

Updated: September 2014
Next update due: December 2014

DWP: Our Reform Story

For more information contact:
corporate.stakeholders@dwp.gsi.gov.uk

Follow us:

twitter.com/dwppressoffice

facebook.com/DWP

linkedin.com/company/dwp

youtube.com/workandpensions





Updated: September 2014
Next update due: December 2014

DWP: Our Reform Story

Complete slide pack



Contents

- [The Reform Story](#)
- [Social Justice](#)
- [Universal Credit](#)
- [Support for Pensioners](#)
- [Disability, including Personal Independence Payment](#)
- [Housing Benefit and Owner Occupier Housing Costs](#)
- [Localisation of Council Tax Support](#)
- [Benefit Cap](#)
- [Social Fund](#)
- [Employment Offer](#)
- [Fraud & Error](#)
- [Appeals Reform](#)
- [Migrants' Access to Benefits](#)
- [Child Maintenance](#)
- [Legacy Benefits](#)
- [Freedoms and Flexibilities](#)
- [Single View of Change](#)



The Ministerial Team



Secretary of State

The Right Honourable Iain Duncan-Smith MP



Minister of State for Employment

Esther McVey MP



Minister of State for Disabled People

Mark Harper MP



Minister of State for Pensions

Steve Webb MP



Minister for Welfare Reform

Lord Freud



The Reform Story



Overview (1)

The Reform Story

- As part of the government's long-term economic plan, we are fixing the welfare and pensions systems so they are fair and affordable, to ensure:
 - it pays to work;
 - the most vulnerable – disabled people and pensioners – are protected, and are supported to lead independent lives;
 - it pays to save for retirement, and the pensions system is clearer to understand;
 - separating or separated parents are encouraged and supported to work together in the best interests of their children; and
 - public spending is put on a more sustainable footing.
- Our services are changing to reflect the diversity and complexity of the issues that many people in society face today, requiring more joined-up working across government and beyond.
- We are creating a system based on fairness; it will provide value for money and place greater emphasis on personal responsibility.

“A system that was originally designed to support the poorest in society is now trapping them in the very condition it was supposed to alleviate”

Iain Duncan-Smith,
Secretary of State for
Work and Pensions

Overview (2)

The Reform Story

- Our welfare reforms are the most fundamental changes to the social security system for 60 years, aiming for a simpler, fairer benefits system and to ensure work pays.
- Employment must be an aspiration for everyone who is able to work.
- We are reforming the benefits system so instead of trapping people into welfare dependency, it rewards work and, backed by the right support and encouragement, helps people lift themselves out of poverty, and stay out of poverty.
- Our pension system must remain fair and affordable. Our pensions reforms are designed to support people to save for their future and to ensure they can access good quality, value-for-money pensions, whilst continuing to provide security for those in need.
- Our reforms are helping to put public spending on a more sustainable footing. Money needs to be targeted more effectively to ensure that the system is fair to the British taxpayer and people in genuine need of support.



The Story so far: January - May 2012

The Reform Story

- **January** The Shared Accommodation Rate was extended to under 35's
- **March** *Social Justice: Transforming Lives* published
- **April** Jobseeker's Allowance Domestic Violence Regulations came into force
Local Housing Allowance rates frozen
- **May** Time limiting for Employment and Support Allowance claimants in the Work Related Activity Group came into effect
Lone Parent Income Support entitlement changed for new and repeat claims
Direct mail activity alerting claimants to the fact they may be affected by the benefit cap began
Tougher benefit fraud administrative penalty came into force



The Story so far: June - December 2012

The Reform Story

- **May-November** Lone Parent Income Support entitlement changed for existing claims
- **June** Direct Payment Demonstration Projects began
- **July** Local authority/DWP data sharing regulations to support welfare services came into effect
- **Autumn** Universal Credit local authority pilots began
- **October** The revised Jobseeker's Allowance sanctions regime implemented
Civil penalty for negligently giving incorrect information / failing to report a change in circumstances came into force
- **December** The revised Employment and Support Allowance sanctions regime was implemented
2012 child maintenance scheme opened on a pathfinder basis



The Story so far: January - April 2013

The Reform Story

- **January** Single Tier Pensions White Paper published
 - **April** Universal Credit Pathfinder – start of early Universal Credit rollout in Greater Manchester and Cheshire areas
- Benefit cap came into force for new and existing claimants in Bromley, Croydon, Enfield and Haringey local authorities
- Removal of the spare room subsidy came into force
- Controlled start for new claims to Personal Independence Payment for those living in the North West and parts of the North East of England
- Introduction of Localised Support for Council Tax
- Tougher Loss of Benefit regulations commenced
- Community Care Loans and Crisis Grants abolished and new Local Welfare Provision introduced
- Publication of *Social Justice: transforming lives – one year on*



The Story so far: June – October 2013

The Reform Story

- **June** New claims for PIP introduced nationally
- **July** Benefit cap implemented in all other local authorities (between 15 July and September 2013)
Universal Credit pathfinder expanded
Publication of Fulfilling Potential: Making it Happen
Disability Confident campaign launched
- **October** Progressive roll out of Universal Credit began – 6 Jobcentres taking new claims (by Spring 2014), starting in Hammersmith
Claimant Commitment started rolling out nationally for JSA claimants
Reassessment of Personal Independence Payment for some existing Disability Living Allowance claimants in Wales, East and West Midlands and parts of East Anglia
Launch of Social Justice toolkit by the Centre for Economic and Social Inclusion and DWP



The Story so far: November – December 2013

- **November** Progressive roll out of Universal Credit – expansion to Inverness and Rugby
 - Child Maintenance Service opened to all new applicants
 - First Disability Confident regional event held in Birmingham
- **December** Announcement of further roll out plans for Universal Credit
 - Universal Credit – Local Authority-led pilots and Direct Payment Demonstration Projects complete
 - Local Support Services Framework update published
 - Publication of Litchfield review into Work Capability Assessment
 - Publication of ‘The disability and health employment strategy: the discussion so far’



The Story so far: January – March 2014

The Reform Story

- **January** Most jobseekers are unable to access income-based JSA until they have been living in the UK for 3 months
Expansion to further areas of reassessment of some DLA claimants to PIP
- **February** Expansion of Universal Credit to Bath and Harrogate
- **March** Minimum earnings threshold was introduced. This will help DWP Decision Makers decide whether EEA migrants have the right to reside in UK as a worker/self-employed person, allowing access to a wider range of benefits
Launch of 'Freedom and Choice in Pensions' consultation
Publication of response to Litchfield review into WCA
First meeting of the Inter-Departmental Ministerial Group on Disability



The Story so far: April – June 2014

- **April**
 - Expansion of Universal Credit to Shotton
 - Completion of roll out of Claimant Commitment to all British Jobcentres
 - Start of Help to Work - JSA claimants returning from the Work programme to receive intensive support
 - Spending Review 2013 measures – pre-Work Programme JSA claimants and certain lone parents and responsible carers subject to a number of measures to increase support and conditionality
 - Removal of access to Housing Benefit for EEA jobseekers, even if they are in receipt of income-based JSA
 - First meeting of the Fulfilling Potential Forum
- **May**
 - The Pensions Act 2014 received Royal Assent (14 May)
- **June**
 - Application fees and enforcement charges introduced to the Child Maintenance Service and CSA cases begin to close
 - Start of expansion of Universal Credit across North West England, and taking new claims from couples in other sites



The Story so far: July – September 2014

The Reform Story

- **July**
 - First meeting of the Fulfilling Potential Forum
 - Disability Confident tools provided to MPs to support constituency events
 - Launch of Disabled Young People's portal and improved Employers portal on gov.uk
 - Publication of final report on LHA monitoring and evaluation research, and interim evaluation of Removal of Spare Room Subsidy
 - Treasury response to consultation 'Freedom and Choice in pensions'
 - Start of implementation of Single Fraud Investigation Service
 - First 'Genuine Prospect of Work' assessment took place
- **August**
 - Launch of Accessible Britain Challenge
 - Collection charges introduced on Child Maintenance Service (CMS) cases where parents use the CMS to collect and pass on payments
- **September**
 - Announcement of plans for accelerated roll-out of Universal Credit from early 2015
 - Fulfilling Potential Strategy progress report published



Social Justice



The changes (1)

- The Government published its strategy for Social Justice, *Social Justice: Transforming Lives*, in March 2012. This is a cross-Government strategy.
- The cross-Government priorities for social justice, outlined in the *Social Justice Outcomes Framework* (October 2012) are:
 - Supporting families
 - Keeping young people on track
 - The importance of work
 - Supporting the most disadvantaged groups
 - Delivering social justice.

The changes (2)

- Social Justice principles underpin all the reforms and link all aspects of the work of DWP – giving individuals and families facing multiple disadvantages the support and tools they need to turn their lives around. Previous approaches to tackling poverty have focused on increasing income levels to bring people above the poverty line.
- The Social Justice Strategy goes much further, exploring how tackling the root causes of problems can make real and sustained changes to the lives of those facing multiple disadvantages. The principles underpinning this approach are:
 - A focus on prevention and early intervention.
 - Where problems arise, concentrating interventions on recovery and independence, not maintenance.
 - Promoting work as the most sustainable route out of poverty, while offering unconditional support for those who are severely disabled and cannot work.
 - Recognising that the most effective solutions will often be designed and delivered locally.
 - Ensuring that interventions provide a fair deal for the taxpayer.



The changes (2)

- In October 2012, we published the *Social Justice Outcomes Framework*, outlining seven indicators or ‘yardsticks’ of success for the strategy.
- On 24 April 2013, the Government published *Social Justice: transforming lives – one year on*, which highlights the progress made since the publication of the Strategy and against the seven indicators.
- In June 2013, a consultation event took place to explore how to support more effective innovation and delivery of Social Justice through local leadership and approaches. The independent report, with 15 recommendations, was published on 30 October 2013.
- To inform the Government’s response to the report, we are continuing the dialogue on ‘local leadership’ to successfully unlock its potential through a series of roundtable discussions. By bringing together local leaders within an area we will explore what has worked well (particularly where local leadership made the difference), what has not worked and why, and what local leaders need to be most effective.



The changes (3)

- The second annual Social Justice Conference held on 30 October 2013, with Government Knowledge, was for those with a key interest in creating thriving local communities. In his opening address, the Secretary of State outlined the progress that had been made since the Social Justice Strategy had been launched and what more needed to be done.
- A Social Justice Toolkit, developed by the Centre for Economic and Social Inclusion and DWP, was launched at the Social Justice Conference. This provides an independent source of Social Justice information at Local Authority level, primarily for use by Local Authorities and other organisations. It aims to help them gather and make sense of local level data relating to our Social Justice objectives that will encourage the sharing of best practice, as well as help areas identify where they need to do more.

