self service, an improved staff knowledge base and greater flexibility of resources.

The Chair thanked the Cabinet Member for Homes and Customers, the Assistant Director - Customers, Commissioning and Change and officers for their contribution to the meeting.

RESOLVED -

That the presentation be noted.

CRIME AND DISORDER COMMITTEE

For Minute Nos. 21 - 23 the Committee sat as the Council's designated Crime and Disorder Committee, in accordance with Section 19 of the Police and Justice Act 2006.

21 CABINET MEMBER FOR HEALTH AND WELLBEING - UPDATE AS CHESTERFIELD SCRUTINY MEMBER OF THE DERBYSHIRE POLICE AND CRIME PANEL

The Cabinet Member for Health and Wellbeing, as Chesterfield Scrutiny Member of the Derbyshire Police and Crime Panel (PCP), had submitted the minutes of the meeting of the PCP held on 5 July, 2018 for the information of the Committee.

RESOLVED –

That the minutes of the Derbyshire Police and Crime Panel meeting held on 5 July, 2018 be noted.

22 LOCAL GOVERNMENT ACT 1972 - EXCLUSION OF PUBLIC**RESOLVED**

That under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in Paragraph 7 of Part 1 of Schedule 12A of the Act.

23 CABINET MEMBER FOR HEALTH AND WELLBEING - PROGRESS REPORT ON COMMUNITY SAFETY PARTNERSHIP

The Assistant Director - Health and Wellbeing and the Community Safety Officer presented the progress report on the Chesterfield Community Safety Partnership's (CSP) action plan for 2018-19 and the performance report as recorded by the Safer Derbyshire Research and Information Unit in respect of crime and disorder data as at July, 2018.

Attention was drawn to the following aspects within the CSP action plan:

- Initiatives to support those rough sleeping, through the winter night shelter provision at local churches;
- Actions to address anti-social behaviour through civil injunctions where necessary;
- Additional funding provided to support the work of Street Pastors;
- The development of a mobile phone app which could alert nominated contacts if an individual was in danger;
- The work of the Derby and Derbyshire Modern Slavery Partnership in tackling modern day slavery.

The crime data showed that reported crime in Chesterfield had increased by 1.8% in the 12 months to July, 2018, compared to an increase of 5.1%

across Derbyshire. Inspector Nicholls explained that following recent changes in how data was recorded, it was expected that there would be an increase in the recorded statistics, as crimes were now being recorded at the first point of contact.

Arising from Members' questions and discussion the following issues were raised:

- There had been positive feedback following the physical changes to the design of the bus shelters on New Beetwell Street which had resulted in a reduction of anti-social behaviour and street begging in that area. Coordinated work with partners provided support to individuals and enforcement action under the Town Centre Public Space Protection Order where necessary;
- Plans for a night shelter run by local churches which would be open from December to March were progressing and open meetings to seek volunteers had been arranged for later in October;
- Domestic violence protection notices were one of the methods used to deal with cases of domestic violence.

The Chair thanked Inspector Nicholls, the Assistant Director - Health and Wellbeing and the Community Safety Officer for their contribution to the meeting.

RESOLVED –

- (1) That the Community Safety Partnership progress report be noted.
- (2) That a further progress report on the Community Safety Partnership's Action Plan and Performance be provided to the Crime and Disorder Committee in March, 2019.

COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

For the remaining items the Committee sat as the Community, Customer and Organisational Scrutiny Committee.

24 LOCAL GOVERNMENT ACT 1972 - RE-ADMISSION OF THE PUBLIC**RESOLVED**

That the public be readmitted to the meeting following consideration of an item containing exempt information.

25 SCRUTINY PROJECT GROUPS PROGRESS UPDATES

Councillor Caulfield, lead member of the Scrutiny Project Group on Council owned community rooms, presented the group's project start report.

The project aimed to identify any changes required to enhance the offer and accessibility of the six community rooms maintained by the Housing service. It was planned to complete the review and present the report to the Scrutiny Committee in November, 2018.

RESOLVED -

That the project start report of the Scrutiny Project Group on Council owned community rooms be approved.

26 SCRUTINY MONITORING

The Committee considered the Scrutiny recommendations monitoring schedule.

RESOLVED -

That the Scrutiny monitoring schedule be noted.

27 FORWARD PLAN

The Committee considered the Forward Plan for the period 1 October, 2018 – 31 January, 2019.

RESOLVED –

That the Forward Plan be noted.

28 **WORK PROGRAMME FOR THE COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE**

The Committee considered the list of items included on its work programme for 2018/19.

RESOLVED -

That the work programme be approved.

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Community, Customer and Organisational Scrutiny Committee

27 November, 2018

Progress Report on Health and Wellbeing Development

REPORT BY: Ian Waller – Assistant Director – Health and Wellbeing

1.0 Background

1.1 Previous reports to the Committee have identified the challenges facing our communities both in terms of health outcomes and wider health inequalities. There are a number of key actions being delivered around this agenda and these will be summarised in this report.

