



Please ask for Brian Offiler
Direct Line: 01246 345229
Email committee.services@chesterfield.gov.uk

The Chair and Members of
Community, Customer and
Organisational Scrutiny Committee

19 March 2019

Dear Councillor,

Please attend a meeting of the COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE to be held on TUESDAY, 26 MARCH 2019 at 5.00 pm in Committee Room 2, 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 5 - 10)

Minutes of the Meeting of the Community, Customer and Organisational Scrutiny Committee held on 22 January, 2019.

4. Cabinet Member for Health and Wellbeing - Health and Wellbeing Development (Pages 11 - 40)

5.05 pm – Presentation on development work in Poolsbrook.

(For Items 5, 6 and 7 the Committee will sit as the Council's designated Crime and Disorder Committee in accordance with Section 19 of the Police and Justice Act 2006)

5. Cabinet Member for Health and Wellbeing - Update as Chesterfield Scrutiny Member of the Derbyshire Police and Crime Panel (Pages 41 - 44)

5.35 pm – Minutes of the Meeting of the Derbyshire Police and Crime Panel held on 24 January, 2019 attached.

6. Local Government Act 1972 - Exclusion of the Public

To move "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 involves the likely disclosure of exempt information as defined in Paragraph 7 of Part 1 of Schedule 12A of the Act".

7. Cabinet Member for Health and Wellbeing - Progress Report on Community Safety Partnership (Pages 45 - 74)

5.40 pm - Chesterfield Community Safety Partnership Plan 2018-19 – Progress Report to be given at Meeting.
Safer Derbyshire Research and Information Unit Performance Report (December 2018) attached.

(For the Remaining Items the Committee will sit in its standard capacity as the Community, Customer and Organisational Scrutiny Committee)

8. Local Government Act 1972 - Re-admission of the Public

Re-admission of the public following consideration of an item containing exempt information.

9. Cabinet Member for Homes and Customers - Progress Report on Implementation of Universal Credit (Pages 75 - 106)

6.10 pm – Progress Report attached.

10. Scrutiny Monitoring (Pages 107 - 110)

6.40 pm – Scrutiny Committee Recommendations Monitoring Schedule attached.

11. Forward Plan

6.45 pm – Forward Plan of Key Decisions 1 April – 31 July, 2019 available via link below:

<http://chesterfield.moderngov.co.uk/documents/1100/Printed%20plan%20March%202019.pdf?T=4>

12. Work Programme for the Community, Customer and Organisational Scrutiny Committee (Pages 111 - 114)

6.50 pm – Work programme attached.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Sandy', written in a cursive style.

Local Government and Regulatory Law Manager and Monitoring Officer

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COMMUNITY, CUSTOMER AND ORGANISATIONAL SCRUTINY COMMITTEE

Tuesday, 22nd January, 2019

Present:-

Councillor P Innes (Chair)

Councillors Borrell	Councillors Sarvent
L Collins	Niblock
Flood	

Councillor Blank +++++
 Councillor Caulfield ++
 Councillor Ludlow +

Rachel Appleyard, Senior Democratic and Scrutiny Officer +++
 Brian Offiler, Democratic and Scrutiny Officer
 John Ramsey, Principal Green Space Strategy Officer +
 Donna Reddish, Assistant Director – Policy and Communications +++++

+ Attended for Minute No. 41
 ++ Attended for Minute Nos. 41 and 42
 +++ Attended for Minute No. 42
 +++++ Attended for Minute No. 43

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

No declarations of interest were received.

39 APOLOGIES FOR ABSENCE

No apologies for absence were received.

40 MINUTES

The Minutes of the meeting of the Community, Customer and Organisational Scrutiny Committee held on 27 November, 2018 were presented.

RESOLVED –

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

41 SCRUTINY MONITORING

The Cabinet Member for Health and Wellbeing and the Principal Green Space Strategy Officer presented the Scrutiny Progress Monitoring Report on the Scrutiny recommendations on Friends Groups, following the previous monitoring report to the Committee on 22 May, 2018 (Minute No. 5, 2018/19).

The report outlined the actions taken and/or planned to address each of the scrutiny recommendations. It was noted that an inaugural meeting to relaunch the Friends of Groups network was planned for March, 2019. The meeting would include distribution of the Friends of Groups information pack documents, consideration of the annual survey and sharing of case studies of successful projects and activities.

Councillor Caulfield, Lead Member of the Scrutiny Project Group, welcomed the partnership approach adopted, and the Committee supported the actions taken and proposed.

The Chair thanked the Cabinet Member for Health and Wellbeing, the Principal Green Space Strategy Officer and Councillor Caulfield for their contribution to the meeting.

RESOLVED –

- (1) That the actions taken in respect of the scrutiny recommendations on Friends Groups be noted and the further proposed actions be supported.
- (2) That further progress on the implementation of the recommendations be reported to the Committee in the summer of 2019.

42 **SCRUTINY PROJECT GROUPS PROGRESS UPDATES**

Councillor Caulfield, Lead Member of the Scrutiny Project Group on Community Rooms and the Senior Democratic and Scrutiny Officer presented the group's report.

The report outlined the reasons for the review, its aims and links to Council priorities and the approach taken by the group. It summarised the findings of the review in respect of the usage of the rooms, information about their availability, arrangements for booking and accessing them and the income and expenditure generated. The group's recommendations were detailed in the report, with the aim of supporting the ongoing sustainable use of the rooms.

It was noted that additional information relating to expenditure had been received following the drafting of the report, which would require further investigation by the group. It was also suggested that further detail in respect of the Burns Close building be obtained.

The Committee supported the findings and recommendations within the group's report, pending consideration of the further issues by the group.

The Chair thanked Councillor Caulfield and the Senior Democratic and Scrutiny Officer for their contribution to the meeting.

RESOLVED -

- (1) That the Scrutiny Project Group's report on Community Rooms be supported in principle, pending further consideration of the additional information and issues by the group.
- (2) That the final version of the report be presented to the Committee once the group had completed its further investigation and consideration.

43 **DEPUTY LEADER AND CABINET MEMBER FOR GOVERNANCE - COMMUNICATIONS AND ENGAGEMENT STRATEGY PROGRESS REPORT**

The Cabinet Member for Governance and the Assistant Director – Policy and Communications presented a progress report on the delivery of the

Communications and Engagement Strategy following its approval by Council in July, 2018.

The report outlined progress against the eight objectives of the strategy, including:

- Two high quality editions of the new combined Your Chesterfield and Our Homes publication had been produced during 2018/19, with further editions planned for January 2019 and March 2019;
- Preparation to achieve compliance with the EU Web Accessibility Directive by 2020;
- The launch in January, 2019 to bring together all live and concluded consultation information on a consultations page on the Council's website;
- An increase in the number of face to face engagement sessions to enable members of the public without internet access to engage, such as changes to the allocations policy, repairs and maintenance, anti-social behaviour, Gypsy and Traveller consultation and the Local Plan;
- All services to be required to produce a 'you said, we did' statement to appear on the Council's website when reporting back on consultation findings;
- The use of infographics, case studies and videos to present information in a more accessible and engaging way;
- Undertaking a social media stakeholder audit to identify relevant stakeholder groups and prioritise how best to engage these groups;
- Improved branding and signage in the town hall;
- Increased use of the core brief and Aspire intranet to enable key messages and information to be shared with staff.

Annual action plans would be developed for each of the next four years of the strategy, including active engagement in the ICT transformation programme in order to seek to maximise benefits for engaging with customers.

It was confirmed that recruitment was progressing well for the vacant post of Communications and Marketing Manager.

Arising from Members' questions and comments it was explained that arrangements for Members accessing the intranet would need to be considered as part of the ICT transformation programme. Members supported the targeted use of face to face consultations where appropriate and the use of videos internally and externally to present key messages.

The Chair thanked the Cabinet Member for Governance and the Assistant Director – Policy and Communications for their contribution to the meeting.

RESOLVED –

That the work outlined in the progress report be noted and that further progress be reported to the Committee in the next Council year, subject to the outcome of the annual scrutiny work programming for 2019/20.

44 FORWARD PLAN

The Committee considered the Forward Plan for the period 1 February – 31 May, 2019.

RESOLVED –

That the Forward Plan be noted.

45 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 and updated to include the decisions of the current meeting.

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Staveley Targetted Working A Partnership Approach

Community, Customer and Organisational
Scrutiny Committee

Tuesday 26 March 2019

BACKGROUND:



Reducing social isolation across the life course. It was felt that social isolation impacts across a variety of health and wellbeing needs.

Reducing social isolation in Staveley through physical activity.

