

# Universal Credit in Lancashire

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# Useful points to note

- Roll-out completed by December 2018
- Telephone claims available for those without digital skills/resources
- Citizens Advice help to claim in addition to JC+ support
- Exceptions for some who can still claim legacy benefits
- Migration won't be complete until Sep 2024

# Concerns..

- Still 1 in 5 claims fail
- Claims closed 'in error' (DWP state following procedure)
- Delays in work capability assessments, cases missed
- Mandatory reconsiderations and appeals ignored or frustrated
- Successful judicial reviews leading to compensation

# Concerns..

- Fraudulent claims impact
- Special Guardianship Order carers and problems with claims
- Financial Safeguarding team struggling to resolve issues with DWP
- Mixed Age couples now affected
- Impact on Childrens and Adults services
- More people in work with financial problems seeking advice

# Advice needs

- Resolving errors is time consuming
- Customers wrongly advised to claim UC and losing legacy benefits – unable to reverse claims
- Challenging decisions often complex and long delays
- Where possible resurrecting legacy claims and avoiding UC claims

# Impact on LCC

- Front line staff seeing more and more people in financial crisis/serious mental health issues
- Time consuming trying to support service users
- Increased requests for financial support
- Some cases where vulnerable adults placed in residential care as no alternative

# Impact on LCC

- SGO carers – LCC payments adjusted to take into account payments for children subject to SGO. Securing correct UC entitlement has been problematic so longer term advice needs
- Income from financial assessments will reduce as more people migrate to UC
- Financial Safeguarding Team having constant problems

# QUESTIONS?