1.2 The core objectives of the Council plan include working with partners to improve the health and wellbeing of people in the borough and reducing inequality and supporting the more vulnerable members of our communities.

2.0 Current Position

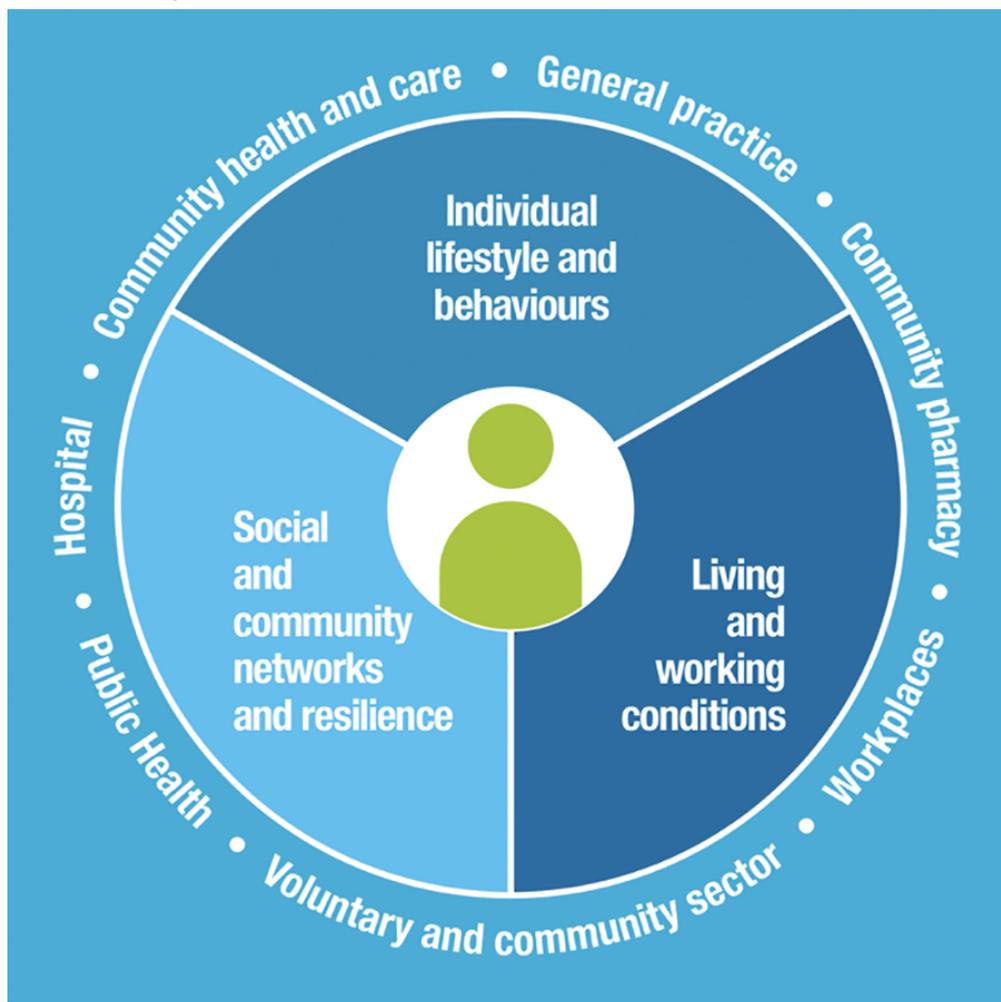
2.1 The Health and Wellbeing Partnership continues to drive forward positive intervention across the wider determinants of health and wellbeing across the Borough. Through proactive partnering and collaboration the work previously outlined regarding combatting loan sharks, health and wellbeing networks, Holiday Hunger programmes, local community capacity building, Local Integration Boards and supporting communities following the introduction of Universal credit continues to have real impact. These programmes will continue to be promoted and developed to support the development of the health and wellbeing of our communities.

2.2 The current focus area for the Health and Wellbeing Partnership is Staveley and Poolsbrook. Using various health and social data the partnership identified these areas as being in need of targeted support to tackle social isolation through using physical activity.