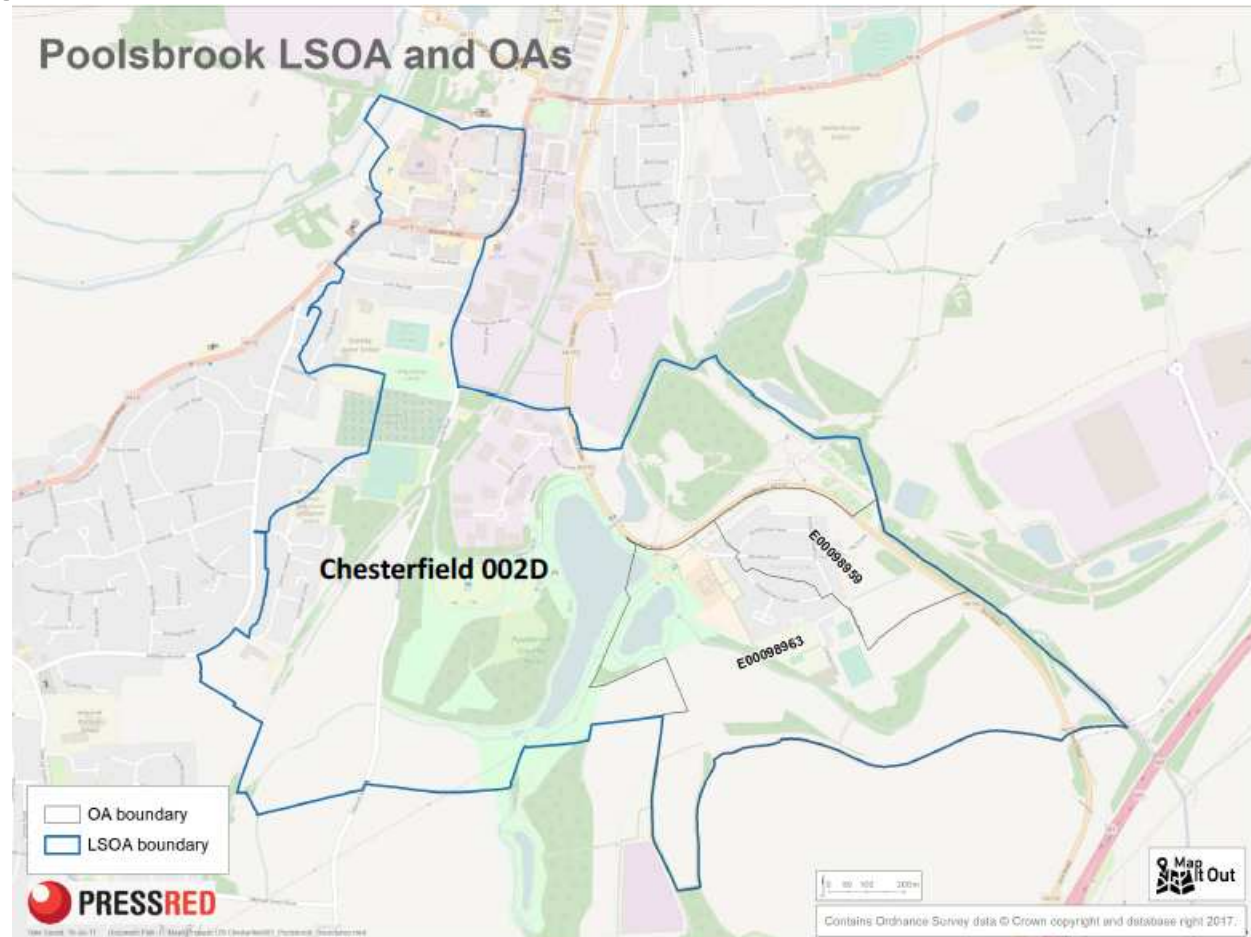


Staveley Summary

- **Isolation and loneliness** is likely to be evident across the area but particularly in C002c
- Low car ownership in **E00098950, E00098951, E00098953 and E00098954** are going to **limit resident's ability to access assets and opportunities** further afield
- **There is good evidence of an asset base in terms of buildings, green space and local groups** that could be used to improve the offer of physical activity
- There is strong **evidence of supply** within the area, particularly through SHLC. Analysis of user and member data to see how well the centre reaches into each of the local OAs would be helpful to consider penetration
- If the data is available, **then user analysis could help identify how different types of sessions may be accessed by different population groups in the local area.** This analysis would aid targeted non-user testing (why don't you use it) and future marketing
- Assets and supply appear to be located mainly around the main urban centre which may be more challenging for those on the outskirts to reach
- Access to green and open spaces appears within a relatively short walk for most of the area.
- The **perception of these spaces and other local assets** by the local community needs to be understood especially in the OAs - **E00098950, E00098951, E00098953 and E00098954**
- These OAs have very high proportions of people in lower social grades and people with a limited day to day activities so access to local assets and supply needs to be understood

Starting Point:

- Poolsbrook



Poolsbrook – OAs	OA - E00098959	OA - E00098963	Chesterfield 002D LSOA	Chesterfield
Population / Households	312/105	249/98	1634/722	103,788/46,796
0 – 15	31.1%	21.7%	21.9%	17.5%
16 – 25 year olds	13.5%	15.7%	15.2%	11.7%
26 – 34 year olds	11.5%	9.2%	9.2%	10.4%
35 – 44 year olds	12.8%	13.7%	15.4%	14.1%
45 – 54 year olds	12.2%	14.1%	14.1%	14.8%
55 – 64 year olds	9.0%	11.6%	11.6%	12.9%
65+	9.9%	14.1%	12.7%	18.6%
Females	48.4%	50.2%	50.7%	51.0%
Day to day activities limited a little/a lot	23.1%	25.3%	24.9%	23%
People in NSSEC 5 - 8	72.5%	66.1%	64.0%	45.8%
Households with no cars/vans	32.4%	42.9%	41.3%	27.1%
Households with Lone Adult	34%	39%	52.4%	44%

Consultation:

- Headteacher – Poolsbrook
- PTA
- Time 4 U Café Staveley – June 2018
- Summer Fair at Poolsbrook School – July 2018
- Time 4 U Café Poolsbrook – October 2018

Headteacher - Poolsbrook Primary School

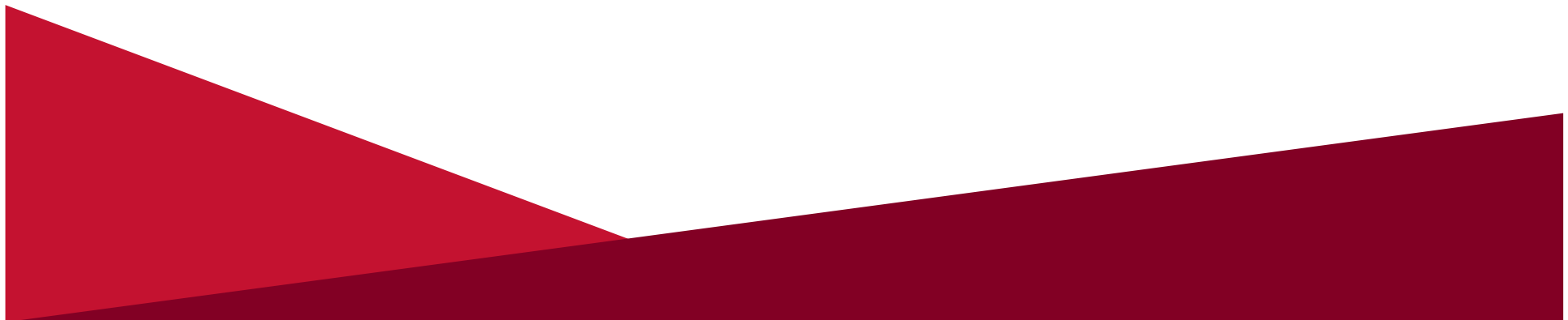
103 children – 64 families

- No aspirations
- Insular community/attitudes
- Anti-agencies
- Very unhealthy
- Speech/language/emotional problems
- Having to mediate parents
- Problem with going to Secondary School
- Have cars – but will drive to school
- No role models



Headteacher continued

- Very proud community
- Good relationships
- No behaviour issues
- Generation after generation in same village
- 100% positivity about the school



Headteacher continued

Key Issues

- Parents lack of ability
- Unhealthy lifestyles
- Poor diet
- No clubs in the village

PTA- Poolsbrook Primary School

- Small village
- Everyone looks out for you
- All children know each other
- No ASB
- Don't know any different
- Wouldn't want to change
- Very traditional school
- Strong links to mining industry



Poolsbrook PTA - continued

- No youth club
- No groups
- Worry about new development
- Worry about new people moving in
- Difficult to get a Council house
- Park not very good – broken equipment
- Dog muck on field
- Can't get appointment at Doctors
- Don't go to STC activities – as too late to get booked on



Activities -

- Would like – sports activities/crafts



Time 4 U Café Consultation Staveley



Everything that I need (Drs, dentist, bank, post office, shops) all close by

Happy with everything that goes on

Good community spirit

Get on well with neighbours

Go shopping

Go to HLC

Good social network



Time 4 U Café Consultation

Mastin Moor



No trouble with youths

Neighbours nice

Lived here all my life

Accommodation good

Like my bungalow

Mum, daughter, brother live near

No community spirit

Things have deteriorated

Only got the Working Men's Club

Local shops

Have anxiety issues

Very Shy

More things for children - more activities and opportunities

Time 4 U Café - Woodthorpe



CHESTERFIELD
BOROUGH COUNCIL



DERBYSHIRE
County Council

Lovely village life

Quiet

There's no trouble

Caring/friendly people

Have a good social network

Worried about new development

Not good transport

Want it to remain a village

Need for police officers walking around

Craft group - Staveley Church

Keep fit group at Springwell School

Harlequins (music/drama)