Your role - Stakeholders

- Central government is only one part of the partnership needed to deliver Social Justice.
- Disadvantaged groups often depend on, and consume, the services of a range of local bodies, whether this is the local housing office, Jobcentre Plus or local health services. We need to ensure services are 'user-focused' - built around the needs of individuals rather than the boundaries of different agencies.
- Delivering Social Justice will require strong leadership at national and local level to champion the principles in this strategy and to deliver for those individuals and families experiencing multiple disadvantages.
- It also requires innovative and imaginative approaches to designing and funding services and close partnerships between the private, public and charitable sectors.
- We are continuously organising engagement with local leaders to discuss key themes in the Strategy, and what we can do collectively to share best practice and drive innovation in funding and delivery.



Universal Credit



The changes (1)

Universal Credit

- **Universal Credit replaces six in work and out of work benefits.**
- **Universal Credit requires claimants to accept a ‘Claimant Commitment’.** This sets out what is expected in return for receiving assistance, taking into account personal circumstances and capability to earn.
- **Claimants will be able to apply for their benefits online.** Nearly 80 per cent of benefit claimants already use the internet. Telephone and other support services available if needed.
- **Designed to make work pay.** As claimants earn more money, financial support will be withdrawn at a slower rate than is the case under the current system. Real Time information (RTI) link with HMRC will facilitate this.

“There are so many different types of benefit that people could be getting, they don’t understand how much they get for each benefit and where one benefit affects another. There is just too much to take on board...”

DWP staff member



The changes (2)

- **A single payment will be made to a household** rather than an individual. This will include housing costs. It will be paid monthly, in arrears. This will enable a household to clearly see the effect of their decisions on their overall income, encouraging responsibility for budgeting.
- **Local support** will be available to help claimants where appropriate. This will be provided through DWP and local authority delivery partnerships.
- Around 500,000 working families will receive **childcare** help and will get more out of the money they earn. At Budget 2014, the Government announced that from 2016 all families claiming Universal Credit will receive childcare support up to 85 per cent of their actual costs. This is up from 70 per cent in the current working tax credit system.



The changes (3)

Universal Credit

- **Progressive roll-out** of Universal Credit started in October 2013 – beginning with Hammersmith, expanding to Rugby and Inverness in November, Bath and Harrogate in February 2014, and Shotton in April.
- In June 2014 we started our rollout of Universal Credit to jobcentres right across the North West. By the end of this year, we will have 97 jobcentres, or more than **one in eight jobcentres in Britain**, offering Universal Credit.
- Also in June we began **taking new claims for Universal Credit from couples** in other sites - Hammersmith, Bath, Rugby, Harrogate and Inverness.
- And Universal Credit will expand to **families** in the Autumn.
- From early in 2015, Universal Credit will be rolled out to **all jobcentres and local authorities across the country** for new claims from single jobseekers.



The changes (4)

Universal Credit

- The new **Claimant Commitment**, which paves the way for the cultural transformation that Universal Credit brings, has now been rolled out to all British Jobcentres. JSA claimants will be expected to take all reasonable steps to give themselves the best prospects of finding work. If they don't meet this requirement they risk losing benefits.
- Over 26,000 members of staff have been trained to provide **job coaching**, expert help and advice to encourage and motivate claimants in their search for work.
- The roll out of **digital jobcentres** will be complete by autumn – placing wi-fi and computers in all jobcentres.
- **Eleven in work progression pilots** are also up and running – testing ways to help claimants on a low income increase their work hours and income in order to reduce dependency on benefits.



Why? (1)

Universal Credit

It's all about work

- **Universal Credit aims to make sure claimants are better off in work than on benefits.** No 16 hour rule and no limits on the number of hours someone can work. UC payment only reduces gradually as their take home pay increases so claimants won't lose all their benefits at once if they are on a low income. 3.1 million households better off by £168 per month.
- **Universal Credit aims to support jobseekers through the Claimant Commitment** - to raise their expectations of what they can achieve, and to encourage responsibility. Those who are fit and ready for work will be expected to look for a job on a full time basis dependent on circumstances.



Why? (2)

Universal Credit

- **Universal Credit claimants are expected to use Universal Jobmatch**, an intelligent job matching service that helps employers to get the best fit for the jobs that they have on offer.
- **Universal Credit will encourage a new type of relationship with claimants.** Work service coaches will help claimants to become more independent by supporting them in their worksearch activities. They will help claimants plan and focus their jobsearch as well as set them actions that give them the best chance of finding work.
- **Work also brings many non-financial benefits** that can transform the lives of individuals and the communities they live in.

“We all know that jobs can be nice sometimes... You get nice incentives [at work]. You learn about the world. You chat to your mates. There are a lot of benefits [other] than just work...”

Benefit claimant



When? 2012 - 2013



Autumn 2012

12 local authority led pilots began as part of Universal Credit testing.

April 2013

Universal Credit Pathfinder went live.
Most employers required to send PAYE returns in real time.

From October 2013

11 in-work conditionality pilots being delivered.
Improved digital services rolling out nationally across Jobcentre Plus

December 2013

Local authority led pilots complete
Direct Payment Demonstration Projects complete
Local Support Services Framework update published

January 2013

'Learning the lessons' early findings of Direct Payment Demonstration Projects Report available.

July 2013

Pathfinder expansion

October 2013

Progressive roll out of Universal Credit began with Hammersmith taking new claims
Claimant Commitment rolling out nationally for JSA claimants to around 100 Jobcentres a month by spring 2014

November 2013

Progressive roll out – expansion to Rugby and Inverness taking new claims



When? 2014 onwards



February 2014

Progressive roll out – expansion to Bath and Harrogate taking new claims

April 2014

Progressive roll out – expansion to Shotton taking new claims
Roll out of Claimant Commitment to all British Jobcentres complete

From Autumn 2014

Expansion of live service to take claims from families

February 2015

Roll out of UC across the country begins for new single claimants

From June 2014

Expansion of Universal Credit to the rest of North West England
Universal Credit made available to new claims from couples in number of Jobcentres already delivering UC

Autumn 2014

Roll out of digital jobcentres will be complete

2016

Universal Credit will be established across Great Britain with new claims to legacy benefits closed from 2016 – with migration to follow thereafter.

All families claiming Universal Credit will receive childcare support up to 85 per cent of actual costs



Your role - Local Authorities (1)

- For working age claimants, Housing Benefit (HB) will be replaced by a housing costs element of Universal Credit. Under HB some people have housing costs paid direct to the landlord. Under Universal Credit the money will go to the claimant and it will be their responsibility to pay their housing costs themselves, helping them to better understand household budgeting, and encouraging them to become more independent. Payments direct to landlords will still be possible, but only in exceptional circumstances.
- We recognise that some claimants will need additional help, advice and support provided by services at the local level. We have been working with local authorities and other organisations to form a comprehensive view of the services likely to be required to support the delivery of Universal Credit.
- The Local Support Services Framework, (now renamed **Universal Support – delivered locally**) published in February and updated in December 2013, sets out the principles for providing support for claimants with additional complex needs to help them manage Universal Credit and prepare for work.
- Key aspects of **Universal Support – delivered locally** are being trialled in 11 partnership areas across Great Britain to inform future delivery. These include the sharing of data, skills and estate to support more households into work.



Your role - Local Authorities (2)

- **Direct Payment Demonstration Projects**, running between June 2012 and December 2013, and **local authority-led pilots**, running between Autumn 2012 and December 2013, tested new ways to support residents under Universal Credit.
- Key learnings from the Direct Payment Demonstration Projects reveal that: early and clear communication to tenants is essential, using a mix of channels; direct debits are not always the best payment option, jam jar accounts will help money management; and landlords should recognise the potential increase in money advice tenants will need.
- In local authority-led pilots, some local authorities have already begun mapping services, examining both existing provision and gaps, and local authorities and DWP Districts have begun building relationships with voluntary sector organisations and other potential delivery partners.



Support for Pensioners



The changes (1)

- Claimants who have reached the qualifying age for **Pension Credit (PC)** will continue to receive Housing Benefit, although the Welfare Reform Act 2012 allows for the introduction of a new element of PC, the Housing Credit, to provide support for rent. We will consult on eventual plans for the introduction of such a Housing Credit.
- Additional amounts for children will be incorporated into the Pension Credit (PC) (Guarantee Credit).
- There will be no Working Tax Credit replacement within modified PC. Pension age claimants who do not qualify for PC but are entitled to Working Tax Credit will be entitled to Transitional Protection at the point of change if their circumstances remain the same and the claimant is unable to establish entitlement to PC of at least the same amount.



The changes (2)

- **Mixed aged couples** (where one member is over Pension Credit qualifying age and one below) will not have access to Pension Credit (PC), they will have to claim Universal Credit. Couples already in receipt of PC at the date the change is introduced will be able to remain on it unless their circumstances change and they are no longer entitled for some other reason. An existing PC claimant who forms a partnership with someone below the qualifying age after the change is introduced will no longer be entitled to PC – they will have to claim Universal Credit.
- Current assumptions are that these changes will take place during 2016.
- There will be no change to the way Pension Credit is claimed. Telephone will continue to be the primary channel for new claims and enquiries.



The changes (3)

- We are introducing the **State Pension Top Up**.
- This will allow existing pensioners, and those reaching State Pension age before 6 April 2016, the opportunity to gain additional State Pension by paying Class 3A voluntary National Insurance contributions.
- It will provide an opportunity for pensioners to improve their retirement income by obtaining inflation-proofed extra additional State Pension. This could be particularly beneficial to women and other groups such as self-employed people who have not done well under additional State Pensions and have not previously been able to top these up.
- There are two entitlement conditions – contributors must have entitlement to a UK State Pension and must reach State Pension age before 6 April 2016.
- The rules on additional State Pension will apply to entitlements resulting from Class 3A contributions including inheritance – a surviving spouse or civil partner will be entitled to at least 50 per cent of the additional State Pension.



The changes (4)

- This new measure is in addition to the existing Class 3 voluntary National Insurance contributions (VNICS) which allow people to fill gaps in their contributions record for basic State Pension.
- Primary legislation was introduced in the Pensions Act 2014 and secondary legislation will cover the prices and features of the State Pension top up.
- The following features will be defined in regulations, that:
 - £25 per week should be the maximum amount that contributions can provide;
 - Class 3A VNICS will be available for 18 months from October 2015; and
 - There will be a cooling off period of 90 elapsed days.
- The State Pension top up has been set at an actuarially fair rate that ensures that both individual contributors and the taxpayer get a fair deal.



Why?

Support for Pensioners

- Universal Credit will replace Housing Benefit and Tax Credits. As pensioners are outside the direct scope of Universal Credit an alternative mechanism is needed to deliver support for dependent children. The decision has been taken that this support will be incorporated into Pension Credit (PC).
- Claimants who have reached the qualifying age for PC will continue to receive Housing Benefit, although the Welfare Reform Act 2012 allows for the introduction of a new element of Pension Credit, the Housing Credit, to provide support for rent. We will consult on eventual plans for the introduction of such a Housing Credit.
- The State Pension Top Up and the newly announced Pensioner Bond that will be available from National Savings and Investments in 2015, further demonstrate the Government's commitment to improving outcomes for those in retirement and providing increased flexibility for people to make the most of their savings.
- In April 2013, Council Tax Benefit was abolished and replaced by new, localised Council Tax Support administered by local authorities. In England, pension age claimants continue to receive the same amount of support as they did under Council Tax Benefit. Scotland and Wales will set out their schemes in the autumn.