- 2.3 To date direct intervention has been undertaken in Poolsbrook including health, wealth and wellbeing assessments through direct engagement with residents. This approach gave real insight into the needs of that community and as a result the type and nature of interventions that would be best placed to achieve the desired outcome of improved levels of activity.
- 2.4 Utilising consultation techniques such as the very successful Time 4 You events the partnership established a range of interventions which have started. These include junior sport and physical activity sessions on a Monday and Wednesday, junior art and craft session (which had over forty children attend the first session), weight management programme (twenty attending the session). After Christmas, a programme of healthy cooking (Heart of Derbyshire Cooking Courses) will be introduced to compliment the physical activity and weight management programmes.
- 2.5 Work in Staveley progresses through further consultation with the community to direct the most appropriate interventions. The partnership includes Staveley Town Council to ensure that collectively we deliver the right programmes to the right people.
- 2.6 The partnership recognises that whilst this targeted work is essential in trying to embed and support a sustainable change programmes, the wider Borough will continue to need support. Consequently it will continue with its small grants programme to help grow local capacity to deliver programmes that make a difference to their communities.
- 2.7 Partnerships remain a critical part of the Borough's success in enabling communities to grow their capacity to deliver positive change. Through such collaboration the aspiration and confidence programmes known as 'Equipped to Succeed' will be continued through 2019 with two further programmes currently being developed for Barrow Hill and Poolsbrook.
- 2.8 Whilst the work of partners through the Health and Wellbeing Partnership is essential in terms of capacity building and initiating local intervention and support programmes it must be recognised that the clinical intervention will continue to play an essential part in supporting and managing health and wellbeing across the Borough.

- 2.9 To improve this relationship between non-clinical and clinical partners and colleagues a framework known as Place Alliances have been developed across Derbyshire. Full details are available on line <https://joinedupcarederbyshire.co.uk/our-places>
- 2.10 The Place Alliances involve commissioners, community services providers, local authorities, primary care, the voluntary and community sector, and the public working together to meet the needs of local people. There are eight 'Place Alliances' across Derbyshire. The Alliances will focus on making sure they use the resources available to support people's wellbeing, which stretches far beyond the ability to access a hospital, see a GP or receive care in a bed.
- 2.11 The priorities for the Chesterfield Alliance are;
- All Place Alliances will focus on supporting people to stay well for longer through a consistent set of work areas which include frailty, falls, care homes and supporting people to die well.
 - Each Place Alliance will focus on what local people need in that area as regards their health and wellbeing.
- 2.12 The Chesterfield Alliance is now established and has a range of providers all sat round the table with the single focus of improving health outcomes for the most frail in our society.
- 2.13 The majority of acute hospital activity flows into Chesterfield Royal Hospital and a particular focus for the Alliance over the coming months will be looking at how to support and care for more people with frailty in their own homes where possible. A review of admissions data at Chesterfield Royal hospital identifies high rates of emergency admissions considered avoidable for the over 65 age group, high rates of all age and 65+ admissions with an associated relatively low average length of stay and high rates of permanent admissions to care homes.
- 2.14 The reduction in avoidable admissions and conveyances for people living with frailty, by delivering more timely and coordinated care in community and primary care, will be a focus for Chesterfield Place Alliance over the next 12 months.

2.15 The diagram below outlines the areas that are covered within the context of place.



3.0 Summary

- 3.1 Work continues through the various partner networks to embed changes and to support those most vulnerable. The Health and Wellbeing Partnership continues to be an effective group in co-ordinating the work of a number of agencies to maximise outcomes our communities.
- 3.2 The work of the Place Alliance will further support through direct clinical intervention the work of the Health and Wellbeing Partnership.

For Publication

Community, Customer & Organisational Scrutiny Committee

– 27 November, 2018

Progress Report on Implementation of Full Service Universal Credit in Chesterfield Borough Council

1. Background

- 1.1 Universal Credit full service was implemented in Chesterfield in late November 2017 and replaced the following benefits:
 - Child Tax Credit
 - Housing Benefit
 - Income Support
 - income-based Jobseeker's Allowance (JSA)
 - income-related Employment and Support Allowance (ESA)
 - Working Tax Credit
- 1.2 This change was implemented smoothly and to date transitional arrangements for claimants in Chesterfield have been well managed and any negative impact on residents kept to the lowest possible level. In June 2018 full service was also rolled out in Staveley as part of the ongoing introductory stages in the Borough and others across the UK.
- 1.3 The impact of these changes has been monitored by the Scrutiny committee and updates have been formally presented in May and July 2018 both confirming positive implementation progress despite a very challenging system for claimants in terms of both complexity, and accessibility.
- 1.4 The benefits team are in regular contact with partners and stakeholders to both manage and where possible influence plans and arrangements to ensure the best possible outcomes are achieved for claimants and the organisation.

1.5 Previous recommendations relating to support for the Staveley roll out arising from meetings in May and July have been considered and actioned subject to consideration of all relevant factors including associated support and partnered working with other local and county based stakeholders. Appendix 1 refers. A case study has been provided (Appendix 2 refers) which illustrates the complexity and impact of the scheme both on the claimant and the actions required by the benefits team to provide necessary intervention and support.

2. Current Position

2.1 The Benefits Team continue to work tirelessly to ensure the best possible service for claimants. It is acknowledged that the service teams have a great deal of influence upon the well-being of individuals on both mental and financial levels. Success to date has been achieved via proactive local networking and also proactive client communication. The team constantly not only monitor the key DWP publications but actively challenge to ensure they are as robust as possible. All staff are trained to a high level and also give advice to other agencies.