Time 4 U Café - Inkersall



CHESTERFIELD
BOROUGH COUNCIL



Accessibility to M1

Accessibility to Chesterfield

Greenery

Good bus service

Lived there over 60 years

Everyone keeps themselves to themselves

Quiet

No teenagers hanging around

People take responsibility for their gardens

Look after one another

Streets are clean

HLC

WI at Bolsover

Art Group in Bolsover

Staveley Library

Poolsbrook Country Park

Pensioners Group

Staveley History Society

Meet up with friends

Shopping

Time doing classes



Time 4 U Café - Middlecroft/ Brimington



CHESTERFIELD
BOROUGH COUNCIL



Use to be quiet - but not so much now

Live in a cul-de-sac - it's quiet

Lots of facilities

Near to shops

Lived here over 50 years

Lovely neighbours

Community spirit

Hollingwood Residents Association -
very good

Hollingwood School - good

Feel in my comfort zone

Content

Sad that Children's Centre closed

Worried about future of library

Speedwell Eat Well

Bowls ground used by kids

No community centre

Swimming

Meeting friends

Line Dancing

HLC

Walking Group

HLC - until café closed

HLC - play area not very good

Only thing stopping us - is facilities are
shutting down

Physical activities

More for kids 1 - 12 year olds

POOLSBROOK ACADEMY - SUMMER FAIR



What do you like about living here?



IS THERE ANYTHING YOU WOULD LIKE TO
CHANGE?

HOW DO YOU FIND OUT WHAT'S
HAPPENING IN YOUR LOCAL
AREA? WHAT WOULD BE THE
BEST WAY FOR YOU TO FIND
OUT?



Is there anything that stops you joining groups
or doing activities?



CHESTERFIELD
BOROUGH COUNCIL

D DERBYSHIRE
County Council

Are there any groups/activities you would
like to see in Poolsbrook?



Everyone's got skills – what
skills/interests/talents could you offer the
community?





Bringing key services to your street in the

Poolsbrook area

Help is at hand

Wednesday 10th October 2018

Poolsbrook Social Club

Cottage Close, Poolsbrook

12 noon - 3.00 pm

Why not join us for free refreshments, free beauty treatments, crafts and activities and a friendly chat and see how we can help you at our

Time 4 U Event

Lots of agencies and services will be available on the day to assist you with any help you need

(read more about the event overleaf and also about exciting taster sessions/activities on Poolsbrook Playing field from 4pm - 6pm)



CHESTERFIELD
BOROUGH COUNCIL



DERBYSHIRE
County Council





Have concerns about
your lifestyle?
Someone can help you.

I want to improve my
general health and
wellbeing. Who can
help?

Worried about your
water bills? Someone
can help. you.

How will I afford
to pay my bills
this year?

There are some
issues on my
estate. Who do I
report them to?

I want to get back into work -
who can help me?

I'm finding it
difficult to keep my
home. Who can help
me?

I'm behind on my rent
and council tax. What
can I do?





CHESTERFIELD
BOROUGH COUNCIL



COME AND JOIN US FOR A LOVELY
SOCIAL AFTERNOON
LOTS OF FREE STUFF
LOTS OF ADVICE
RELAXATION AND TIME FOR U !!!!

SPORTS



CHESTERFIELD
BOROUGH COUNCIL



Poolsbrook Social Club

4.00 pm on Wednesday 10 October

FREE EVENT

All Ages - All The Family Welcome

This is your chance to participate in free activities run by Chesterfield Football Club (dance, football, boxing, exercise classes).

This is also an opportunity to tell us what you like and would like to see happening locally.

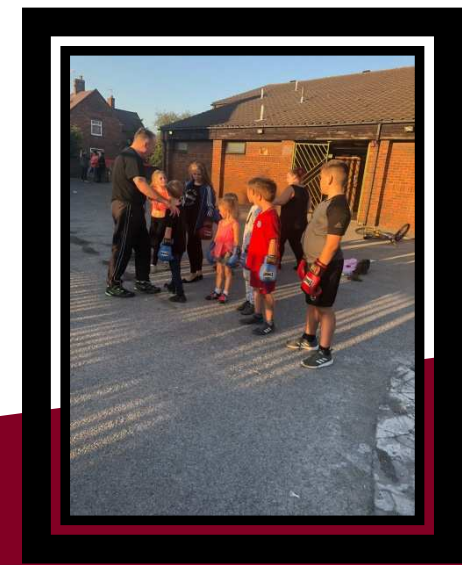
Meet us at 4pm at the Social Club for free refreshments. Taster sessions will be held on Poolsbrook Playing Field afterwards.

If you need any more information please contact:-

Wendy Blunt, Health and Wellbeing Officer - 01246 345344 or 07811 117015

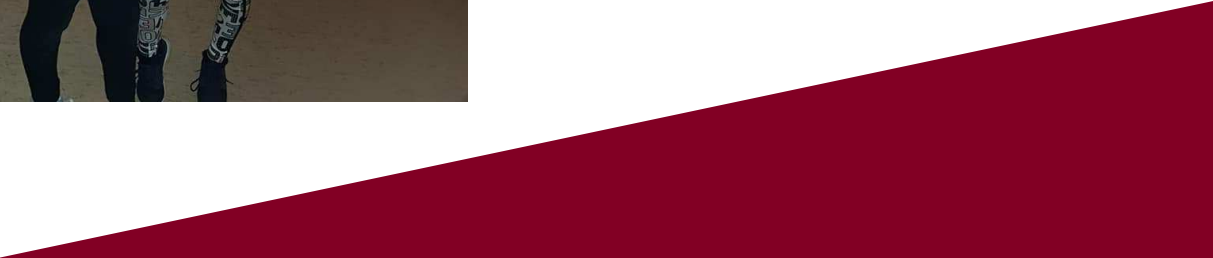
Helen Marples, Service Development Officer - 01629 537685 or 07887 625167





- Weight Management Group
- Oz Box
- Samba Sports
- Craft Group





Coffee Morning - earlier this month

- Samba Sports – 17 / 18 children each week from years 1 – 6
- Oz Box – 8+ years old
15 – 20 on a regular basis
wanting to set up an adult session
- Weekly craft group



- Potential Equipped 2 Succeed Course
- Family Cooking Sessions
- Community Litter Pick
- Rock Box for parents
- Getting the PTA constituted
- Play Area
- Support PTA
- Dance on a Monday

Norbriggs/Mastin Moor



- Coffee morning at Norbriggs School
8.3.19
- Would like – Marshall Arts, Tai Chi, community fun day, arts and crafts, parent and toddler group, English course
- Time 4 U on 4th April



- Any questions



PUBLIC

Agenda Item 3

MINUTES of a meeting of the **DERBYSHIRE POLICE AND CRIME PANEL** held on 24 January 2019 at County Hall, Matlock.

PRESENT

Councillor C Hart (in the Chair)

Councillors C Dale (Derbyshire County Council), Chris Ludlow (Chesterfield Borough Council), H Elliott (Derbyshire County Council), J Frudd (Erewash Borough Council), G Hickton (Erewash Borough Council), B Jackson (Derby City Council) J McCabe (High Peak Borough Council), J Lilley (NE Derbyshire District Council), C Moesby (Bolsover District Council - substitute member), D Muller (South Derbyshire District Council) J Orton (Amber Valley Borough Council), P Pegg (Derby City Council), G Potter (Derby City Council), G Purdy (Derbyshire Dales District Council), and Dr S Handsley and V Newbury (Independent Members).

Derbyshire County Council officers also in attendance: J Berry, Director of Legal Services, P Handford (Director of Finance and ICT), E Wild (Legal Services) and I Walters (Democratic Services Officer).

P Goodman, Chief Constable, H Dhindsa, Police and Crime Commissioner, K Gillott, Deputy Police and Crime Commissioner D Peet, Chief Executive, Office of the Police and Crime Commissioner, Andrew Dale, Chief Finance Officer, Office of the Police and Crime Commissioner and S Allsop, Interim Director of Finance and Business Services, Derbyshire Constabulary.

Also in attendance was one member of the public

Apologies for absence were submitted on behalf of Councillors B Atkins (Derbyshire County Council) H Gilmour (Bolsover District Council)

01/19 **MINUTES** **RESOLVED** that the Minutes of the meeting of the Derbyshire Police and Crime Panel held on 15 November 2018 be confirmed as a correct record and signed by the Chairman, subject to a reference being added to the request made by Councillor Lilley at the previous meeting that all venues for future meetings should have appropriate facilities for people with hearing impairments.

02/19 **PROPOSED PRECEPT 2019/20** Hardyal Dhindsa, Police and Crime Commissioner for Derbyshire, presented to the Panel his proposed precept for the forthcoming financial year in accordance with the duty under the Police Reform and Social Responsibility Act 2011. The Commissioner informed the Panel of his proposal to issue a precept increase of £24.00 per

year to the current Band D precept of £192.60, which would give a Band D precept for 2019/20 of £216.60.