Your role - Stakeholders

- The Pension Credit Plus Project has been set up to deliver help to pension age claimants impacted by the replacement of Child and Working Tax Credits.
- The project is working in close collaboration with HMRC throughout the planning process and beyond.



Pensions and Ageing



The changes (1)

- Starting with the largest firms from October 2012, employers are now required by law to pay into a **workplace pension** for eligible workers. A workplace pension is an easy way to save for retirement. Those who save will benefit from contributions from their employer and tax relief from the Government.
- The proposed introduction of a **clearer State Pension system** from 6 April 2016 will make it easier for people to know what they'll get from the state in retirement. The Pensions Act 2014 received Royal Assent on 14 May 2014.
- We have **abolished the Default Retirement Age**, meaning most people can now retire when the time is right for them. It's now easier to work beyond State Pension age. Working longer and continuing to save into a private pension is one way to increase income in retirement.
- Treasury published the response to their consultation, '**Freedom and Choice in Pensions**', on 22 July. This sets out how those over 55 with pensions savings in cash-based schemes can access them, and how the promise of impartial guidance will be delivered. It also sets out how the industry can innovate and provide new financial products for those who want them.



The changes (2)

- The **State Pension age** is changing to reflect increases in life expectancy and ensure the state pension system remains sustainable. DWP will regularly review the State Pension age and people should expect to spend, on average, up to one third of their adult life in receipt of the State Pension. This means the increase in State Pension age to 68 could come forward to the mid 2030s, and that State Pension age could increase further to 69 by the late 2040s.
- DWP pays a range of entitlements to pensioners, including the **State Pension**, **Pension Credit** and **Winter Fuel Payment** - people need to ensure they get what they're entitled to.
- We are modifying Pension Credit to incorporate support for dependent children following the introduction of Universal Credit - see detailed information earlier in the presentation.
- We are working with local authorities and local partners to encourage them to improve services for older people, including the delivery of the new Council Tax Reduction Schemes which replace Council Tax Benefit in April 2013.





Why? (1)

- We want people to see retirement as an increasingly active phase of life where people have opportunities to continue contributing by working longer and/or volunteering in their communities, and take personal responsibility for ageing well by working, saving and looking after their health and well-being.
- We are committed to ensuring the income today's pensioners receive from the state is secure and underpinned by a comprehensive safety net for those most in need. We also want to ensure that tomorrow's pensioners meet their expectations for a comfortable retirement in later life.
- The Government expects 9 million people (in a range of 8-9 million) to be newly saving or saving more, generating £11 billion a year more (in steady state) in pension saving.

Pensions and Ageing

*“One in six people
alive today will live
until they are
100...we will all
have to work for
longer and save
more”*

Steve Webb MP, Minister for
Pensions



Why? (2)

- Raising the State Pension age will help safeguard the long-term sustainability of the state pension as we all live longer. However, we need to get more people saving and saving more.
- We are radically changing the way people save through workplace pension reform. This introduces a new requirement on all employers to automatically enrol their workers into a pension. This will encourage many more people to save.
- The new State Pension will help people understand what they need to save for their retirement.
- Our plans for reinvigorating workplace pensions will help improve standards and clarify outcomes, enabling people to save with more confidence.
- We are enabling people to have more choice about if, when and how they retire.



When?

Pensions and Ageing

**April 2010-
November 2018**

State Pension Age for women increasing to 65 (equalising with men's).

October 2012

State Pensions statements introduced to replace State Pension forecasts.

January 2013

Single Tier State Pensions White Paper published.

April 2014-April 2015

Automatic enrolment for medium employers (50-249 workers).

June 2015-April 2017

Automatic enrolment begins for small employers (49 workers or less).

May 2017

Automatic enrolment begins for new employers (established after April 2012).

October 2012-February 2014

Automatic enrolment began for the largest employers (250 or more workers).

November 2012

Reinvigorating Workplace Pensions published.

March-June 2014

Consultation on Freedom and Choice in Pensions

May 2014

Pensions Act received Royal Assent

April 2015

Introduction of private pension decumulation reforms

October 2015

State Pension Top Up available to those of State Pension age

April 2016

The new State Pension will be implemented from 6 April 2016.



Your role - Local Authorities

- The **State Pension age** is changing:
 - Between April 2010 and November 2018, State Pension age for women is increasing to 65 to equal that of men. Between December 2018 and October 2020, State Pension age for men and women is increasing to 66.
 - The State Pension age will rise to 67 and then to 68 at future dates (the Government has announced its intention to bring forward the increase in State Pension age to 67 by eight years, to be phased in between 2026 and 2028).
 - We will regularly review the State Pension age and people should expect to spend, on average, up to one third of their adult life in receipt of the State Pension. This means the increase in State Pension age to 68 could come forward to the mid 2030s, and that State Pension age could increase further to 69 by the late 2040s.
 - We have published information on the proposed framework for considering future changes to State Pension age as part of the single tier state pension White Paper.
- We are modifying [Pension Credit](#) to incorporate support for dependent children following the introduction of Universal Credit.



Your role - Employers

- **Automatic enrolment** began in October 2012 with the largest firms, and is being rolled out to all employers over the next five years. Help and support on this for employers is available via the [Pension Regulator](#) website, where employers can also work out when the change in the law affects them.
- When the **new State Pension** is introduced, the ability to contract out of the additional state pension will end. We will work with employers to smooth the conclusion of contracting out.
- The workforce is ageing. Employers need to recruit and retain the skills and experience of older workers to support competitiveness.
- **DWP's [Age Positive](#) initiative** provides guidance and case studies to employers and businesses on employing older workers and the business benefits of adopting flexible approaches to work and retirement.



Your role - Stakeholders (1)

- **Automatic enrolment** will make it easier for people to save for their future.
- The **new State Pension** will be clearer and will help them take control of their retirement income. The Pensions Act 2014 received Royal Assent on 14 May 2014 and the new State Pension will be implemented from 6 April 2016.
- **State Pension age** is increasing to ensure the state pension system remains sustainable – we published details of the framework for considering future changes to State Pension age as part of the state pension White Paper.
- We want to reinvigorate **workplace pensions** to create a future pensions landscape that gives people high quality schemes to save in with improved outcomes and allows them to have the confidence to save more for their retirement.



Your role - Stakeholders (2)

- We continue to **support pensioners** – both financially and to help them live fuller lives.
- We have **abolished the Default Retirement Age** meaning most people can now retire when the time is right for them.
- We are working with business-led organisations to provide employers with **guidance on employing older workers** and the business benefits of adopting flexible approaches to work and retirement.
- We are modifying **Pension Credit** to incorporate support for dependent children following the introduction of Universal Credit - see detailed information earlier in presentation.



Disability including Personal Independence Payment



The changes - Overview (1)



Disability

- **Personal Independence Payment (PIP)** has now replaced Disability Living Allowance for working age claimants (16-64). The new benefit includes an assessment of individual needs and aims to make sure financial support is targeted at those who face the greatest challenges to living independently.
- The Government published '**The disability and health employment strategy: the discussion so far**' in December 2013. This outlines our commitment to enabling more disabled people to get into, stay in and progress in work.
- We have also launched the **Disability Confident** campaign for employers; to support employers to recruit, retain and develop more disabled people.
- **Access to Work** support is continuing to be made available to people with disability and long term health conditions to deliver enhanced outcomes for disabled people.
- The Government is committed to delivering more effective **Specialist Disability Employment Programmes** to help more disabled people, and those with long term health conditions, move into and remain in work. See [Employment Offer](#) for more details.



The changes - Overview (2)



Disability

- In July 2013, the Government published in a new **cross-government disability strategy, 'Fulfilling Potential'**, which commits to enabling disabled people to fulfil their potential and have opportunities to play a full role in society. As part of this, a new cross-sector **Disability Action Alliance**, has been established to carry forward ideas proposed by disabled people themselves, to help shape and deliver the outcomes disabled people want. The strategy was updated in September 2014.
- At the end of August 2014 the **Accessible Britain Challenge** was launched. The aim of the Challenge is to motivate communities, including local service providers, businesses, employers, community, voluntary and disabled people's groups to do more to be inclusive and accessible for disabled people. To support the Challenge and exemplify and showcase good practice, we have created an online resource that brings together guidance, research, toolkits and good practice.
- **Universal Credit** will remove the financial risks for disabled people taking their first steps back into employment. Universal Credit will also help people with fluctuating conditions who want to work when their condition allows, or those who can only work limited hours because of their condition or increase their hours as appropriate.



The changes - PIP (1)



Disability

- Under PIP everyone is treated as an individual. Entitlement to PIP is not based on any particular health condition, but depends on the level of support someone needs to be able to carry out a range of activities which are fundamental to everyday life, such as planning and making a journey and communicating with others.
- The first part of the claims process takes place over the phone and we are aiming for people to be able to make claims online from 2015. Most people will have a face to face consultation with a health professional to better understand their needs.
- Awards will be regularly reviewed to ensure that the right support is in place.
- PIP, like DLA, is a non-taxable, non-means-tested cash benefit and is available both in and out of work. It doesn't form part of Universal Credit so continues to recognise and support additional needs.
- DLA will remain for children up to the age of 16 and for existing DLA recipients aged 65 or over on 8 April 2013.



The changes - PIP (2)



Disability

- Guidance and tools for stakeholders and support organisations helps them offer advice and support.
- New claims for PIP were introduced nationwide from 10 June 2013, following a controlled start from April in the North West and parts of the North East of England.
- Existing working age Disability Living Allowance (DLA) recipients will be asked to claim PIP at some point - it won't be an option to remain on Disability Living Allowance.
- From 28 October 2013 we started inviting some individuals living in Wales, East Midlands, West Midlands and parts of East Anglia for reassessment. We have extended the areas covered by this reassessment in two waves:
 - from 13 January 2014 to postcodes beginning DG, EH, TD and ML; and
 - from 3 February 2014 to postcodes beginning CA, DL, HG, LA and YO.
- This allows testing of the claimant reassessment journey with a smaller number of reassessments using an approach similar to that taken with new claims in the Controlled Start area in April 2013.



The changes - PIP (3)



Disability

- Final decisions on the extension of natural reassessment will be taken in due course and will be informed by the experience of introducing reassessment in a gradual way first.
- Many people who currently receive DLA will continue to receive support – around 74 per cent of the current DLA caseload will continue to receive an award under PIP (by May 2018).
- A greater proportion of participants will get the higher rates, compared to DLA – around 23 per cent of PIP recipients will get a combination of the highest rates compared to 16 per cent on DLA.