2.2 The team have developed a great relationship with the DWP, this has only been made possible through determination and passion, and by the reputation and performance of the service. Through these efforts Chesterfield Borough Council and Arvato partners have been flagged as a best practice organisation. The continued support from the Council and elected members will ensure the best reputation possible for the organisation, whilst simultaneously look after the best interest of the service users.

2.3 A group of benefit staff attended a Staveley job centre team meeting on 09.10.18 and considered several key areas

- Council Tax Support
- Discretionary Housing Payments
- Budgeting Support
- Assisted claiming
- Carer elements in the UC calculation
- Problem with joint tenants. CTS and DHP claim forms were left and contact numbers exchanged. The team are starting to get phone calls for problem cases.

2.4 The following information gives an overview of basic facts and figures relating to UC and the year to date:

	<u>Period of measurement</u>	<u>Numbers</u>	<u>Notes</u>
Number of Universal Credit notifications from the DWP for the assessment of Council Tax Support	01.04.18 to 14.11.18	12247	
Housing benefit transitional payments – 2 week extension of Housing Benefit Number of awards - Value of awards -	11.04.18 to 13.11.18	306 £45,000	New legislation from 11.04.18 Currently being done as manual awards
Take up letters for Council Tax Support for Universal Credit recipients	29.11.17 to 13.11.18	1000	Additional take up activity is ongoing to follow up. Manual calculation to determine if will qualify for CTS
Number of Council Tax Support claims live in payment for Universal Credit recipients	As at 12.11.18	1229	
Benefit take up activity to identify underpayments of Employment and Support Allowance to ensure transitional protection when the claimants migrates onto Universal Credit – arrears of ESA Increase in awards – Arrears payments –	As at 13.11.18	110 £577,328	
Discretionary Housing Payments <u>made to Universal Credit recipients</u> Number of awards –	01.04.18 to 13.11.18	157	Total DHP awards in 2018-19 to date is 309 valuing £161,255.61. 68.42% of 2018-19

Value of awards – Percentage of total DHP awards - Percentage of DHP spend -		£81,732 50.81% 50.68%	DHP allocation of £235,699 has been spent.
Universal Credit assisted claims Universal Credit budgeting support	29.11.17 to 31.10.18 29.11.18 to 31.10.18	446 146	Universal Support transfers to the Citizens Advice Bureau from 01.04.19.
Food bank vouchers issued as part of budgeting support	Since 27.11.18	27	

2.5 In the report 'Rolling out Universal Credit', published in June 2018, the National Audit Office (NAO) concluded that:

- DWP's expectation that universal credit will eventually deliver £8 billion of net benefits a year - through a combination of savings from encouraging 200,000 more people into work, reducing error and fraud, and reducing the costs of administering benefits - is based on 'unproven assumptions'
- the Department will never be able to measure whether UC actually leads to 200,000 more people in work, because it cannot isolate the effect of universal credit from other economic factors in increasing employment
- planned efficiency savings are negated by the extra costs of providing the benefit system to those that are in work so that administration may cost more than the previous system of benefits, with current running costs at £699 per claim, against an ambition of £173 per claim by 2024-25
- the Department does not know whether universal credit is reducing fraud and error since it has not fully developed risk analysis systems to enable staff to effectively identify potential fraud
- one in five claimants do not receive their full payment on time, and the DWP does not expect payment timeliness to improve significantly in 2018
- the Department has not shown sufficient sensitivity towards claimants who struggle to adjust to universal credit, and does

not know how many claimants are having problems with the programme or have suffered hardship

- it has responded to operational concerns raised by external organisations, such as making changes to the wording on claims material, but has not been clear how it tracks and responds to concerns raised about the impact of its wider policy design choices
- there is evidence of additional costs for local organisations - such as through increased administration for local authorities, managing increased rent arrears for housing associations and landlords, and increased use of foodbanks - however, the DWP does not include these costs in its estimate of the programme costs and does not systemically collect data on them.

2.6 As a result of the findings, the NAO has recommended that the programme does not expand further before the DWP is sure that universal credit systems can deal with higher claimant volumes. In addition, the NAO says that the DWP needs to collect data on, and learn from, the experiences of claimants and third parties on how universal credit is working in practice.

2.7 The DWP also state 'We think the larger claims for universal credit, such as boosted employment, are unlikely to be demonstrable at any point in future. Nor for that matter will value for money.'

2.8 The Benefits team continue to feedback to the DWP to ensure best possible information is available to inform future decisions.