The Commissioner, invited Peter Goodman, Chief Constable to provide members with an insight into what a precept increase of £24 would provide.

The Commissioner was questioned in detail by Panel members with regard to his proposed precept increase.

RESOLVED to approve the proposed precept for 2019/20 without qualification or comment.

03/19 **RENEWAL OF SUBSCRIPTION TO THE EAST MIDLANDS POLICE AND CRIME PANEL NETWORK** The Director of Legal Services, Derbyshire County Council, asked Members to consider the proposal to renew the subscription to the support network for East Midlands Police and Crime Panels for 2019/20.

In 2014 East Midlands Councils had supported Frontline Consulting in the establishment of an East Midlands Police and Crime Panel Network. The aim of the Network was to give representatives of the Panels the opportunity to link up on a regional basis with other Police and Crime Panels and explore issues of common interest, exchange information and share good practice.

In January 2014 the Panel had agreed to join the network at a cost of £500 and review its membership on an annual basis. Derbyshire Panel Members had benefited from the national conferences each year and the ability to share good practice. The consensus from subscribing members was that the Network was very helpful and useful with some participants noting particularly that Frontline Consulting's nationwide experience and knowledge of PCP's was very valuable.

Furthermore, due to the success of the East Midlands Network, there were plans for other regional networks to form and also a national Police and Crime Panel. Being part of the network would enable the Derbyshire PCP to contribute to these developments.

RESOLVED to approve that Derbyshire Police and Crime Panel renew its membership of the East Midlands Police and Crime Panel Network for 2019/20.

04/19 **FORTHCOMING EVENTS** No forthcoming events were reported.

05/19 **PROPOSED TIMETABLE OF MEETINGS 2018/19** It was proposed that the Police and Crime Panel timetable of meetings for the year 2019/20 as follows –

- Thursday 23 May 2019
- Thursday 4 July 2019
- Thursday 12 September 2019
- Thursday 21 November 2019
- Thursday 23 January 2020 – precept meeting
- Thursday 13 February 2020 - 2nd precept meeting (if veto exercised)
- Thursday 19 March 2020

Following a discussion amongst members with regards to venues for future meetings, Councillor Frudd proposed that future meetings should revert back to County Hall rather than being held at different venues across the County, this was duly seconded by Councillor Woods. Following a vote it was carried that all future meetings would be held in the Council Chamber at County Hall commencing at 10am. It was anticipated that the previously agreed visit by the Panel to Police Headquarters would still take place in July.

It was recognised that there needed to be a degree of flexibility with any work planning process and the Panel should note that it would be possible to vary the timetable throughout the year should pressing matters arise.

In addition to the above meetings, a principal role for the Panel would be to conduct confirmation hearings for the Police and Crime Commissioner's senior appointments. When notification of these appointments was made the Panel must review the senior appointment and make a report to the Police and Crime Commissioner within a period of three weeks.

RESOLVED to approve the timetable of meetings for 2019/20.

06/19 **DATE OF NEXT MEETING** **RESOLVED** to note that the next meeting of the Derbyshire Police and Crime Panel would take place on Thursday 21 March 2019 at 10.00 am in the Council Chamber at County Hall, Matlock.

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By virtue of paragraph(s) 1 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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By virtue of paragraph(s) 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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For Publication

Community, Customer & Organisational Scrutiny Committee

26th March 2019

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

1. Background

1.1 Universal Credit (UC) full service was successfully 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 CBC continue to be well managed. In June 2018 full service was also successfully rolled out in Staveley as part of the ongoing introductory stages in the Borough and other areas 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, July and November 2018 all confirming ongoing positive implementation despite a very challenging system for staff teams and claimants in terms of both complexity, and accessibility.

1.4 The Benefits team remains in regular contact with the DWP, partners and stakeholders to both manage and where possible influence plans and arrangements to ensure the best possible outcomes are achieved for claimants and CBC.

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 CBC team have established an ongoing collaborative relationship with the DWP and CBC and Arvato partners remain known as a best practice partnership. The continued commitment from the Council and Elected Members is ensuring the best reputation possible for the organisation, whilst simultaneously looking after the best interest of the service users.
- 2.3 Universal Support covering assisted claiming and budgeting support is transferring nationally to the Citizens Advice Bureau (CAB) from 1st April 2019. There is a risk that this provision may fall short of demand which could see an increase in unpaid rent and council tax.
- 2.4 75% of the support provided to UC claimants has come in the form of Assisted Claiming. CBC have assisted 514 times since 29th November 2017 when UC was implemented. The Chesterfield CAB is planning to create a post for 14 hours a week from the reallocated funding by 1st April 2019; however this process has not started yet.
- 2.5 There are no known plans to extend CAB opening times although this may change in the future. UC is also awarded from the date a claim is made, and therefore any delays in applications will likely result in a loss of income and housing costs payments to claimants.
- 2.6 Assisting claimants is now embedded into CBC's customer service processes. A decision has to be made whether CBC refer all claimants needing support to the local CAB and the associated

revenue risk, or continue to provide an Assisted Claim service for cases identified through CBC maintaining the current in-house process.

- 2.7 There is currently capacity to maintain current CBC service levels including Assisted Digital Claiming support. However - full UC migration has yet to be implemented and the resource impact will need careful consideration once the scale and resource needs can be better understood around the timing, existing workload and duration of the change process.
- 2.8 Discussions are being held regarding potential future arrangements with the Chesterfield Jobcentre to explore if there can be a local arrangement where there is a transfer of funds from the CAB to CBC for continuing to provide Assisted Claims support.
- 2.9 The Council and Arvato have recently published a new HMRC Help to Save tool which is a type of savings account. It allows certain people entitled to Working Tax Credit or receiving UC to get a bonus of 50p for every £1 they save over 4 years. Help to Save is backed by the government so all savings in the scheme are secure.
- 2.10 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 is scheduled for July 2019 – no further information has been received.
- 2.11 From 16th Jan 2019 anyone with a severe disability premium in their legacy benefit cannot claim UC until managed migration. The council has started to take Housing Benefit (HB) claims again for these claimants.
- 2.12 From 1st February 2019 households with more than two children wanting to make a new claim for support with housing costs have to claim UC rather than HB.
- 2.13 The DWP issued a report dated 21st February 2019 advising that they are now correcting past underpayments of Employment and

Support Allowance (ESA) through two phases of work – Phase 1 complete by end April 2019, Phase 2 by December 2019. On average the DWP reports that affected individuals may be entitled to up to £4000 in arrears (rounded) but the actual amount will vary amongst individuals and depend on their circumstances
(Appendix 1 refers)

2.14 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	29.11.17 to 15.02.19 Of which from 01.04.18	22240 18546	
Housing benefit transitional payments – 2 week extension of Housing Benefit	11.04.18 to 15.02.19		New legislation from 11.04.18
Number of awards -		416	
Take up letters for Council Tax Support for Universal Credit recipients	29.11.17 to 15.02.19	1537	New procedure introduced from 18.01.19 to ensure follow up for those people that will qualify for CTS but have not claimed by our Benefit Advisor. Some quite vulnerable have been helped to claim.
Number of Council Tax Support claims live in payment for Universal Credit recipients	As at 15.02.19	1504	
Benefit take up activity to identify underpayments of	As at 07.02.19		

Employment and Support Allowance to ensure transitional protection when the claimants migrates onto Universal Credit – arrears of ESA Increase in awards – Arrears payments –		116 £617682	
Discretionary Housing Payments <u>made to Universal Credit recipients</u> Number of awards – Value of awards – Percentage of total DHP awards - Percentage of DHP spend -	01.04.18 to 14.02.19	225 £119217.59 56.53% 54.62%	Total DHP awards in 2018-19 to date is 398 valuing £218268. 92.6% of 2018-19 DHP allocation of £235,699 has been spent/committed
Universal Credit assisted claims Universal Credit budgeting support	29.11.17 to 31.01.19 29.11.18 to 31.01.19	514 176	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	31	

2.15 There has been no further commentary on the National Audit Office report 'Rolling out Universal Credit', published in June 2018, details of which were included in the progress report to Scrutiny Committee in November, 2018.

2.16 At the November 2018 Scrutiny meeting officers were asked to explore whether it was possible to further increase opportunities for access to IT to enable claimants to keep their online journals updated; and whether printed information about where IT access and advice was available - could this information be provided for local distribution. The current position is:

- That information is coordinated through partners and this is updated frequently in tandem with ongoing changes to

processes implemented by the DWP (**Appendix 2 refers**). Information distributed generally can become outdated quickly and create challenges for both staff coordinating and the customer complying if anything is out of date. The staff team information is comprehensive and is managed at contact points so as to be readily available to ensure customers receive timely, accurate and up to date information and can also be offered support as needed. General distribution is not considered to add significant value and could potentially create claim issues.

- Food Bank information is also made available where support need is identified with any claimants (**Appendix 3 refers**).
- Access to IT remains a future rather than immediate concern. There are a number of local venues identified and at present there is no negative customer feedback suggesting IT access is inadequate. This may change where the DWP alters process such as Assisted Digital Claims and the local CAB delivery may not be sufficiently available or geographically as accessible as required. Introduction of full UC migration will bring increased volume and potential greater IT access and support demand; this will require careful monitoring.