The changes - Fulfilling Potential (1)



Disability

The cross-sector **Disability Action Alliance**, established in February 2013, has grown to over 200 members, all committed to working in partnership to improve the lives of disabled people. There are currently five projects, with plans for more following an 'Ideas' event in January 2014.

'Fulfilling Potential, the Government's Disability Strategy' sets out the principles that will guide the Government's future work in supporting disabled people to realise their aspirations, and priority areas for action. It outlines next steps in taking forward the disability strategy, as follows:

- Supporting and encouraging **early intervention and preventative approaches** - critical to disabled people continuing to realise aspirations.
- Enabling disabled people to have increased and **informed choice and control** over their lives.
- Promoting **inclusive communities**.



The changes - Fulfilling Potential (2)



Disability

- The Interdepartmental Ministerial Group (IMG) on Disability met for the first time in March, and the next meeting will be in December 2014. The IMG aims to encourage and stimulate progress to ensure disabled people are included in society and have opportunities to realise their aspirations. The IMG is chaired by the Minister of State for Disabled People and was set up with support from the Prime Minister.
- The Fulfilling Potential Forum was established in April. It brings together 40 disability organisations, including representatives of regional Disabled People's User-Led Organisations, to work with Government on developing strategy. The Forum is co-chaired by the Minister of State for Disabled People and the Minister of State for Care and Support. The next meeting is in October 2014.



The changes - Universal Credit (1)



Disability

- We will support all disabled people who are able to work, to do so. We will ensure those who do work are financially better off by providing generous work allowances and then applying a taper rate for earnings above the work allowance rate. This will remove barriers disabled people who can only do small or fluctuating amounts of work due to a health condition face in the current welfare system.
- Additional elements for disabled people with limited capability for work or work related activity will be available to people out of work and some of those in work, strengthening incentives for people to move into work and stay there.
- Universal Credit will ensure disabled people are treated as individuals, receiving support to get into work based on their needs, rather than the benefit they receive.



The changes - Universal Credit (2)



Disability

- Universal Credit will have a No Work Related Requirements Group, which will provide unconditional support to disabled people who are unable to work. The resources released from reforming the existing adult disability premiums will be refocused to enable more support to be targeted at those disabled people facing the most complex barriers. The Government intends to raise the support component for the most severely disabled people from the equivalent of around £33 to £77 once resources become fully available.
- Under Universal Credit, families and children will be able to receive an amount in their Universal Credit award for each dependent child, called the child element.



The changes - Disability and Health Employment Strategy



Disability

- The Government published '**The disability and health employment strategy: the discussion so far**' in December 2013. The paper focuses on **early intervention** to enable and support disabled people and people with a health condition stay in, return to and progress in work.
- The **Health and Work Service** will be launched across the UK later in 2014, offering online support and advice for employers, employees and GP's
- A **personalisation pathfinder** will take forward learning from the Right to Control pilots and test new approaches to service delivery.
- The **Psychological Wellbeing and Work** pilots will test new approaches to improve employment outcomes for people with mental health conditions.
- We are exploring new models for supporting disabled people back into work with our **Social Impact Bond (SIB)** feasibility study, in partnership with Social Finance UK.
- A **Disabled Young People's Portal** and an improved **Employers Portal** were launched in July 2014 to provide guidance and signposting on Gov.uk
- Proposed reforms to the "**Two Ticks**" Disability Symbol will seek to extend the reach of the scheme and to engage many more employers, raising awareness and improving service to employers and workers.
- The **Disability Confident** campaign reached over 1,100 employers and in July 2014 delivered to MPs the tools they need to hold Disability Confident events in their constituencies, bringing together local businesses and job-ready disabled people.



The changes – Access to Work



Disability

- Access to Work (AtW) is a programme for individuals whose health or disability affects the way they do their job. It provides individuals and their employers with advice and support with extra costs which may arise because of an individual's needs. The support it can provide includes specialist aids and equipment, support workers and travel to work. It currently helps around 30,000 disabled people a year.
- AtW support is being made more widely available to deliver enhanced outcomes for disabled people, including people wishing to start their own business through the New Enterprise Allowance scheme.
- AtW is now supporting young disabled jobseekers to gain vital work experience through AtW, included Supported Internships, Traineeships and Sector Based Work Academies.
- AtW can also provide assistance via the Mental Health Support Service to support individuals with mental health conditions to remain in work.
- Work has also been undertaken to modernise the service offering and delivery of AtW, for example, we have introduced a fast-track assessment process.



The changes - WCA



Disability

- It is now almost five years since the Work Capability Assessment (WCA) was introduced. Since its introduction, three independent reviews into the WCA have been conducted by Professor Harrington.
- Dr Paul Litchfield carried out the fourth independent review of the Work Capability Assessment (WCA). His [report](#) to the Secretary of State for Work and Pensions was laid before Parliament on 12 December 2013.
- The findings of the [Evidence Based Review](#) were published on 12 December 2013.
- The Government's response to the Litchfield Review (and next steps as a result of the Evidence Based Review) were published on 27 March 2014.



Why? (1)



Disability

- We want to ensure that the right support and the right environment are in place at every life stage so that disabled people can realise their aspirations for education, training, work and independent living.
- The disability strategy aims to facilitate this through a new partnership approach across the private, public, voluntary and community sectors, through an improved knowledge and understanding of the nature of disability in the UK today, and through specific local and national actions.
- Disability Living Allowance (DLA), relatively unchanged since 1992, is an outdated benefit with unclear criteria and inconsistent awards. Numbers claiming DLA have increased by a third in the last 10 years (to 3.3 million).



Why? (2)



Disability

- Only 9 per cent of disabled people have never worked, but more than one third of disabled people who are not in employment would like to work. Through spending on individuals not institutions, Access to Work (AtW) can help more disabled people realise their aspirations.
- People with impairments experience much higher barriers to education and training opportunities than their peers – at the age of 16, young disabled people are twice as likely not to be in any form of education, employment or training as their non-disabled peers. By giving young disabled jobseekers the support they need to gain work experience and training, AtW will address this imbalance.
- The improvements we have made to the Work Capability Assessment since 2010 are making a real difference. By continuing to refine the system to make it fairer and more accurate we can ensure that people who are able to work get the encouragement they need to get a job, while those who are too sick to work get real support.



When? 2012



September 2012 to March 2013

General Awareness Marketing Campaign targeting disabled people, employers and stakeholders.

Digital Marketing activity targeting young disabled people.

Built awareness of support Access to Work can deliver to those with Mental Health conditions.

Autumn 2012-Spring 2013

Communications to stakeholders via DWP corporate channels about Access to Work.

October 2012

Access to Work extended to young people on work experience.

December 2012

Independent Living Fund consultation response announced.



When? January - June 2013



February 2013

Fulfilling Potential:
Building a Deeper
Understanding of
Disability launched.

Disability Action Alliance
(DAA) launched

Early 2013

PIP toolkit for support
organisations
launched.

Spring 2013

Update Access to
Work pre-
employment
eligibility.

June 2013

New claims for PIP
introduced nationally.

DAA project – Blackpool
Transport launched Safe
Journey card.

February 2013

General information about PIP
sent to all existing Disability
Living Allowance claimants in
their Disability Living
Allowance uprating letters.

Implementation of stronger
Access to Work Triage in
operational environment.

March 2013 onwards

Work commenced to improve
Access to Work service offering
including:

Strengthening independent travel.

Transferable awards.

Simplifying Access to Work
assessment.

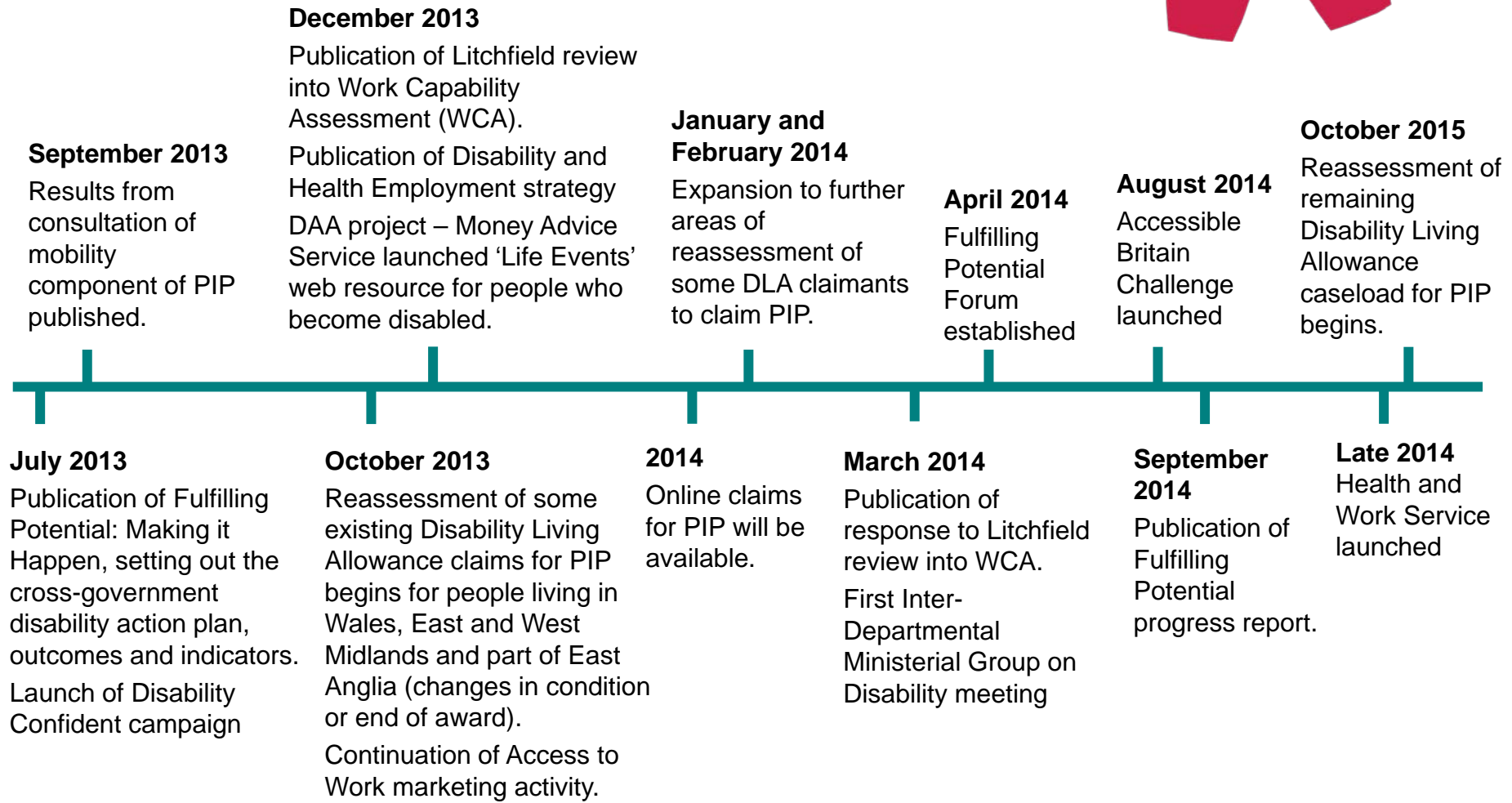
April 2013

Controlled start for New Claims to PIP for
those living in the North West and parts of
the North East of England.