3. Financial Information

3.1 Rent team analysis of tenants that are in receipt of/have been affected by Universal Credit:

- Number of households
976
- Total Balance
£358,657.89

- Average balance
£367.48
- In arrears
755
- Average arrears for those in arrears
£513.49

3.2 The growing problem is that unlike Housing Benefit it is not known exactly how many tenants are currently receiving UC. This is an ongoing analysis. The Benefits team are carrying out reconciliation for managed payments to identify which tenants are recorded by the Rent team as having managed payments but there is no claim for Council Tax Support.

3.3 The difference between the rent team figures and the benefit team figures is because

- Not everyone claiming Universal Credit will claim Council Tax Support or the claim is yet to be assessed
- Not everyone claiming Universal Credit will qualify for Council Tax Support
- People are on and off Universal Credit which is reflected in the Council Tax Support figures but not in the rent figures

3.4 The council can expect that the actual number of council tenants currently receiving Universal Credit will fall somewhere between the 976 figure provided by the Rent team and the 672 provided by the Benefit team.

3.5 2019-20 is a 53 week rent year but the UC calculation is based on 52. The Benefits team have escalated this.

3.6 Rent Arrears are as follows:

Rent arrears analysis for people **claiming CTS** with Universal Credit as income

	25.06.17	08.04.18	03.10.18	11.11.18
Total number	122	337	605	672
Balance owed	58023.1	112420.74	219785.10	231072.4
Average balance	£475.60	£333.59	£363.28	£343.86
Average balance for those in arrears	£649.99	£465.38	£470.63	£474.08
Zero balance	4	12	32	23
Credit balance	23	59	106	121
Direct debit	6	27	63	73
Managed payment	16	77	105	228
Ave balance for those on managed payment	£631.67	£350.06	£689.52	£605.72

All tenant stats for comparison

Average rent arrears - all tenants	£69.56
Average arrears for those in arrears	£300.49
Average arrears for HB claimants	£178.57
Average arrears for none HB claimants	£371.81

Media FOI data in the public domain based on figures from 129 Local Authorities

Average arrears for UC claimants	£662.56
Average arrears for HB claimants	£262.50

4. Future Considerations

- 4.1 Universal Support covering assisted claiming and budgeting support is transferring to the Citizens Advice from 01.04.19. A meeting was held with the Chesterfield CAB Manager on 01.11.18. The CAB are interested in a partnership for the Benefit team to continue with the assisted claims. Withdrawal of this service could see a cost in unpaid rent and council tax.
- 4.2 Managed migration has been delayed further with the main migration starting in January 2020 with an expected end date of June 2024. Testing of no more than 10,000 cases nationally in July 2019
- 4.3 From Jan 19 anyone with a severe disability premium in their legacy benefit won't have to claim UC until managed migration.

This means the council will have to take HB claims again for certain claimants and this will be an administrative burden to get right. There is an outstanding query about what happens to those claimants who have the Severe Disability Premium in an assessment of Housing Benefit but not another DWP benefit. Arvato have referred this question to Welfare Rights.

- 4.4 The DWP have reported an underpayment of Employment and Support of up to £870 million. This is for claims made in the period January 2011 to October 2014. This includes the severe disability premium not being considered. The Benefits team has asked if the exercise to identify cases will be completed before January 2019. The council will still have people migrating onto Universal Credit that should have the Severe Disability Transitional Protection. Compensation for those naturally migrating to Universal Credit is less than the transitional protection will be.
- 4.5 There are ongoing issues for carers with no carer element in their UC calculation. The income is being taken into account but the carer element isn't, so they are not getting as much Universal Credit as they should have. Benefit staff are looking out for these cases and advising the customer on how to get the carer element included in their universal credit award.
- 4.6 Limited capability for work decisions not being made or delayed is meaning underpayments of Universal Credit
- 4.7 Sole occupiers with others named on a tenancy even though they are not resident will only have Universal Credit award calculated using 50% or less housing costs.
- 4.8 53 week Rent year requires re calculation however the DWP are fixed at a 52 week calculation. The situation is being escalated and the Benefits team preparing options subject to response.

5. Conclusions

- 5.1 Chesterfield continues to perform positively through proactive work with stakeholders at local, regional and national level.
- 5.2 Claimants are being well supported and resources delivering service are proving to be appropriately skilled and trained to provide sustainable delivery. It is however noted that on-going changes and proposals may mean different ways of working both internally and with partners such as the CAB externally.
- 5.3 Rising risks linked to full migration proposals will need careful forward planning and resource allocation in terms of capacity and training to ensure impact on claimants and the organisation are maintained at the lowest possible level.
- 5.4 A number of questions raised by the Benefits team require response from the DWP to ensure claimants are paid correctly – or at least recognise that underpayments are being made that will require rectification. Further contact with the DWP to be actioned.

6. Recommendation

- 6.1 That the report is accepted and the current approach to managing UC in Chesterfield Borough be endorsed to ensure the current quality of service delivery and associated outcomes for claimants and the organisation are at least maintained and improved wherever possible and to enable the Council to take any necessary steps with partners and other key stakeholders to escalate identified problems or opportunities that require action or need resolving with the DWP services.