3. Financial Information

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

	Nov-18	Feb-19
Number of households	976	1130
Total Balance	£358,659.89	£363,862.80
Average balance	£367.48	£322.00
In arrears	755	840
Average arrears for those in arrears	£513.49	£490.56

3.2 The position is that unlike HB it is not known exactly how many tenants are currently receiving UC. This is an ongoing analysis. The CBC Benefits team continue to carry 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 UC will claim Council Tax Support or the claim is yet to be assessed
- Not everyone claiming UC will qualify for Council Tax Support
- People are on and off UC 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 UC will fall somewhere between the 1130 figure provided by the Rent team and the 831 provided by the Benefit team.

3.5 2019-20 is a 53 week rent year but the UC calculation is based on 52 weeks. The Benefits team have escalated this with the DWP as have other landlords and the situation is under review.

3.6 This issue is complex because there is always more than 52 weeks in a year which is why there is a need for a periodic 53 week year to address this. CBC has a 53 week rent year about every 6 years. Over a 6 year period to include the leap year the average number of weeks is 52.16

- Example using an average rent of £87

Customer receiving £377.00 a month for housing cost support in UC (£87 x 52/12)

$£87 \times 52.166/12 =$ the monthly housing cost figure is £378.20.

The monthly underpayment is £1.18 over 72 months which amounts to £84.96

3.7 Based on **current figures as at 3.4 above** - taking a midpoint figure of 980 which is between the 1130 figure provided by the Rent team and the 831 provided by the Benefit team – 980 x £84.96 amounts to an overall impact of £83,261 over a six year period. This is of course subject to change as the number of tenants receiving UC will change over time.

3.8 CBC 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	17.02.19
Total number	122	337	605	672	831
Balance owed	58,023.10	112,420.74	219,785.10	231,072.40	329,364.79
Average balance	475.60	333.59	363.28	343.86	396.35
Average balance for those in arrears	649.99	465.38	470.63	474.08	493.80
Zero balance	4.00	12.00	32.00	23.00	24.00
Credit balance	23.00	59.00	106.00	121.00	141.00
Direct debit	6.00	27.00	63.00	73.00	90.00
Managed payment	16.00	77.00	105.00	228.00	300.00
Ave balance for those on managed payment	631.67	350.06	689.52	605.72	722.94
<u>All tenant stats for comparison</u>					
Average rent arrears - all tenants				69.56	85.82
Average arrears for those in arrears				300.49	330.99
Average arrears for HB claimants				178.57	180.70
Average arrears for none HB claimants				371.81	408.47

4 **Future Considerations**

4.1 From 15th May 2019 mixed age couples, (where one member is pension age and one is working age) will not be eligible for pension credit. The couple will have to claim UC which is a lesser amount. There are 19 households identified in the Chesterfield database that may benefit from claiming Pension Credit before this date.

4.2 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 have previously asked if the exercise to identify these cases will be completed before January 2019. An update was provided by the DWP on 21st February 2019 stating the exercise is scheduled to be completed by the end of 2019. The result of this delay is that people are still migrating onto UC via natural migration that should have the Severe Disability Transitional Protection that was introduced in January 2019. Compensation for those naturally migrating to UC is less than the transitional protection sum will be.

- 4.3 The exercise carried out by the Benefits Team to identify underpayments of the Severe Disability Premium in Employment and Support awards should have helped to minimise the number of households naturally migrating onto UC where there is an underlying entitlement to the Severe Disability Premium. However this will not have automatically stopped any incidents occurring.
- 4.4 Ongoing issues for carers with no carer element in their UC calculation continue to impact. The income is being taken into account but the Carer element is not. Claimants are not getting as much UC as they should. Benefit staff continue to look out for these cases and are advising the customer on how to get the Carer element included in their UC award.
- 4.5 Limited capability for work decisions not being made or delayed continues to mean underpayments of UC.
- 4.6 Sole Occupiers with others named on a tenancy even though they are not resident only have UC award calculated using 50% or less housing costs.
- 4.7 The Discretionary Housing Payment (DHP) Budget allocated to CBC for 2019-20 has reduced from £235,699 to £189,696, a reduction of £46,003 equating to approximately 20%. This reduction is being appealed.

- 4.8 The average DHP award is £548.41 which in respect of reduced future funding equates to either 89 less awards being made after 1st April 2019 - or all future awards being at a lower amount.
- 4.9 Part of the UC principles was that claimants take responsibility for their claims and this includes notifying the DWP about changes to their rent. CBC are still identifying cases where the housing costs for council tenants are being calculated on a 48 week rent year instead of a 52 weeks. The DWP are engaged regarding this issue. The DWP will not amend a UC claim in consultation with the CBC team, however they do put a note on the specific claimant's on line journal to confirm what CBC have advised.
- 4.10 Despite repeated representation from CBC the DWP will not amend the 48 week calculations.
- 4.11 The CBC team are planning an exercise to review all known tenants on UC to check the housing costs in the UC award.
- 4.12 There is a rising risk regarding Assisted Digital Claiming due to emerging capacity and service availability (**2.3 refers**). Further discussion will be required within the PPP about cost and delivery of this service subject to the impact of yet to be triggered full migration.

5 Conclusions

- 5.1 Chesterfield continues to perform positively through proactive work with stakeholders at local, regional and national level.
- 5.2 Claimants continue to be 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 will now mean different ways of working both internally and with partners including the CAB externally.
- 5.3 Rising risks linked to implementation of full migration will need careful forward planning and resource allocation in terms of

capacity and training to ensure impact on claimants and the CBC are maintained at the lowest possible level. Service delivery such as Assisted Digital Claim support is already creating challenges for both the organisation and claimants and CBC resourcing may need further review.

- 5.4 Questions should continue to be raised by the Benefits team requiring timely response from the DWP to ensure claimants are paid correctly – or that the DWP at least recognise that any resultant underpayments being made will require rectification. Further contact with the DWP is to be actioned as necessary.
- 5.5 The DWP continues to limit communications and decision making to the customer and through the online customer journals. CBC and other organisations are having on going challenges in coordinating and successfully sign posting customers to receiving UC during the application process and the right levels of entitlement. This position means increased risk to successful revenue budget targets being met.

6 Recommendation

- 6.1 That the report is accepted and the current approach to managing Universal Credit in Chesterfield Borough is further endorsed to ensure the current quality of service delivery and associated outcomes for claimants and the organisation are at least maintained and wherever possible - improved.
- 6.2 That the Council and Elected Members take any necessary steps to engage with identified partners and other key stakeholders to escalate known problems with process, communications or calculations and \ or opportunities that require action in the successful provision of UC services.

Attachments:

Appendix 1 – DWP ESA Report February 2019

Appendix 2 - Universal Credit Support.

Appendix 3 – Food Bank Support

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1. Home (<https://www.gov.uk/>)
2. ESA underpayments: forecast numbers affected, forecast expenditure and progress on checking (<https://www.gov.uk/government/publications/esa-underpayments-forecast-numbers-affected-forecast-expenditure-and-progress-on-checking>)

1. Department for Work & Pensions (<https://www.gov.uk/government/organisations/department-for-work-pensions>)

Research and analysis

February 2019: ESA underpayments: forecast numbers affected, forecast expenditure and progress on checking

Updated 21 February 2019

Contents

Policy background and introduction

What you need to know

Purpose of publication

How many are affected and how much money is payable

Progress on checking cases

Statement of Compliance with the Code of Practice for Statistics

Contact information

Where to find out more



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This publication is available at <https://www.gov.uk/government/publications/esa-underpayments-forecast-numbers-affected-forecast-expenditure-and-progress-on-checking/esa-underpayments-forecast-numbers-affected-forecast-expenditure-and-progress-on-checking>

Policy background and introduction

Employment and Support Allowance (ESA) was introduced in October 2008 for people who have limited capability to work because they are disabled or ill. From March 2011 the Department for Work and Pensions (DWP) began reassessing people on incapacity benefits (for example, Incapacity Benefit and Severe Disablement Allowance) for eligibility for ESA.

More than 2 million claimants were receiving incapacity benefits before reassessment began and we have now reassessed around 1.5 million people, nearly all of those who required a reassessment.

The department is correcting some past underpayments of ESA, which arose while reassessing incapacity benefit claims.

What you need to know

There are 2 main types of ESA:

- contributory, which is based on National Insurance contributions
- income-related, which is a means-tested benefit – income-related ESA can be paid on its own or as a top-up to contributory ESA.

Extra payments, called premiums, are available only to qualifying customers who are eligible for income-related benefits. These include the:

- Enhanced Disability
- Severe Disability
- Carer
- Pensioner Premiums

Largely between January 2011 and October 2014 some people receiving Incapacity Benefit and Severe Disablement Allowance had their claims converted to contributory ESA. However, the possibility of whether they may also have been entitled to income-related ESA was not considered for all cases. This means they may have missed out on the payment of premiums, such as the Enhanced Disability Premium.

