

Suggested City Executive Board response to Scrutiny Committee recommendations on the Universal Credit Delivery Partnership Agreement

Provided by the Board Member for Customer and Corporate Services

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<i>Recommendation</i>	<i>Agreed? (Y / N / In part)</i>	<i>Comment</i>
Recommendation 1 - Recommendation 1 - That appropriate workforce planning is conducted to ensure future demand for support can be met by the Council	Y	Workforce planning has been carried out in respect of Universal Credit for the last four years. This has been conducted to plan for the reduction in workload within the Benefits service and the Contact centre, and also the increase in workload as a result of the need to support people migrating to Universal Credit. This will continue to be reviewed on an annual basis but as we flagged at Scrutiny it is unlikely that in the future the council will be able to provide directly all the support required by claimants. We continue to fund and work closely with advice agencies in the city who provide valuable additional help and support.
Recommendation 2 - That the City Council writes to the County Council encouraging them to maintain and promote library based IT access to support customers making Universal Credit applications	Y	A meeting was held with the library service prior to the rollout of Universal Credit in Oxford to understand their capacity to support claimants. Provision is currently sufficient as most people migrating to UC at the moment are familiar with accessing services online. We will contact the Library Service again in order to start thinking about catering for people in the next phase of UC rollout, where support needs may be greater.
Recommendation 3 - That the Council works with social landlords and other agencies to try and address the problem of rent arrears caused by the move to Universal Credit	Y	We will continue to engage with social landlords and other stakeholders in the city to share best practice in relation to managing arrears that arise as a result of migration to the new benefit,

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