

## Minutes of meeting from 20<sup>th</sup> June

### **Issues that advisors raised:**

- Untidy tenancies (where the claimant is either not the tenant or is a joint tenant and not getting UC housing element). Law is clear that there are rules that allow for this without the need for any legal tenancy change. Housing officer (Shaifur Rahman?), said to contact him where there are issues, that the (non) tenant/landlord needs to do something (sorry didn't note what this was) to enable DWP to make payment. Advisors disagree, this is a technical problem / computer issue and NOT the law. Advisors had many examples of clients/tenants who are not getting their housing element when they are eligible, including case/s that are at appeal stage. This matter was discussed but not resolved/agreed but Shaifur asked for individual cases to be sent to him  
See attached THCAN factsheet for rules/legislation/details about cases of this nature (with a statement that can be used for appeals/journal notices)
- HRT, why are claims that are being migrated to UC having to go through the HR Test ? its already been done and is delaying award? No explanation, shouldn't be needed
- How do they identify vulnerability? Through client disclosure, or if notified by a referral or other organisation. Can we notify? Yes
- Claimants handing in certificates are not being assessed for LCW (note August welfare rights advisors mail out has information/advice about this)

### **Managed Migration (Umme)**

Current stats suggest that 55% on legacy benefits that move over to UC are better off, 30/35% worse off.

Managed migration notices started to be sent out in May, they get 3 month and 1 day to do the claim

If it is done within 4 months, they will have 'transitional 'protection' ie wont be worse of will retain same level but wont get any increases until their legacy amount 'catches up' with UC entitlement (therefore even more important to do claim promptly if worse off)

There is a dedicated number on their migration letters

Week 7 and week 10 get reminders sent out

Didn't know if there was an option to upload documents BUT claimants should attend the DWP office in person to do this if cant/its refused

### **Harry McElwee**

UC awareness sessions can be offered in your work place plus he can attend events to promote / give information

### **Mondays Residents Hub session**

DWP UC team are based in the residents hub (for employment support)

### **Peer Mentor Scheme**

Claimants with drugs / alcohol / additional problems can be referred to 'mentors' for support, send client details to Elaine in DWP and she will arrange/refer them

### **Flexible support fund**

Money is available where there is a 'barrier to employment' this could be clothes, interview travel, laptop – claimant to ask their personal advisor about this if they have a need

### **Childcare Support**

Reminder that the cost of childcare cannot be paid upfront which should remove a barrier to finding employment

**50+ customers**

Reminder that there is a team/person in DWP that deals with customers over 50 looking for work

Please find attached the Partnership Escalation Documents (PEDs). The PEDs are updated every few months and should be used by colleagues within the organisation and not shared with members of the public.

This [page](#) provides detailed information on the move to universal credit, including plans and figures.