Appendices

Appendix 1 – Cabinet Member Response to Scrutiny Committee
Recommendation 16.07.18

Appendix 2 – Universal Credit Case Study

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FOR PUBLICATION

Overview and Scrutiny Committee Reporting Form for Recommendations to Cabinet/Cabinet Members

(This form comprises the formal method of conveyance of recommendations of the Council's Overview and Scrutiny Committee's to Cabinet/Cabinet Member for formal consideration, when a formal written report is not being produced by the Overview and Scrutiny Committee).

Scrutiny Committee :	Community, Customer and Organisational Scrutiny Committee
Date of Meeting :	22 May, 2018
Subject / Report Title :	Implementation of Universal Credit
Cabinet Responsibility :	Homes and Customers
Report by :	Presentation – 'Universal Credit Update' by Damon Bruce, Head of Customer Services and Clare Fowkes, Operational Benefits Manager
Recommendation of the Community, Customer and Organisational Scrutiny Committee for Cabinet Member consideration :	
<p>That the Cabinet Member for Homes and Customers considers making computer terminal(s) available at the Healthy Living Centre in Staveley, and if possible providing assisted digital support to be available at set time(s) each week, prior to Universal Credit being rolled out in the Staveley area in July, 2018, in order to enable claimants to submit and maintain their online claims for Universal Credit.</p>	
Supporting Information :	
<p>Evidence from the implementation of Universal Credit in Chesterfield has shown that a significant number of people have not had online access – three PCs in the Customer Services Centre have been well used and assisted digital support has been provided to 279 claimants since November 2017.</p> <p>It is anticipated that it may be difficult for some claimants from the Staveley area to travel into Chesterfield once Universal Credit goes live there in July, and that the provision of this kind of facility within Staveley will enable more claims to be successfully submitted and maintained.</p>	

<p>Cabinet Member Response Timetable :</p>	<p>To consider and respond to the recommendation of the Community, Customer and Organisational Scrutiny Committee within 2 months.</p>
<p>Cabinet Member Response:</p>	<p>Councillor H Bagley, Cabinet Member for Homes and Customers – 16.07.18</p> <p><i>Firstly I would like to thank Scrutiny for their ongoing interest in Universal Credit and to ensuring that we as a council are doing all we can to help our residents.</i></p> <p><i>I have considered your recommendation carefully and whilst I am keen to support residents I have some concerns regarding the recommendation from Scrutiny.</i></p> <p><i>We are working very effectively with our public and voluntary sector partners to support people in Chesterfield and Staveley in understanding and claiming Universal Credit.</i></p> <p><i>The Chesterfield Partnership’s UC sub group have mapped all the support that is available (not just PC provision) and this includes a number of locations in Staveley and Chesterfield where PCs are already available for public access. Based on our experience of successfully supporting customers through the introduction of Universal Credit in Chesterfield, I believe there is currently sufficient provision for Staveley. Locations already providing this facility include Staveley Job Centre Plus, Staveley Library, Staveley Town Council Office, Staveley Speedwell Rooms (free Wifi), Staveley Speedwell Rooms (being developed to coincide with Speedwell Eatwell community café), together with other locations in Chesterfield.</i></p> <p><i>I can confirm however that the demand and provision will be regularly monitored and if there is a shortfall of PC provision in Staveley, this will be addressed by the Chesterfield Partnership UC sub group with any additional PCs being located in safe and secure locations in Staveley, together with the appropriate levels of support.</i></p> <p><i>Therefore I am sorry that I am unable to support your recommendation but look forward to continuing to work with you on this important issue.</i></p>

Date signed-off:	5 June, 2018
Signed-off by :	Councillor Peter Innes Chair, Community, Customer and Organisational Scrutiny Committee
Author / Contact :	Brian Offiler Democratic and Scrutiny Officer 01246 345229 Brian.offiler@chesterfield.gov.uk

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Universal Credit case study

Single person aged 22 living in a council property and claiming Universal Credit since 04.12.2017. Has lived at this address since 30.05.2016

Jobseekers Allowance ended 31.10.17 due to starting work

Previously had claimed Jobseekers Allowance and received Housing Benefit based on this JSA until 06.11.2017

HB £76.77

CTS £14.21

CTS award whilst in receipt of UC

11.12.2017 to 08.01.2018	£14.00 a week
08.01.2018 to 31.03.2018	£14.21 a week
01.04.2018 to 01.04.2019	£14.91 a week

Weekly council tax liability is £16.295. Council Tax Support scheme restricts the amount of CTS for working age applicants to 91.5% of the charge. 91.5% of £15.53 is £14.91.