The department became aware of some individual errors on cases in 2013 and revised guidance was issued in 2014 that all cases being converted from previous incapacity benefits must be considered for entitlement to income-related ESA.

In 2016, analysis of fraud and error national statistics highlighted the scale of the potential error on historical conversions. The department carried out a sampling exercise on 1,000 cases in the second half of 2017 to help inform the checking process and initial estimates of numbers affected and amounts owed. The department then began work to assess cases in December 2017.

Purpose of publication

This analytical release follows a previous one on ESA underpayments on 17 October 2018. This publication provides an update of the number of cases estimated to be affected by underpayments of ESA on conversion from other incapacity benefits, and the forecast costs of repaying these cases that will form part of the Office for Budget Responsibility (OBR) forecast published at Spring Statement on 13 March 2019.

It also presents an update, from the department's management information, of progress on checking potentially affected cases as at 11th February 2019. It includes:

- the number of cases started the reassessment journey
- number of cases contacted to date
- number of cases completed to date
- number of cases found not to be due arrears payments to date
- number of cases found to be due arrears payments to date
- the total amount of historical arrears the Department has paid out in correcting these cases
- average arrears payment to date

How many are affected and how much money is payable

The department is in the process of reviewing around 570,000 ESA cases that could be affected. It expects to complete the checking of the majority of around 320,000 cases by April 2019 (Phase 1). Phase 1 also includes around 20,000 cases where the claimant has sadly died. These cases are taking longer as the department needs to identify next of kin and the department expects to complete work on these cases by the end of December 2019. A further 250,000 cases (Phase 2), will also be reviewed following the Secretary of State's announcement in July 2018 to pay all cases back to the point of conversion, with an expectation that this work will be completed by the end of 2019.

As a precaution, the department has undertaken additional testing of cases converted in 2015 and placed in the Support Group to assure itself that the guidance changes implemented in 2014 were effective. This testing has shown that the level of error did not improve sufficiently following the issuing of new guidance to provide assurance that no further problems remained. For this reason, the department will also be reviewing around 30,000 cases that were converted from previous incapacity benefits from 2015 onwards. This results in around 600,000 ESA cases being reviewed overall.

The department's latest estimate of the number of people who will be due arrears and its expenditure forecasts are based on management information from the checking exercise, dating from 9 January 2019, together with scans of the potentially affected cases from the department's administrative data systems. These updated forecasts, which will feed into the Spring Statement 2019, suggest that by the end of the exercise around 210,000 arrears payments could have been made.

Actual numbers of people affected could be higher or lower than this forecast. The increase, compared to our previous estimate of 180,000, is based on assumptions made using evidence we have gathered from the checking exercise to date. The data shows an increase in the proportion of cases in error among some groups of cases. In addition, based on sample testing, we have included an assumption of the proportion of errors likely to be identified in the further 30,000 cases that have been added to the exercise.

The department estimates it will pay £920 million (forecast expenditure rounded to the nearest £10 million) in past underpayments over the financial years 2017 to 2018, to 2019 to 2020, a decrease from the £970 million forecast that informed Autumn Budget 2018. In addition, it will pay higher awards to active claimants after their claim is corrected. These amount to around £40 million in 2018 to 2019, £120 million in 2019 to 2020, and then decline over time to £90 million in 2024 to 2025 as claimants leave the benefit. Actual costs could be higher or lower than these amounts. Table 1 shows the department's lower, central and upper estimates of the amount of extra benefit that will be payable in each year, including both arrears payments and higher awards to active claimants.

Table 1: total extra amount of ESA payable

£ millions	2017 to 2018	2018 to 2019	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023	2023 to 2024	2024 to 2025

£ millions	2017 to 2018	2018 to 2019	2019 to 2020	2020 to 2021	2021 to 2022	2022 to 2023	2023 to 2024	2024 to 2025
Lower estimates	20	460	450	110	100	90	90	80
Central estimates	20	500	570	120	110	100	100	90
Upper estimates	20	590	750	170	160	140	140	130

Notes:

1. The central estimate is the department's best estimate of the likely level of costs. The lower and upper cases illustrate the department's estimate of the likely minimum and maximum amounts. The actual amount will depend on the number of people affected and the amount of arrears owed in each case.
2. The £500 million central estimate in 2018 to 2019 comprises £460 million in arrears payments, plus £40 million in higher award payments to active claimants after their claims are corrected.
3. The £570 million central estimate in 2019 to 2020 comprises £450 million in arrears payments, plus £120 million in higher award payments to active claimants after their claims are corrected.
4. Forecasts of higher awards to be paid on corrected claims have been adjusted to account for inflation. Historic arrears accounted for are the benefit rates applicable to each year of underpayment.
5. Estimates are rounded to the nearest £10 million.
6. Totals may not sum due to rounding.

Source: DWP analysis of management information from the ESA underpayment checking exercise at 9 January 2019, together with scans of the potentially affected cases from the department's administrative data systems.

There are a number of changes to these forecasts. The total forecast expenditure for arrears has declined for the period 2017 to 2018, to 2019 to 2020 from £970 million to £920 million. This decrease, compared to previous estimates is due to evidence we have gathered from the checking exercise to date, showing a lower average arrears payment particularly on active claims.

In addition, the increase in expenditure in 2019 to 2020 is due to:

- increases in the proportion of error seen among some dormant and deceased cases as well as cases that have changed to income-related payments or credits only benefit prior to review
- additional expenditure attributable to the further 30,000 cases that have been added to the exercise
- some work on the original 320,000 cases we identified being completed in the next financial year, including deceased cases

On average, the department estimates that affected individuals could be due around £4,000 in arrears (rounded to the nearest £1,000). However, the actual amount payable will vary among individuals and depend on their circumstances, including specific entitlements to premia, the period over which they were entitled and any transitional protection that may have been in payment on conversion to ESA because the previous incapacity benefit award was higher than the new ESA award.

Progress on checking cases

Table 2 below summarises the Department's Management Information from the ESA Underpayments checking exercise at 11 February 2019 compared to 15 October 2018. It can be seen that all but around 10,000 deceased cases among the 320,000 cases in Phase 1 have started the reassessment journey. Around two thirds of the 320,000 group have completed the reassessment journey. Some of these cases were reviewed before the decision to pay cases to the date of their conversion, rather than 21 October 2014, and will therefore need to be revisited to assess entitlement in the earlier period

Approximately 58,000 cases have been found entitled to and paid arrears at an average of around £6,000 to date. Nearly 150,000 cases have been found not entitled either at or before assessment or declined to claim. A total of £328million in arrears payments had been awarded by 11 February 2019.

Table 2: progress on checking cases potentially affected by underpayments of ESA on conversion from previous incapacity benefits

Out of the original 320,000 cases we identified as potentially affected	11 February 2019	15 October 2018
Number of cases that have started the reassessment journey (see note 5)	310,000	270,000
Number of cases the department has contacted to gather data to review their claims (see note 6)	270,000	60,000
Number of cases that have completed the reassessment journey (see note 7)	207,000	61,000
Number of cases completed the reassessment journey without payment of arrears (see note 8)	149,000	43,000
Number of arrears payments made to qualifying cases	58,000	18,000
Total amount of historical arrears paid to date	£328 million	£120 million
Average arrears payment to date	£6,000	£7,000

Notes

1. Data is reported without detailed verification.
2. The figures date from 11 February 2019. They are changing rapidly as around 1200 staff continue to check potentially affected cases.
3. The number of cases started the reassessment journey or contacted is rounded to the nearest 10,000, the number of cases completed is rounded to the nearest 1,000; the total amount of historical arrears paid is rounded to the nearest £1 million and the average arrears payment is rounded to the nearest £1,000.
4. Figures may not sum due to rounding.
5. Starting the reassessment journey includes checking information held on various departmental administrative systems to identify which cases needed to be contacted or contacting cases with a high risk of underpayment without conducting prior checks.
6. Around 30,000 cases identified on DWP administrative systems as not entitled have not been contacted.
7. Completing the reassessment journey includes cases identified on DWP administrative systems as not entitled or who have identified themselves as not entitled prior to assessment, and also cases which have been through the full journey to assessment.

8. Completing the reassessment journey without payment of arrears includes cases identified on DWP administrative systems as not entitled or who have identified themselves as not entitled prior to assessment as well as cases found not to be entitled at assessment.
9. The average arrears payment to date reflects a mixture of payments to point of conversion and to 21 October 2014. It is also affected by the prioritisation of cases more likely to have errors, among some of which there is a relatively high prevalence of higher value errors.
10. Cases paid arrears and completed the reassessment journey include some cases that were reviewed before the decision to pay cases to the date of their conversion, rather than 21 October 2014, and will therefore need to be revisited to assess entitlement in the earlier period.

Source: DWP management information from the ESA underpayment checking exercise at 11 February 2019.

Statement of Compliance with the Code of Practice for Statistics

The Code of Practice for Statistics (the Code) (<https://www.statisticsauthority.gov.uk/code-of-practice/>) is built around 3 main concepts, or pillars:

- trustworthiness – is about having confidence in the people and organisations that publish statistics
- quality – is about using data and methods that produce statistics
- value – is about publishing statistics that support society's needs

The following explains how we have applied the pillars of the Code in a proportionate way.