Marketing activity to promote Access to
Work through corporate, media and
stakeholder channels: building general
awareness and targeting disabled people
out of work, Young Disabled People and
those who become disabled in work.



When? July 2013 - 2015



Your role - Local Authorities (1)



Disability

PIP

- You can find guides and support tools online at gov.uk/dwp/pip-toolkit
- You can help by raising awareness of the changes planned, signposting to support and reassuring existing claimants.
- Practical steps, such as issuing the right leaflets and forms, can make a real difference. The toolkit explains how you can help.

Universal Credit

- Universal Credit will make it easier and less worrying for claimants to try out a job or work more hours, because their benefits will not automatically stop if they do so.
- The resources that can be released from reforming the existing adult disability premiums will be refocused to enable more support to be targeted at those disabled people facing the most complex barriers.



Your role - Local Authorities (2)



Disability

Fulfilling Potential

- ‘Fulfilling Potential’ sets out a new approach: one of partnership and support. It establishes a new cross-sector Disability Action Alliance. The Government will be joining forces with disability organisations and the public and private sectors to change attitudes and create inclusive communities around the country. You can join the Alliance at www.disabilityactionalliance.org.uk

Access to Work

- Access to Work (AtW) is a specialist disability employment programme delivered by Jobcentre Plus, which provides practical advice and support to disabled people and their employers to help them overcome work-related obstacles resulting from disability.
- AtW is provided where the employee requires support or adaptations beyond those “reasonable adjustments” which an employer is legally obliged to provide under the Equality Act 2010. It is not there to duplicate funding available from other sources.



Your role - Stakeholders (1)



Disability

PIP

- We have recognised the need to reform Disability Living Allowance – more than 500 organisations and 5,000 individuals gave their views.
- Support organisations and individuals have helped shape the design and delivery of PIP.
- Key changes include assessment by a health professional (usually face to face), regular reviews and claims will be started over the phone.
- We will support you with guides, factsheets and tools at gov.uk/dwp/pip-toolkit to help you offer the best advice. Practical steps, such as issuing the right leaflets and forms, can make a real difference. The toolkit explains how you can help.

Fulfilling Potential

- ‘Fulfilling Potential’ sets out a new approach: one of partnership and support. It establishes a new cross-sector Disability Action Alliance. The Government will be joining forces with disability organisations and the public and private sectors to change attitudes and create inclusive communities around the country. You can join the Alliance at www.disabilityactionalliance.org.uk
- The Fulfilling Potential Forum enables 40 disability organisations to engage with Government on developing strategy.



Your role - Stakeholders (2)



Disability

Universal Credit

- Universal Credit will make it easier and less worrying for claimants to try out a job or work more hours, because their benefits will not automatically stop if they do so.
- The resources that can be released from reforming the existing adult disability premiums will be refocused to enable more support to be targeted at those disabled people facing the most complex barriers.
- There will be no cash losers in the rollout of Universal Credit at the point of change where circumstances remain the same, and the Government estimate hundreds of thousands of disabled people will be better off.



Your role - Stakeholders (3)



Disability

Access to Work

- We have implemented a range of improvements following Liz Sayce's recommendations on Access to Work ***Getting in, staying in and getting on***
- We currently invest around £100m on Access to Work each year, to support around 30,000 disabled people in work.
- We have seen a growth in disabled people supported by Access to Work to get and retain employment.



Housing Support



The changes (1)

Housing Support

- Housing Benefit has changed, including the introduction of **caps on Local Housing Allowance rates** and the **extension of the shared accommodation rate to people aged under 35**.
- **Localised support for Council Tax** has been introduced to replace Council Tax Benefit. DWP and DCLG are working together to ensure the provision, continuation and development of data necessary to input into local schemes. Support for pensioners will continue to be governed by a national framework.
- In addition, since April 2013, **Local Housing Allowance rates have been updated annually**. In April 2014, rates were generally increased by a maximum of 1 per cent. This will be repeated in April 2015.
- The government set aside £140 million (known as the 'Targeted Affordability Fund') to increase some rates by greater than 1 per cent in areas where there may be a shortage of affordable housing. £45 million for 2014/15 with a further £95 million available in 2015/16 to help those areas where rents are rising fastest.



The changes (2)

Housing Support

- Since April 2013 all tenants renting from a local authority, housing association or other registered social landlord receive **housing support based on household size**. These allow for one bedroom for each person or couple living as part of the household. Both people in a couple must have to be of working age to be affected. Two children under 16 of the same gender are expected to share a room, as are two children under 10 regardless of gender.
- Where a property is deemed 'under occupied' the eligible rent under Housing Benefit will be reduced by 14 per cent for one room and 25 per cent if under occupied by two rooms or more.



The changes (3)

Housing Support

- Households with a disabled child may retain Housing Benefit for an additional room, if the nature and severity of the child's disability disturbs the sleep of the other child that they would normally be expected to share with. (This follows a Court of Appeal judgment about the treatment of disabled children under the size criteria rules in private rented accommodation and has applied to social sector accommodation since 1 April 2013, when the spare room subsidy was removed.)
- Household size criteria also allows one bedroom for a non-resident carer if a tenant or their partner is a disabled person who needs overnight care.
- Approved foster carers, whether or not they have a child placed with them or are between placements, are allowed an extra room, as long as they have fostered a child within the last 12 months or become a registered foster carer within the last 12 months.
- Wives or husbands of those serving in the Armed Forces are unaffected by these changes. Parents with adult children in the Armed Forces who continue to live with their parents will continue to be considered as living at home when applying the size criteria whilst away on operational duty.



The changes (4)

Housing Support

- In 2014/15 we will continue to support those affected by the welfare reforms with a total government contribution to Discretionary Housing Payments of £165 million. £60 million of this is allocated to support those claimants affected by the Removal of the Spare Room Subsidy.
- Local authorities have discretion in determining Discretionary Housing Payments at a local level, based on the circumstance of each individual case. We have provided local authorities with a Discretionary Housing Payment good practice manual that enables them to make awards where there is a clear need.
- The government has continued its support to local authorities in 2014/15 by providing £18.4 million towards the ongoing administration of the welfare changes.



Why?

Housing Support

- Housing Benefit expenditure has increased by 50 per cent in real terms over the last decade, and unreformed was forecast to reach over £26 billion by 2014/15.
- Reforms will ensure that people claiming benefits face the same choices about their housing as low income working households not claiming benefits. It is counterproductive to sustain people in expensive central London properties that they would not be able to afford without Housing Benefit.
- They also remove one of the key differences between the social sector and private sector housing, by basing entitlement on the needs of the household rather than the property.
- Uprating Local Housing Allowance rates annually brings the system in line with other benefits, including Universal Credit and Pension Credit. Limiting increases to 1 per cent will exert downward pressure on rents, and the additional funding will help ensure that people are not priced out of hot rental markets.



When?



April 2013

Local Housing Allowance rates uprated annually by reference to the Consumer Price Index or 30th percentile of local rents.

Removal of the spare room subsidy came into force.

Introduction of localised support for Council Tax.

May 2013

Interim report on Local Housing Allowance monitoring and evaluation research.

April 2014

Local Housing Allowance uprating limited to 1 per cent – some rates targeted to receive a higher increase of up to 4 per cent

October 2013

Supported Exempt Accommodation will be met outside of Universal Credit and in the interim broadly administered as now.

Progressive roll out of Universal Credit begins – further 6 Jobcentres taking new claims by Spring 2014

Any Universal Credit recipients moving into temporary accommodation will have housing costs met under the Local Housing Allowance rates.

July 2014

Publication of final report on LHA monitoring and evaluation research.

Publication of interim evaluation of Removal of the Spare Room Subsidy.



Your role - Local Authorities (1)

Housing Support

- Local authorities will continue to have responsibility for administering Housing Benefit and introducing the reforms outlined for Housing Benefit claimants. Housing Benefit for working age social rented sector claimants will be restricted for those who are occupying a larger property than their household size and structure needs.
- Local authorities will have the freedom to determine who should qualify to go on their housing waiting list and to develop local solutions which make the best use of limited stock.
- The Welfare Reform Act 2012 provides for the abolition of Housing Benefit. Support for housing costs for working age claimants will be provided within Universal Credit, as part of a single monthly payment.
- Current arrangements of rental support for pensioners via Housing Benefit will therefore need to remain in place until at least the financial year 2017/18.



Your role - Local Authorities (2)

Housing Support

- The housing costs of those in Supported Exempt Accommodation will be met outside Universal Credit and in the interim broadly administered as now. For the longer term we are exploring a range of options, including the feasibility of a localised funding system.
- Temporary accommodation cases in Universal Credit will have the housing costs met in line with the Local Housing Allowance rates in the private rented sector.
- The management element for temporary accommodation cases in Universal Credit will be separated out and paid directly to local authorities. In the interim, our preferred option is through top-ups to local authorities' Discretionary Housing Payment pots with a mechanism to reflect changes in local caseloads. We will develop a longer-term solution with stakeholders and other Government departments.



Your role - Stakeholders



Housing Support

Landlords

- The Chartered Institute of Housing has produced a [toolkit 'Making it Fit'](#) designed to help landlords in the removal of the spare room subsidy.
- Landlords and local authorities should work with claimants affected by the removal of the spare room subsidy. They could consider:
 - engaging fully with the Work Programme - seeking employment with support from Jobcentre Plus or increasing their hours.
 - working with their landlord to try to move to alternative accommodation.
 - claiming a Discretionary Housing Payment.



Owner Occupier Housing Costs



What's changing?

Owner Occupier Housing Costs

Key reforms in Universal Credit

There will be some differences from existing Support for Mortgage Interest provision for owner occupiers when Universal Credit is introduced. These are:

- All loans secured on the property will be allowable, up to the capital limit.
- There will be a zero earnings rule for Owner Occupier Housing Costs - if the claimant and/or the partner has any earned income, Owner Occupier Housing Costs stops.
- There will be no linking rules.
- The waiting period will be 13 weeks and the capital loan limit £200,000 until the end of March 2016.
- No deductions for non dependants in Owner Occupier Housing Costs.
- We will continue to make payments of mortgage interest direct to lenders.
- We are making provision for alternative finance arrangements (Islamic mortgages).

Pension Age

- Owner Occupier Housing Costs will continue as part of Pension Credit.



Why?

Owner Occupier Housing Costs

- Reforms will provide for a simple and transparent approach for Owner Occupier Housing Costs in Universal Credit. This will be much clearer for claimants, much simpler for administrators, and provide value for money for taxpayers.