2018-19 Council Tax account

Council Tax Support charge	£849.67
Council Tax Support	£777.45
Amount to pay	£72.22
Payments total	£38.38 – 06.08.18 and 13.09.18. 19.06.18 payment mainly went to clear 2017-18 balance owed. Current arrangement since 11.09.18
Prior year debts owed	£0.00

Universal Credit award paid monthly on the 10th of the month

	Monthly	Weekly equivalent
UC award	£558.85	£128.96
Made up of:		
Living cost allowance	£251.77	£58.10
Housing cost allowance	£307.08	£70.86
	£558.85	

Less deductions for advance of £48.81 which should be due to end	£510.04	In theory reduces living costs to £46.84 a week
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Council Rent account

Living in a 1 bedroom property.

2018-19 rent is £76.77 a week. The DWP are not paying the correct amount of housing costs. They are using £307.08 a month when should be using £332.67. This is because they are still calculating based on 48 rent weeks instead of 52. Please see notes below regarding what action we are taking on these cases.

There were no rent arrears on 06.11.2017. Housing Benefit payments were meeting the weekly rent liability in full.

06.11.2017 Housing Benefit payments stopped following starting work. Would have had to wait for his first earnings payment.

25.11.2017 Rent payment £100.00 balance £53.54.

02.12.2017 Rent payment £110.00 balance 20.31

11.01.2018 Rent payment £190.00 balance £214.16

13.02.2018 Requested managed payments for rent from the DWP

13.02.2018 Discretionary housing application made to us 13.02.2018. At this point rent arrears were £751.55.

19.02.2018 A DHP decision was made 14.02.2018 to award DHP of £614.16

26.02.2018 The £614.16 DHP award was paid to the rent account bringing the balance down to £137.39.

We applied for were granted managed payments which is where the DWP pay the housing costs directly to us. The first payment we received was 27.03.2018. We were paid £307.08 for the normal monthly rent (please see note above re this being the incorrect value), and £25.18 for rent arrears.

19.06.2018 After the DWP payment to us the rent account was in credit and we asked for the arrears deductions from Universal Credit to stop.

17.07.2018 Received normal managed payment only

No Managed payment in August. Because managed payments are paid to us 4 weekly but deductions from claimants are calendar monthly.

11.09.18 Managed payment £307.08 (arrears £109.36)

09.10.18 Managed payment £307.08 (arrears £82.88)

28.10.18 Rent account balance is £293.33 with the next managed payment due to be received and posted 05.11.18.

Action regarding Council Tenant rent changes- reduction and rent free weeks.

We have told the DWP that rent free weeks have been removed for Council Tenant cases but they won't amend claims on our say so. This is increasingly problematic for us. Our rent notification letters for the 2018-19 rents did specify what Universal Credit claimants needed to report to the DWP.

We now send a weekly report to a contact at the DWP Derby processing centre of cases we want reviewing. However this alerts them to make contact with the claimant but they won't carry out any amendment unless the claimant also reports the change/error.

The error on this claim has now been reported to the DWP.

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SCRUTINY COMMITTEE RECOMMENDATIONS - IMPLEMENTATION MONITORING SCHEDULE

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or <i>Decision making body resolution</i> (<i>italics = Agreed by Scrutiny Committee but not yet considered by decision making body</i>) *	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny (6 monthly progress reports)
EW5 Page 33	New Leisure Facilities (SPG) (<i>now Leisure, Sport and Cultural Activities SPG including various sub groups</i>)	EW 23.04.15 (Min. No. 70)	To approve the on-going work of the Project Group in respect of the continuing monitoring of the construction, transfer to and the operation of the new leisure centre facilities.	6 month progress report	SPG to attend meeting with Leisure Centre Build Programme Board to sign off the Phase 1 work.	Next EW5 leisure progress report TBA.
CCO1	Statutory Crime & Disorder Scrutiny Ctte	CCO 29.09.11 (Min. No. 44)	Progress report on sharing information re alcohol related health problems and hospital admissions.	6 monthly wef 29/09/11.	Statistics requested for each 6 monthly meeting	Agreed on 08.01.15 that statistics on alcohol related health problems / hospital admissions be reported to each 6 monthly meeting.

Ref No	Item (Scrutiny Issue or Topic. SPG = Scrutiny Project Group work)	Decision Dates (Scrutiny Committee, Cabinet, Council & its Committees)	Scrutiny Committee Recommendations and/or Decision making body resolution <i>(italics = Agreed by Scrutiny Committee but not yet considered by decision making body) *</i>	Completion Date for Actions	Action / Response Completed	Further Action Required by Scrutiny <i>(6 monthly progress reports)</i>
CCO3	Friends Groups	CCO 19.09.17 (Min. No. 19) Cabinet 14.11.17 (Min. No. 81)	Friends Groups SPG report approved by CCO 19.09.17. Considered by Cabinet 14.11.17. – corporate officer working group to consider resource implications and to report to CCO and Cabinet.	May 2019	Monitoring report considered by CCO – 22.05.18	Monitor progress – 22.01.19.
CCO4	Implementation of Universal Credit	CCO 22.05.18 (Min. No. 6) Cabinet Member for Homes & Customers 16.07.18	Re. provision of computer terminal(s) and support for Universal Credit claimants in Staveley area. Cabinet Member's response noted by CCO – 17.07.18 (Min. No. 14) – computer terminals and support available at several locations within Staveley area – provision to be monitored.	6 monthly progress reports	Cabinet Member's response noted by CCO – 17.07.18	Monitor as part of ongoing review of implementation of Universal Credit.

