

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
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