Benefit Cap



The changes (1)

Benefit Cap

- From 15 April 2013 a cap was introduced on the total amount of benefit that working age claimants can receive. The level of the benefit cap is based on average earnings (after tax and National Insurance) for working families – £500 a week for couples (with or without children) and single parent households, and £350 a week for single adult households without children.
- The benefit cap applies to the combined income from out-of-work benefits; and other benefits such as Housing Benefit, Child Tax Credit, Child Benefit and Carer's Allowance.
- Households in receipt of Working Tax Credits are exempt from the cap, as are:
 - those entitled to Working Tax Credit.
 - all households which include someone receiving a disability-related benefit (Disability Living Allowance / Attendance Allowance / Personal Independence Payment / Industrial Injuries Benefit / support component of Employment & Support Allowance). *(Please note that adult children living in the household, and receiving a benefit in their own right, would not normally count as part of the household for the purposes of the benefit cap).*
 - War widows and widowers and those in receipt of War Disablement Pension or equivalent payments under the Armed Forces Compensation Scheme.



The changes (2)



Benefit Cap

- There is a 'grace period' whereby the benefit cap will not be applied for 39 weeks to those who have been continuously in work for the previous 12 months and have become unemployed. This allows people time to find alternative employment or consider other options to avoid the impacts of the cap.
- To help those affected, employment support is available from Jobcentre Plus, the Work Programme or the Work Choice programme as appropriate.
- There is an online calculator available for claimants to use at www.gov.uk and a benefit cap helpline: 0845 6057064 and textphone: 0845 6088551 (8am-6pm Monday-Friday).



Why?



Benefit Cap

- The benefit cap is a key part of welfare reform and aims to achieve long term positive behavioural effects through changed attitudes to welfare, responsible life choices and strong work incentives.
- Finding work and qualifying for Working Tax Credit may be the best way to ensure the cap doesn't apply and employment support will be offered to all those affected. Other ways of minimising the effects of the cap will be to negotiate rents to a more affordable amount, or move to cheaper accommodation.
- Transitional support to help manage families into more appropriate accommodation will be available to local authorities in the form of Discretionary Housing Payments.
- DWP is providing additional funding for the Discretionary Housing Payments Scheme of up to £110 million – £65 million in 2013/14, and up to a further £45 million in 2014/15.



Your role - Local Authorities



Benefit Cap

- Initially the cap is being administered by local authorities through deductions from Housing Benefit payments. These arrangements will continue until Universal Credit is fully in place and the cap from Housing Benefit is no longer required.
- Local authorities can make additional payments to people entitled to Housing Benefit where the person needs temporary help with housing costs. These Discretionary Housing Payments should be prioritised for claimants, who as a result of a number of complex challenges, cannot move immediately into work or more affordable accommodation.
- There is a range of support available locally for those who are affected. It is important that claimants discuss their options with their local authority as well as Jobcentre Plus. Jobcentre Plus Districts are working closely with local authorities in their area to offer joint support.



Your role - Stakeholders



Benefit Cap

- It is important that claimants affected by the benefit cap are aware of the support available to them. Advisers should help them understand this and encourage a proactive response to finding work, so the cap will not apply to them.
- Support is available from Jobcentre Plus, local authorities and a range of stakeholders to help claimants overcome barriers and move into work or consider other options available to minimise the effects of the cap.
- Local voluntary and community-based organisations have a lot to offer jobseekers. Advisers who know the local area and the gaps that need filling can help claimants to maximise these opportunities by providing support to build confidence and develop relevant skills.



Social Fund



The changes

A dark blue gear-shaped graphic with the text "Social Fund" in white, positioned in the top right corner of the slide.

- Community Care Grants and Crisis Loans were abolished on 1 April 2013.
- From April 2013, local authorities in England, and the Scottish and Welsh Governments have been free to deliver their own local arrangements for assistance for people facing a crisis or short term unavoidable need.
- The help and support provided by local authorities and the Scottish and Welsh Governments is known as Local Welfare Provision. In Scotland it will be known as the Scottish Welfare Fund. In Wales it will be delivered as the Discretionary Assistance Fund.



Why?



Social Fund

The Social Fund has been in existence for 20 years and has not kept pace with changes in welfare delivery. Social Fund Reform involves the ending of some of the centrally administered discretionary Social Fund (Community Care Grants and Crisis Loans) and the introduction of Local Welfare Provision.



Your role - Local Authorities (1)

A dark blue gear-shaped graphic with the text "Social Fund" in white, positioned in the top right corner of the slide.

Social Fund

- Crisis Loans and Community Care Grants, parts of the discretionary Social Fund, were abolished on 1 April 2013.
- All of the funding that DWP is allocated for the discretionary Social Fund, £178.2 million per annum, will be transferred to local authorities in England and the Scottish and Welsh Governments to develop their own Local Welfare Provision schemes from 1 April 2014 (as it was in 2013). This will be the last year of separate funding from DWP.
- From April 2015 onwards, local authorities can continue to manage their support from within their general fund. Local authorities are the best judge of needs and priorities within their areas, so it is right for them to choose how much funding to allocate to Local Welfare Provision services and how to provide such support.



Your role - Local Authorities (2)

- DWP does not expect local authorities or devolved administrations to replicate the current system in whole or in part, but rather to align with, and extend, existing support and provision provided locally.
- Support in this way will be better targeted at those groups and individuals who need it most, particularly vulnerable people who struggle with the complexity and remoteness of the current system.
- Provision will be reviewed in 2014/15.
- Contact your local DWP Partnership Manager for more information (not Jobcentre Plus).
- [More information](#) is available on the DWP website.



Your role - Businesses

A dark blue gear-shaped graphic with the text "Social Fund" in white, positioned in the top right corner of the slide.

Social Fund

- Community Care Grants and Crisis Loans were abolished on 1 April 2013.
- The Reform is part of the localism agenda, moving away from a remote and centralised system.
- Local Welfare Provision provides the opportunity to develop a local system that builds upon programmes and services already in place.
- Local authorities and the devolved administrations may choose to work with partner organisations in designing and delivering their local schemes.



Employment Offer



The changes - Overview

Employment Offer

Significant changes have been made to the **welfare-to-work programmes** available to Jobcentre Plus claimants, including:

- **Universal Jobmatch**, an online job posting and matching service for both employer / recruiters and jobseekers.
- **Youth Contract**, including the Wage Incentive, a programme to get more young people into meaningful employment, training or work experience.
- **Work Programme**, offering greater freedom to tailor support to the needs of each claimant.
- **Help to Work** - from April 2014, Jobseeker's Allowance claimants returning from the Work Programme will go onto one of three intensive modes of support, determined by a Jobcentre Plus adviser/work coach and according to need.
- **Work Choice**, a specialist disability employment programme, launched in October 2010, provides tailored support to help disabled people who face the most complex barriers to find, and stay in, work.
- **Spending Review 2013 measures** - from April 2014, pre-Work Programme Jobseeker's Allowance claimants and certain lone parents and responsible carers will be subject to a number of measures which increase conditionality and support.



The changes - Universal Jobmatch (1)

Employment Offer

- Universal Jobmatch provides employers/recruiters with an improved digital recruitment service offer to set up and manage their account at a time that suits them.
- Employers/recruiters can receive an anonymous list of potential matches, ranked in a percentage order, so that they can judge the local labour market before posting a job, allowing them to invite those anonymous jobseekers to apply for their position. This can help to speed up the whole recruitment process as well as assisting with reducing costs.
- By setting up an account, jobseekers can make full use of the new service, including creating, copying or uploading a public CV, sending a cover letter with their CV, receiving automated matches to jobs and email alerts when new jobs are posted. Without an account, jobseekers will only be able to search for jobs.



The changes - Universal Jobmatch (2)

Employment Offer

- JSA claimants will be automatically matched to jobs, whereas before they could only search for jobs. By simplifying their job search, they can receive more targeted support from advisers, such as coaching in CV writing;
- Jobcentre Plus Work Coaches can issue a Jobseeker's Direction to mandate certain JSA claimants to create a profile and public CV within Universal Jobmatch; and
- Work Coaches can review a JSA claimants account (with permission from the claimant) by analysing CVs, job matching, training and application history etc. As a result of this, they give JSA claimants a tailored high quality support assisting them to optimise their CVs and identify any skills gaps to help them back into work.

There are currently:

- 7.6 million jobseekers registered on Universal Jobmatch
- 4.2 million average daily job searches;
- Over 680,000 jobs available;
- Over 604,000 company accounts set up.



The changes - Youth Contract (1)

Employment Offer

- The Youth Contract was introduced in April 2012 to provide additional support to young unemployed people over three years.
- The Youth Contract builds on existing support to provide young people with more intensive adviser support and work experience, as well as providing employers with wage incentives and apprenticeship grants to encourage them to recruit young people.

DWP elements:

- An additional 250,000 work experience or sector-based work academy places available.
- Additional adviser support through Jobcentre Plus available for all 18-24 year olds.

(continued over)



The changes - Youth Contract (2)

Employment Offer

- The wage incentive has provided nearly 100,000 job opportunities for young people. It was always intended to be a time-limited measure, designed to support employers during the recession.
- The economy is recovering, the UK has witnessed the biggest annual drop in youth unemployment since records began and the youth claimant count has fallen for each of the past 33 months. Compared to a year ago, there are 133,200 fewer young people on JSA. Added to that, there are now over 200,000 more open vacancies than at the election. Our focus now is to make sure young people have the skills they need to take up these vacancies.

Other elements:

- Claimants that need it are referred for a careers interview with the National Careers Service by Jobcentre advisers.
- An additional 20,000 Apprenticeship Grants for Employers (AGE 16-24) to encourage starts into apprenticeships are being made available by the National Apprenticeship Service.
- £126 million is being made available by the Department for Education to provide support for 55,000 of the most disengaged 16-17 year olds not in education, employment, or training (NEETs).



The changes – Spending Review 2013 measures (1)

Employment Offer

- In the Spending Review 2013, measures were agreed to deliver increased conditionality and compliance requirements for jobseekers.
- These measures maintain the momentum to help claimants enter employment at the earliest opportunity.
- Five of these measures were introduced from 28 April 2014. Some of these are being phased in (between April and October 2014), and one was introduced in England only from 28 April 2014.
- Four measures were introduced for pre-Work Programme JSA (new and old style) and those Universal Credit (UC) claimants subject to intensive work search requirements:
 - All claimants making a new claim to JSA and UC claimants (those who are subject to intensive work search requirements) now need to demonstrate positive jobseeking behaviours from day one. Prior to their Initial Work Search Interview, claimants are requested to: set up an email address, prepare a suitable CV, and register on Universal Jobmatch;

(continued over)



The changes – Spending Review 2013 measures (2)

Employment Offer

- Weekly Work Search Reviews were introduced for 50 per cent of claimants. Work Coaches use discretion to call claimants in for an additional work search review;
- All claimants are now required to attend a 20 minute Quarterly Work Search Interview every 13 weeks, to review the previous quarter's activities, skills, Jobseeker's Agreement (JSAg) / Claimant Commitment and widen the claimant's work search;
- Under the English Language Requirement, all claimants are now screened to identify those with English speaking and listening skills below Entry Level 2 at the Initial Work Search Interview. Identified claimants are then mandated to a full assessment completed by a provider and where appropriate, mandated to attend English Language Training to improve their language skills, with the intention of improving their prospects of finding employment. This is expected to be introduced in Scotland and Wales from November 2014.