OP7	Town Centre review	OPSF 13.03.18 Cabinet 24.04.18 (Min. No. 164)	Full Cabinet response received on 08.10.18 and circulated to the OPSF members.	6 monthly progress reports	Awaiting detailed response to recommendations from Cabinet	Progress update 20.11.18
OP8	HS2	OPSF 11.09.18 Cabinet 23.10.18 (Min. No. 48)	Cabinet Response: <ol style="list-style-type: none"> 1. That the Cabinet thanks the Overview and Performance Scrutiny Forum for the first class work that has been taken forward in looking at how the Council is preparing for HS2 and, in particular, for the Forum's efforts in broadening and deepening the understanding of Council Members of the subject matter. 2. That Cabinet notes and endorses the recommendations of the Overview and Performance Scrutiny Forum. 3. That Cabinet endorses, in particular, the Forum's recommendation to establish a new Skills Scrutiny Project group and resolves to defer to the Overview and Performance Scrutiny Forum further consideration of the merit of establishing new Scrutiny Project Groups to look at particular aspects of HS2 as part of the 	6 monthly progress reports	Recommendations approved by Cabinet 23.10.18 Monitoring of the implementation of the recommendations due 19.03.18	Progress update 19.03.19

			<p>future work programming discussions.</p> <p>See SPG Report for recommendations.</p>			
<p><i>Abbreviations Key : OP = Overview and Performance Scrutiny Forum. CCO = Community, Customer and Organisational Development Scrutiny Committee. EW = Enterprise and Wellbeing Scrutiny Committee). TBA (to be agreed).</i></p> <p><i>* Note recommendation wording may be abridged.</i></p>						

CHESTERFIELD BOROUGH COUNCIL

**WORK PROGRAMME :
COMMUNITY, CUSTOMERS AND ORGANISATIONAL SCRUTINY COMMITTEE for 27 NOVEMBER, 2018**

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
	27.11.18	Implementation of Universal Credit	Report considered by CCO on 22.05.18. Progress report requested for 27.11.18.	<i>Scrutiny Work Programme Action Planning – 2016, 2017 & 2018</i>	<i>Homes & Customers, Health & Wellbeing</i>
	27.11.18	Food Poverty, Mental Health & Deprivation	Report considered by CCO on Food Poverty, Mental Health and Deprivation on 22.05.18. Progress report requested for late 2018.	<i>Scrutiny Work Programme Action Planning – 2016, 2017 & 2018</i>	<i>Health & Wellbeing</i>
	22.01.19	Communications and Engagement Strategy	Report considered by CCO on 20.03.18. Revised strategy scheduled for approval in July 2018.	<i>Scrutiny Work Programme Action Planning – 2017 & 2018</i>	<i>Deputy Leader, Governance</i>

CHESTERFIELD BOROUGH COUNCIL

Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
26.03.19	Crime and Disorder Scrutiny (with Police & Crime Panel Update and Monitoring Reports)	Reports considered by CCO on 2.10.18. Progress reports requested for 26.03.19.	<i>Statutory requirement at least once per year</i>	<i>Health & Wellbeing</i>

Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
<i>Scrutiny Project Groups :</i>				
27.11.18	Council Owned Community Rooms	Approved by OP – 8.05.18. Lead Member – Cllr Caulfield. Membership approved by CCO – 17.07.18. Project Start Report approved by CCO – 2.10.18.	<i>Scrutiny Work Programme Action Planning – 2018</i>	<i>Homes & Customers</i>

CHESTERFIELD BOROUGH COUNCIL

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
Monitoring Items :					
	22.01.19	Monitoring: Friends Groups	SPG report considered by Cabinet on 14.11.17. – corporate officer working group to consider resource implications. Monitoring report considered by CCO on 22.05.18	<i>Friends Groups SPG, CCO 19.09.17</i>	<i>Health & Wellbeing</i>
Items Pending Reschedule or Removal:					
New Business Items Proposed :					

CHESTERFIELD BOROUGH COUNCIL

Note:

Members may wish to schedule items from the Forward Plan and Scrutiny Monitoring Form into the work programme.

[KEY to abbreviations :

OP = Overview and Performance Scrutiny Forum.

CCO = Community, Customer and Organisational Development Scrutiny Committee.

EW = Enterprise and Wellbeing Scrutiny Committee.

TBC = To be confirmed].