Trustworthiness

Professional analysts have independently produced the forecast numbers affected and forecast expenditure from management information from the ESA underpayment checking exercise at 9 January 2019, together with scans of the potentially affected cases from the department's administrative data systems.

Progress on the ESA Underpayments checking exercise is based upon DWP management information, supplied via a data capture tool built to allow consistent and efficient recording of case review progress in the ESA Underpayments checking exercise.

Quality

The rigorous production of the forecast figures ensures they are our best central estimates of numbers affected and associated expenditure based on the information available. Figures have been independently quality-assured and validated against other ESA administrative datasets and modelling, where possible. The provision of upper and lower expenditure estimates indicate some of the uncertainty around the figures.

The data presented on checking progress is from the data capture tool developed to accurately record progress and levels of arrears payments. Drop down menus and built-in validation checks assist in reliable data recording. Data recording checks are carried out by operational staff. Small samples of figures have been cross-checked across jobcentres. The department's analysts have challenged some figures to ensure accurate representations of the activity undertaken

Value

This release updates estimates of numbers of people affected and forecast expenditure currently in the public domain and latest figures will feed into DWP expenditure forecasts for Spring Statement 2019.

This release provides a progress update on the checking exercise following on from the last release on 17 October 2018, together with context for those figures.

In addition, it aims to reduce the administrative burden of answering Parliamentary Questions, Freedom of Information requests and ad hoc queries to ensure timely responses to public queries.

To support financial planning and management of departmental business, figures have been seen in advance by Ministers and officials, in line with the Code, where pre-release access does not apply for an ad hoc analysis release.

The department intends to release future updates on progress on checking cases on the Thursday preceding DWP Oral Questions in April, July, October 2019 and January 2020.

Contact information

The department will be contacting all those identified as potentially impacted to get the information we need to look again at ESA claims. We have already contacted a large number of customers and aim to contact everyone affected by December 2019.

For press enquiries, contact DWP Press Office on: 0203 267 5144

Where to find out more

- National Audit Office (NAO) report on their investigation into errors in ESA (<https://www.nao.org.uk/report/investigation-into-errors-in-employment-and-support-allowance/>) – (published on 21 March 2018)
- Public Accounts Committee (PAC) hearing on 21 May 2018 (<http://data.parliament.uk/writtenevidence/committeeevidence.svc/evidencedocument/public-accounts-committee/employment-and-support-allowance/oral/83259.html>) – based on the NAO report
- PAC report (<https://www.parliament.uk/business/committees/committees-a-z/commons-select/public-accounts-committee/inquiries/parliament-2017/employmentsupport-allowance-17-19/>) (published on 18 July 2018)
- Department for Work and Pensions response to the PAC report (<https://www.gov.uk/government/publications/treasury-minutes-october-2018>) (published on 9 October 2018)
- ESA underpayments: forecast numbers affected, forecast expenditure and progress on checking (https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/749700/esa-underpayments-forecast-number-affected-expenditure-and-progress-on-checking.pdf) statistical release (published on 17 October 2018)
- Written statements tabled on 14 December 2017 (<https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statement/Commons/2017-12-14/HCWS356/>), 15 March 2018 (<https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statement/Commons/2018-03-15/HCWS549/>), 18 July 2018 (<https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statement/Commons/2018-07-18/HCWS877/>) and 17 October 2018 (<https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statements/?page=1&max=20&questiontype=AllQuestions&house=commons%2clords&use-dates=True&answered-from=2018-10-09&member=4071&dept=29&keywords=esa>)
- DWP benefit expenditure tables (<https://www.gov.uk/government/collections/benefit-expenditure-tables>)
- ESA underpayments FAQs (lodged in the Houses of Parliament library on 21 February 2019)

Benefits Section Staff Instruction

Date: 23.11.17
Number: 2017 (25)
Full Service UC: 2017 (5)
Subject: Universal Credit – telephone Number, contacts and support
Issued by: Clare Fowkes

This staff instruction provides contact details for:

- Claiming Universal Credit including applying for advances
- Applying for contributions based JSA and ESA
- Universal Credit calculators
- Age to claim state pension credit calculators
- Chesterfield Borough Council Personal Budgeting Support Service
- Other support agencies
- Assisted digital support
- Food provision and food banks

Universal Credit Claim	
Claiming Universal Credit	https://www.gov.uk/apply-universal-credit
Universal Credit telephone support	0800 328 5644 (Monday to Friday 8am to 6pm)
Applying for an advance	0800 328 5644
Claimant request for housing costs payments to landlord	0800 328 5644
Applying for Contributions based ESA	0800 328 5644
Applying for contributions based JSA	Living in a Full service area – https://www.dwpe-services.direct.gov.uk/portal/page/portal/jsaol/lp Living in a Live service area – 0800 328 9344
Calculators and Aids	
Universal Credit calculators	https://www.gov.uk/benefits-calculators

<p>Pension credit qualifying age</p> <p>This will provide state retirement pension age and state pension credit age. It is the state pension credit age that determines whether we can treat a person as pension aged). A person who is over the age to claim state pension credit cannot claim Universal Credit. If your partner is working age then you can claim state pension credit or universal credit</p>	<p>https://www.gov.uk/state-pension-age</p>
<p>Help and Support</p>	
<p>Chesterfield Borough Council</p> <p>Information on Universal Credit in Chesterfield including the impact on housing benefit</p>	<p>https://www.chesterfield.gov.uk/benefits-and-advice.aspx</p> <p>Or telephone 01246 345484/ 01246 345507</p> <p>Or call in at the Customer Service Centre, New Square, Chesterfield.</p>
<p>Chesterfield Borough Council Personal Budgeting Support for Universal Credit claimants</p>	<p>01246 345509</p> <p>To ring for an appointment</p> <p>Monday to Thursday 8:30am to 5pm Friday 8:30am to 4:30pm</p>
<p>Derbyshire Discretionary Fund (DDF) for exceptional pressure grants and emergency cash payments</p>	<p>01629 533399</p> <p>between 10am and 4pm Monday to Friday</p>
<p>Welfare Rights</p>	<p>01329 531535</p> <p>11am to 4:30pm Monday to Friday</p> <p>Email: welfarebenefits@derbyshire.gov.uk</p>
<p>Citizens Advice Bureau</p> <p>6-8 Broad Pavement, Chesterfield S40 1RP</p>	<p>Freephone 0300 4568437</p> <p>01246 283872</p> <p>10am to 2pm Monday to Friday</p>

<p>Unemployed Workers Centre</p> <p>1 Rosehill East, Chesterfield S40 1NU</p>	<p>01246 231441</p> <p>Telephone helpline 9am to 5pm Monday to Thursday, 9am to 4pm on Friday</p> <p>info@duwc.org.uk</p>
<p>Derbyshire Law Centre</p> <p>1 Rosehill East, Chesterfield S40 1NU</p>	<p>01246 550674</p> <p>Freephone 0800 707 6990</p> <p>Main phone 01246 550674</p> <p>9:30am to 4:30pm Monday to Friday</p>
<p>Credit Union</p> <p>4-6 Soresby Street Chesterfield S40 1JN</p>	<p>01246 278833</p> <p>Tuesday to Saturday 10am to 2pm</p> <p>Email:</p> <p>Webmail@nedcu.co.uk</p>
<p>Severn Trent Trust Fund</p> <p>To help people facing hardship and experiencing difficulty in meeting their water charges</p>	<p>0121 355 7766</p>

Assisted Digital Support

In the Chesterfield Borough Area

<u>Organisation</u>	<u>Access to computing facilities?</u>	<u>Is computer help available?</u>	<u>Who can access the IT facilities/computer help?</u>	<u>Contact details</u>
Chesterfield Borough Council Customer Service Centre New Square Chesterfield S40 1SN	3 Free access to PCs Opening hours Mon: 8:30am to 5pm Tues: 8.30am to 5pm Wed: 10am to 5pm Thurs: 8.30am to 5pm Fri: 8:30am to 4.30pm	Yes. Please enquire for more details about free IT access and support available.	All	Chesterfield Borough Council 01246 345345 www.chesterfield.gov.uk
Brimington Library Church Street Brimington Chesterfield S43 1JG	Free access to 7 PCs and wifi. Logon to PCs using library membership card; visitor access available. Opening hours Mon: 10am to 12.30pm, 1.30 to 7pm Tues: 10am to 12.30pm, 1.30 to 5pm Wed: Closed Thurs: 10am to 12.30pm, 1.30 to 5pm Fri: 1.30 to 5pm	Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.	All	Brimington Library: 01629 537773 brimington.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries

	Sat: 9.30am to 12.30pm			
Chesterfield Library New Beetwell Street Chesterfield S40 1QN	Free access to 48 PCs and wifi. Logon to PC using library membership card; visitor access available. Opening hours Mon to Fri: 9am to 7pm Sat: 9am to 4pm	Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.	All	Chesterfield Library: 01629 533400 chesterfield.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries
Newbold Library Windermere Road Newbold Chesterfield S41 8DU	Free access to 5 PCs and wifi. Logon to PC using library membership card; visitor access available. Opening hours Mon: 9.30am to 1pm, 2 to 5pm Tues: 9.30am to 1pm, 2 to 7pm Wed: 9.30am to 1pm, 2 to 5pm Thurs: 9.30am to 1pm, 2 to 5pm Fri: 9.30am to 1pm, 2 to 5pm Sat: 9.30am to 4pm	Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.	All	Newbold Library: 01629 537570 newbold.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries
Old Whittington Library High Street Old Whittington Chesterfield S41 9JZ	Free access 1 PC and wifi. Logon to PC using library membership card; visitor access available. Opening hours Mon: Closed	Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.	All	Old Whittington Library: 01629 533028 oldwhittington.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries

	<p>Tues: 10am to 1pm, 2 to 6pm Wed: Closed Thurs: 10am to 1pm, 2 to 6pm Fri: Closed Sat: 10am to 1pm</p>			
<p>Staveley Library Hall Lane Staveley Chesterfield S43 3TP</p>	<p>Free access to 7 PCs and wifi. Logon to PC using library membership card; visitor access available. Opening hours Mon: 9.30am to 7pm Tues: 9.30am to 5pm Wed: 9.30am to 5pm Thurs: 9.30am to 5pm Fri: 9.30am to 5pm Sat: 9.30am to 4pm</p>	<p>Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.</p>	All	<p>Staveley Library: 01629 533629 staveley.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries</p>
<p>Derbyshire County Council National Careers Service, Services for Teenagers, Peter Webster Centre, Whittington Moor, Chesterfield S41 8LQ</p>	<p>Free access to IT Support Access to an Adult Careers Adviser Sessions typically include:</p> <ul style="list-style-type: none"> • Offer face to face advice to adults in a range of locations in local communities. • Provide detailed sector by sector labour market information so people can discover which industries are growing in their area. • Provide tools such as a CV 		All aged 18 plus	<p>Drop in sessions: Chesterfield Hunloke Centre Church Street South, Birdholme S40 2TF Monday 13.30 - 16.00 Chesterfield Library New Beetwell Street, Chesterfield S40 1QN Tuesday 9.30am - 12.30 Peter Webster Centre Sheffield Road, Whittington Moor S41 8LQ By appointment only 07717 303855 Staveley Adult Education Centre</p>

	<p>builder and a Skills Health Check on the website to help people identify their skills strengths and gaps.</p> <ul style="list-style-type: none"> • Allow people to open a Lifelong Learning Account, which gives clear information and advice on skills, careers and financial support in a single, personalised online space. 			<p>Staveley Town Council, High Street, Staveley S43 3UX Thursday 13:00 - 16:00</p>
<p>Money Sorted in D2N2 St Anns Advice Centre Neighbourhood Chase Centre St Anns Nottingham NG3 4EZ</p>		<p>Money Sorted in D2N2 is a Financial Inclusion Project. Personal Navigators provide support for people experiencing the greatest financial difficulty. This might include help to access and use a computer when claiming Universal Credit and access to IT courses . Please enquire for further information about free support available.</p>	<p>Those eligible for the Money Sorted in D2N2 Project in Derbyshire. Please enquire for further information.</p>	<p>Money Sorted in D2N2 0115 9081534 info@moneysortedind2n2.org http://moneysortedind2n2.org</p>

Foodbank

Foodbank (Trussell Trust)	<p>07984 589456</p> <p>Email info@chesterfield.foodbank.org.uk</p> <p>Monday 12pm to 2pm – St Michael and All Angels Parish Hall (closed 25.12.17) Tuesday 1pm to 3pm – The Compass, West Bars (closed 26.12.17, open Wednesday 27th December) Friday 1pm to 3pm Loundsley Green Community Centre</p>
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Food provision

Day	Time	Provider	Location	Food available
Monday	6:30 – 8:00pm	Church on The Bus	Outside the Town Hall	Cold sandwiches and drinks
Tuesday	6:00 – 7:00pm	St Michael's Soup Kitchen	New square Grace Chapel (old Yorkshire bank)	Hot food and drinks
Tuesday	4:00 – 6:00 pm	Gussies Kitchen Community project	St Augustines church St Augustines Road	Hot 3 course meal Charges Under 5's Free, Children 50p, Adults £2.50
Wednesday	6:00 – 7:00pm	Temp closed	Temp closed	
Thursday	6;30 – 8:00pm	Church on The Bus	Outside the Town Hall	Cold sandwiches and drinks
Friday	6:00 – 7:00pm	St Michael's Soup Kitchen	New square	Hot food and drinks

		Hope Springs	Grace Chapel (old Yorkshire bank)	
Saturday	6:00-7:00pm	Church in the peak	Outside the Town Hall	Cold sandwiches and drinks
Sunday	6:00 – 7:00pm	Grace Chapel	New Square Chesterfield (Old Yorkshire Bank)	Hot food and drinks

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Food Provision in Chesterfield

Day	Time	Provider	Location	Food available
Monday	6:30-8:00pm	Church On The Bus	Outside Town Hall	Cold Food & Drinks
Tuesday	6:00-7:00pm	St Michael's Soup Kitchen	New Square Grace Chapel (<i>old Yorkshire Bank</i>)	Hot Food & Drinks
Wed	6:00-7:00pm	Lighthouse Church	On the street	?
Thursday	6:30-8:00pm	Church On The Bus	Outside Town Hall	Cold Food & Drinks
Friday	6:00-7:00pm	St Michael's Soup Kitchen	New Square Grace Chapel (<i>old Yorkshire Bank</i>)	Hot Food & Drinks
Saturday	6:00-7:00pm	Church In The Peak	Outside Town Hall	Sandwiches/Drinks
Sunday	6:00-7:00pm	Grace Chapel	New Square Grace Chapel (<i>old Yorkshire Bank</i>)	Hot Food & Drinks

Food Provision in Chesterfield

Day	Time	Provider	Location	Food available
Monday	6:30-8:00pm	Church On The Bus	Outside Town Hall	Cold Food & Drinks
Tuesday	6:00-7:00pm	St Michael's Soup Kitchen	New Square Grace Chapel (<i>old Yorkshire Bank</i>)	Hot Food & Drinks
Wed	6:00-7:00pm	Lighthouse Church	On the street	?
Thursday	6:30-8:00pm	Church On The Bus	Outside Town Hall	Cold Food & Drinks
Friday	6:00-7:00pm	St Michael's Soup Kitchen	New Square Grace Chapel (<i>old Yorkshire Bank</i>)	Hot Food & Drinks
Saturday	6:00-7:00pm	Church In The Peak	Outside Town Hall	Sandwiches/Drinks
Sunday	6:00-7:00pm	Grace Chapel	New Square Grace Chapel (<i>old Yorkshire Bank</i>)	Hot Food & Drinks

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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)
CCO1 Page 107	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.
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 – 22.01.19	Monitor progress – July 2019.

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)
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. Report considered by CCO – 27.11.18.	Monitor as part of ongoing review of implementation of Universal Credit.
Page 8 Page 108	HS2	OPSF 11.09.18 Cabinet 23.10.18 (Min. No. 48)	Cabinet Response: 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.	6 monthly progress reports	Recommendations approved by Cabinet 23.10.18 Monitoring of the implementation of the recommendations due 19.03.19	Progress update 19.03.19

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)
Page 109			<p>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 future work programming discussions.</p> <p>See SPG Report for recommendations.</p>			
<p>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). * Note recommendation wording may be abridged.</p>						

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CHESTERFIELD BOROUGH COUNCIL

**WORK PROGRAMME :
COMMUNITY, CUSTOMERS AND ORGANISATIONAL SCRUTINY COMMITTEE for 26 MARCH, 2019**

	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>
	26.03.19	Implementation of Universal Credit	Report considered by CCO on 27.11.18. Progress report requested for 26.03.19.	<i>Scrutiny Work Programme Action Planning – 2016, 2017 & 2018</i>	<i>Homes & Customers, Health & Wellbeing</i>
	26.03.19	Health & Wellbeing Development	Report considered by CCO on Health and Wellbeing Development on 27.11.18. Progress report requested for 26.03.19.	<i>Scrutiny Work Programme Action Planning – 2016, 2017 & 2018</i>	<i>Health & Wellbeing</i>

CHESTERFIELD BOROUGH COUNCIL

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
Scrutiny Project Groups :					
	11.07.19	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. SPG report considered by CCO – 22.01.19 – to consider final version of report.	<i>Scrutiny Work Programme Action Planning – 2018</i>	<i>Homes & Customers</i>
	11.07.19	Monitoring: Friends Groups	SPG report considered by Cabinet on 14.11.17. – corporate officer working group to consider resource implications. Monitoring reports considered by CCO on 22.05.18 and 22.01.19.	<i>Friends Groups SPG, CCO 19.09.17</i>	<i>Health & Wellbeing</i>

CHESTERFIELD BOROUGH COUNCIL

	Scrutiny Meeting Date :	Business Item :	Status :	Raised by :	Cabinet Responsibility:
<i>Items Pending Reschedule or Removal:</i>					
<i>New Business Items Proposed :</i>					

Page 113

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].

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