The changes – Spending Review 2013 measures (3)

- The fifth measure changed the support we provide for lone parents.
 - Previously lone parents who were entitled to Income Support (IS), solely on the basis of being a lone parent, had to attend regular Work-focused Interviews (WFIs) once their youngest child reached the age of one. Since April 2014 the frequency and duration of WFIs for this group is now determined by advisers, enabling support to be more tailored to meet the needs of the lone parent.
 - Mandatory Work-Related Activity (WRA) was also introduced for certain lone parents and responsible carers with a youngest child aged 3 or 4. Activities are flexible, tailored to the individual, and must be reasonable taking into account the parent's circumstances. WRA may not be used to require the claimant to apply for or take up work.

(continued over)

The changes – Spending Review 2013 measures (4)

Employment Offer

- After the regulations came into force, those lone parents on Income Support (England only), UC and ESA in the scope of these changes were made aware that if they volunteered for the Work Programme as their chosen WRA, their participation would become mandatory. Those lone parents who were already participating in the Work Programme when the changes came into force remained so in a voluntary capacity - except for those whose youngest child turns 3 or 4 during the 2 year Work Programme then their participation becomes mandatory.
- The changes apply to lone parents who are entitled to IS solely on that basis; or claim ESA and are in the work-related activity group (WRAG). Under UC and new-style ESA, WRA will apply to lone parents and responsible carers with a youngest child aged 3 or 4 who are placed in the work preparation group.



The changes - Work Programme (1)

Employment Offer

- The Work Programme was launched on 10 June 2011 and is now in place nationally. It is the biggest single payment by results employment programme Britain has ever seen, providing personalised support to an expected 2.3 million claimants over the life of the contract.
- The Work Programme has replaced much of the complex range of employment support previously on offer including the New Deals, Employment Zones and Pathways to Work.
- From June 2013, the majority of Jobseeker's Allowance claimants returning from the Work Programme will be referred to a Mandatory Intervention Regime, an intensive Jobcentre Plus regime which was trialled last year as part of the Support for the Very Long Term Unemployed trailblazer.
- Referral to the Work Programme is being made mandatory for specific income-related Employment and Support Allowance claimants in the Work Related Activity Group. This means more claimants with longer term health conditions will receive the help and support they need to begin preparing for, and eventually returning to, work.



The changes - Work Programme (2)

Employment Offer

- Up to the end of June 2014, 1.51m have been on the Work Programme long enough to achieve a Job Outcome (three or six months depending on their Payment Group).
- 331,000 Job Outcome payments were made to providers, which represents 22 per cent of eligible referrals.
- Far more people have started work but not been in work long enough to be captured by the statistics – six months in most cases, or three for the hardest to help. Over 600,000 people have now started a job, an increase of over 50,000 over the last quarter (up to end of March 2014).
- Up to the end of June 2014, 2.85m sustainment payments had been made for 314,000 people. This compares to 2.36m sustainment payments spread over 274,000 participants at the end of March 2014.
- To date approaching 108,000 claimants have stayed in sustained employment long enough to qualify for the maximum number of sustainment payments possible. (Note: To achieve the maximum number of sustainment payments takes a minimum of a year and a half in employment.)



The changes – Help to Work

Employment Offer

- Since April 2014, Jobseeker's Allowance claimants returning from the Work Programme go onto one of three intensive modes of support.
- The type of support are tailored to their individual needs as determined by Jobcentre Plus advisers/work coaches.
- The three options are:
 - Going on the Mandatory Intervention Regime (MIR), an intensive offer of support currently operating in Jobcentre Plus
 - Signing on at a Jobcentre every day for an extended period
 - Going on a six-month Community Work Placement (CWP) for 30 hours a week, alongside provider-led jobsearch. (In England, CWPs are part-funded by the European Social Fund, under DWP's co-financing agreements.)
- Supervised Jobsearch Pilots will run in four Jobcentre Plus Districts from October 2014 to March 2015.
- The pilots will test the impact of supervised jobsearch support to claimants who either need support and supervision early in their claim (pre-Work Programme), or who have already received support from Jobcentre Plus after completing the Work Programme (post-Work Programme).



The changes – New Enterprise Allowance (1)

- New Enterprise Allowance (NEA) helps unemployed people who want to start their own business, providing access to mentoring and financial support. It is available to people claiming Jobseeker's Allowance, lone parents in receipt of Income Support, and some claimants of Employment Support Allowance from day one of their claim.
- Participants work with a volunteer business mentor who provides guidance as they develop their business idea and supports them through the early stages of trading.
- To be eligible for financial support, the claimant has to demonstrate that their business idea is viable and has growth potential. Support consists of a weekly allowance payable over 26 weeks' worth up to £1,274 - allowing them to establish their business and cash flow – and if they need start-up capital, they may also apply for an unsecured loan of up to £1,000 to help with start-up costs such as buying their initial equipment.



The changes – New Enterprise Allowance (2)

- NEA is available across Great Britain. Successful applications for funding to help deliver the NEA in Jobcentre Plus districts are publicly available.
- An extension to the NEA has been announced. New referrals to the scheme, due to end in September, will now continue until the end of December 2014. Over this period, an additional 60,000 mentoring places are being made available.
- Funding to extend the scheme to 2015/16 was announced in the Autumn Statement. The details of this extension are currently being developed.



The changes - Work Choice (1)

Employment Offer

- Launched in October 2010, Work Choice is a specialist disability employment programme. It provides tailored support to help disabled people who face the most complex barriers to find and stay in work, and ultimately help them progress into unsupported employment, where it is appropriate for the individual.
- Work Choice provides a better experience for the participant, moving away from a 'one-size-fits-all' approach.
- Work Choice is voluntary and available regardless of any benefits being claimed.



The changes - Work Choice (2)

Employment Offer

- Work Choice provides disabled people with complex barriers to employment and more intensive support needs with a seamless service covering all stages of the journey into work:
 - finding a job and preparing to enter work;
 - short to medium-term in-work support or longer-term in work support;
 - progression into open unsupported employment, where appropriate for the individual;
 - support for self-employment (where applicable).
- Work Choice can provide an indefinite period of support once the claimant is in work, unlike mainstream employment provision. This is in recognition of the fact that some Work Choice participants may need ongoing support to overcome barriers in work that cannot be met through normal workplace adjustments.



Why?

Employment Offer

- At the core of the Government's Welfare Reforms is the belief that employment is the best option. The changes that have been made to the welfare-to-work programmes focus on providing a highly personalised service, to ensure as many people as possible find employment as quickly as possible.
- These changes also ensure that help is targeted at those who need it most.

“Support should be targeted to individual needs. Different people need different things, it needs to be personalised.”

Long term unemployed respondent



When?

Employment Offer

10 September 2012 onwards

Employment and Support Allowance claimants with a 3 or 6 month prognosis, and who had previously received support from Pathways to Work, mandated to the Work Programme.

June 2013 onwards

The majority of JSA claimants returning from the Work Programme will be referred to the Mandatory Intervention Regime.

April 2014

Help to Work – JSA claimants returning from the Work Programme go onto one of three intensive modes of support, determined by Jobcentre Plus advisor.

Spending Review 2013 measures - pre-Work Programme JSA claimants and certain lone parents and responsible carers are subject to a number of measures which increase conditionality and support.

November 2012 onwards

All Employment and Support Allowance claimants with a 12 month prognosis to be mandated to the Work Programme.

November 2012

Universal Jobmatch introduced.

Summer 2013

The first Work Programme claimants finish their 2 years with providers. Structures will be in place to support these claimants by this time.

Autumn 2014

Start date for Supervised Jobsearch Pilots (October 2014 – March 2015)

Expected start date for pilot in support of 18-21 year olds.



Your role - Local Authorities

Employment Offer

- Jobcentre district managers, employers and local authorities will have the autonomy to work together in partnership to ensure provision is locally managed and adapted to local needs.
- The Work Programme offers local authorities the chance to engage with and support local, productive voluntary sector organisations.
- Jobcentre Plus managers and advisers are given as much flexibility as possible, using their skills to give claimants the help they need.
- The primary referral route into Work Choice is through Jobcentre Plus Disability Employment Advisers. Referrals can also be made by Statutory Referral Organisations such as Primary Care Trusts and local authorities.



Your role - Stakeholders (1)

Employment Offer

Companies

- Universal Jobmatch will provide employers with an enhanced online recruitment service, automatically matching employers' jobs to suitable jobseekers, and helping to speed up the whole recruitment process.

Employers

- Research suggests that far from being too complex, the government's employment message and offers are simple to engage with.
- Youth Contract: Employers will be offered a wage incentive of £2,275 to recruit a young person into sustainable work. There will also be 20,000 extra incentive payments available worth £1,500 each for employers to take on young Apprentices, bringing the total number of Apprentices to 40,000.



Your role - Stakeholders (2)

Employment Offer

Businesses

- The Work Programme is delivered through contracted provision. Provider performance will be managed and reviewed across the life of the contract (5 years).
- Work Programme providers have the freedom to provide support based on the needs of individuals. Payment is largely awarded for keeping people in work for a sustained period of time, but as providers will have 2 years to work with claimants, there is a real incentive to invest in claimant support.
- Increasing the mandatory referral of Employment and Support Allowance claimants to the Work Programme, and therefore the number of overall claimants on the Programme, is expected to positively impact business models and supply chains.



Your role - Stakeholders (3)



Employment Offer

Businesses

- Work Choice is delivered by 8 prime providers across 28 Contract Package Areas. It is also delivered separately by Remploy in 23 Contract Package Areas across England, Scotland and Wales.
- Work Choice includes associated sub-contractors from the private, public and voluntary sector. These have specialist knowledge and skills for working with, and supporting, disabled people.



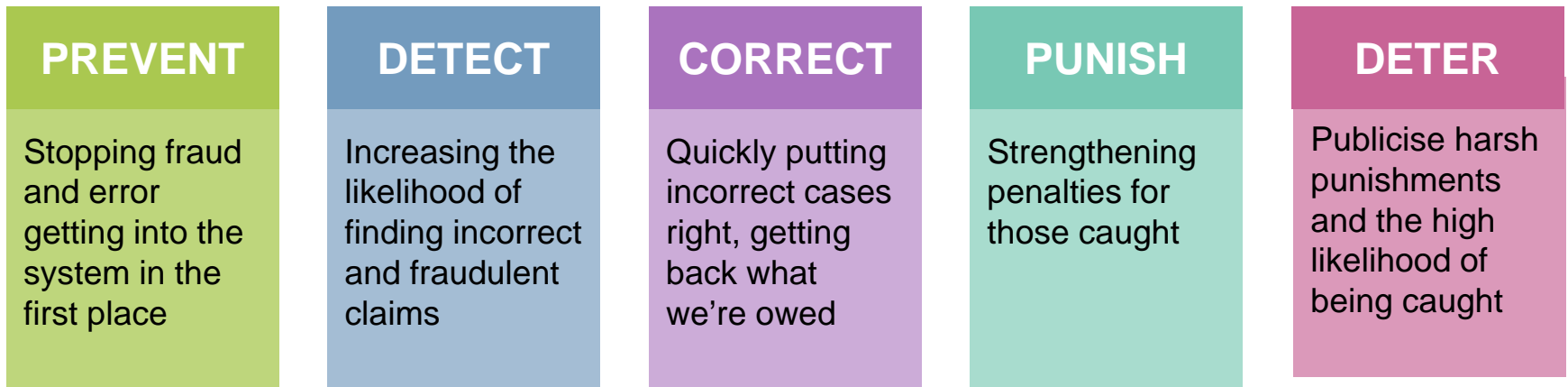
Fraud & Error



The changes (1)

The future is an integrated end-to-end Fraud and Error service.

- The Fraud and Error Strategy will deliver the capability to **prevent** fraud and error in the first instance; **detect** and **correct** fraud and error where it does exist; deliver tough **punishments** for those who defraud the system; and **deter** those who would try to abuse the system in future.



- We will also improve our regime for monitoring and evaluating performance to ensure resources are focused on areas of greatest financial loss and risk.



The changes (2)

Prevent:

- **New prevention capability** - The Department will deliver a new fraud and error prevention capability using data and intelligence, and enhanced analysis methods, to assess risks in new and existing benefit claims, and support targeted interventions by specialist investigation teams.
- **ATLAS** - Automatic Transfer to Local Authority Systems (ATLAS) is an IT system which allows data to be exchanged with local authorities on Housing Benefit and Council Tax Benefit to ensure claims stay correct.
- **RTI** - Real Time Information on earnings reduces the opportunity to defraud the system and keeps payments correct.



The changes (3)

Detect:

- **SFIS** - We have begun the implementation of a Single Fraud Investigation Service (SFIS) from July 2014, initially in a small number of sites. This is an improved way of working that will mean a single fraud investigator can investigate all types of welfare benefit fraud, including DWP benefits, Housing Benefit and Tax Credits. Single fraud investigations will be delivered by the new DWP Fraud and Error Service and we are working with our partners in HMRC and local authorities to make sure we implement the service safely. Implementation continues from October 2014 through to March 2016 on a rolling programme.
- **Campaign Management** - Mobile Regional Taskforce (MRT) pilot initiatives were outlined in the joint DWP and HMRC fraud and error strategy to help reduce the level of benefit and Tax Credit fraud and error in the system.
- The MRT team delivered three pilots in 2011 and commenced the next phase in December 2012 in Dundee and Manchester.
- Evaluation continues and the analysis together with lessons learned will be used to inform the development of Campaign Management, which forms a key element of the Fraud Error and Debt Business Services Model and Framework.



The changes (4)

Correct:

- We are working to ensure all overpayments are recovered as quickly and efficiently as possible and are ensuring staff have the right expertise to deliver the right amounts to claimants.
- Claimants have a responsibility to ensure that they inform DWP about any changes to their circumstance and that the information they provide is correct. For those that don't, a £50 **Civil Penalty** has been introduced for use in cases of 1) claimant error resulting in an overpayment due to negligence and failure to take steps to put it right or report changes; 2) failure to report changes promptly with no reasonable excuse for their failure; or 3) failure to provide information in accordance with requirements and offering no reasonable excuse for not doing so.

The changes (5)

Punish:

- **Administrative Penalties** - A tougher administrative penalty of £350 for benefit fraud or 50 per cent of the amount overpaid, whichever is greater up to a maximum penalty of £2,000. This is in addition to the current loss of benefit for a four week period and the existing requirement to repay any overpayment.
- **Loss of Benefit Penalties** - We have increased the period for which those convicted of fraud will forfeit their benefit, alongside any court punishments:
 - Conviction for a first benefit fraud offence - benefit lost for 13 weeks;
 - For a second offence where the latter offence results in a conviction – benefit lost for 26 weeks;
 - For a third offence where the latter offence results in a conviction - three years, with a three year loss of benefit for a serious offence of identity benefit fraud or organised benefit fraud.

The changes (6)

Deter:

- Our communications will continue to focus on deterrence. Our suggested approach differs from previous communications campaigns by emphasising personal consequence of being convicted of fraud, showing clearly that fraudulent claimants' children, families and communities are the victims of their crime.



Why? (1)

Fraud & Error

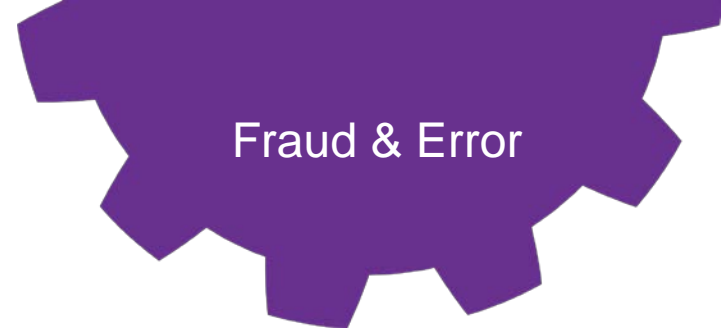
- The level of benefit fraud over the last 10 years has reduced by over 50 per cent as a result of the action the Department has taken. However, despite this progress there is still an unaffordable and unacceptable level of both fraud and error in our benefit systems.
- Benefit overpayments caused by fraud and error preliminary 2013/14 were estimated to be £3.3 billion or 2.0 per cent of benefit expenditure:
 - overpayments because of fraud – £1.1 billion, or 0.7 per cent of benefit spend;
 - overpayments because of official error – £0.7 billion or 0.4 per cent of benefit spend; and
 - overpayments because of claimant error – £1.5 billion or 0.9 per cent of benefit spend.



Why? (2)

- The high level of fraud and error in our system is also a major driver for moving from our current complex benefit system to Universal Credit. With Universal Credit's introduction, the benefits and tax credits systems will be made simpler and as far as possible, the opportunities for fraud and error will be greatly reduced.
- The Fraud and Error Strategy is therefore key to the Government's Welfare Reform Agenda, helping to make the benefit system fairer and tackle the level of loss. We are modernising the Fraud and Error agenda, using latest techniques to prevent and detect fraud, and ensure benefit claims are accurate.

When?



May 2012

New Administrative Penalty introduced

November 2012

Single Fraud Investigation Service initial pilots went live.

1 April 2013

Tougher Loss of Benefit regulations commenced.

October 2012

Civil Penalties introduced.

December 2012

Mobile Regional Taskforce pilots went live in Dundee and Manchester.

July 2014 – March 2016

Implementation of Single Fraud Investigation Service



Your role - Local Authorities

- Single fraud investigations will be delivered by the new DWP Fraud and Error Service and we are working with our partners in HMRC and local authorities to make sure we implement the service safely.
- Campaign Management will target local hotspots to encourage reporting of changes of circumstance, as well as deterring those who are considering committing fraud.
- The Automatic Transfer to Local Authority Systems IT development will ensure improved data matching between local authorities and DWP.

Your role - Stakeholders



Fraud & Error

General Public

- Most people do not commit benefit fraud, but we have penalties and prosecutions in place for those who defraud the system. We are using best in class data and systems to root out fraud in the welfare system, and are launching a Single Fraud Investigation Service to target benefit cheats.

Businesses

- The Real Time Information used in Universal Credit will help pick up financial irregularities, as well as reducing staff error.

HMRC

- DWP is working in conjunction with HMRC on our joint Fraud and Error strategy.



Appeals Reform



The changes (1)

Those wishing to dispute a DWP decision will need to be aware of three key changes DWP has made to the appeals process:

Mandatory reconsideration of decisions

- Following receipt of a decision, anyone wishing to dispute that decision will now have to request that DWP conducts a mandatory reconsideration before being allowed to lodge an appeal.
- Resolving any disputes *before* appeal will help ensure that the right decision is reached earlier.
- In order that DWP can make the right decision as early as possible, it is important that all relevant information in a case is sent to DWP as soon as possible.



The changes (2)

Direct lodgement of appeals with Her Majesty's Courts and Tribunals Service (HMCTS)

- Those wishing to dispute a decision following a mandatory reconsideration must send appeals direct to HMCTS.

Time limits for DWP to return appeal responses to HMCTS

- DWP has agreed to the request of the Tribunal Procedure Committee to introduce time limits for DWP to return appeal responses to HMCTS. DWP has undertaken to provide an appeal response within 28 calendar days in benefits cases, and within 42 calendar days in child maintenance cases.
- DWP will begin to report against these time limits from October 2014.



Why?

Appeals Reform

- The main reasons for introducing mandatory reconsideration are to resolve disputes as early as possible, to reduce unnecessary demand on Her Majesty's Courts and Tribunals Service (HMCTS) by resolving more disputes internally; to provide a full explanation of the decision and consider revising it where appropriate; and to encourage people to identify and provide any additional evidence that may affect the decision.
- Direct lodgement is being introduced to align the appeals process for Social Security and child maintenance appeals with other major jurisdictions handled by HMCTS; to make sure that DWP is no longer involved in the administration of appeals; to make sure DWP can focus on its key role as a party to appeals; and to speed up and clarify the appeals process for claimants.
- The aim of time limits is to improve claimant service by giving people a timeframe within which they can expect DWP to process the response to an individual appeal, and to bring DWP into line with other departments, who are subject to time limits when submitting appeals responses to HMCTS.



When?

Appeals Reform

October 2013

Appeals reforms introduced for all other DWP - administered benefits and child maintenance cases.

April 2013

Appeals reforms introduced for Personal Independence Payment and Universal Credit.

October 2014

DWP begins to report against appeal response time limits.





Your role - Local Authorities

Appeals Reform

Mandatory reconsideration of decisions prior to appeal

- This change aims to reduce unnecessary demand on Her Majesty's Courts and Tribunals Service (HMCTS) by resolving more disputes before referral to the tribunal.
- The change also improves claimant service by encouraging people to submit additional evidence earlier in the process to help improve decision making.

Direct lodgement of appeals with HMCTS

- This change aligns the appeals process for the Social Security and child maintenance jurisdiction with the other major tribunal jurisdictions within HMCTS.
- The change also means that DWP is no longer involved in the administration of appeals, and can focus on its key role as a party to appeals.

General information

- People will know when the changes apply to them because their decision notification will provide details of how to dispute a decision.



Your role - Stakeholders

Appeals Reform

Mandatory reconsideration of decisions prior to appeal

- This change aims to reduce unnecessary demand on Her Majesty's Courts and Tribunals Service (HMCTS) by resolving more disputes before referral to the tribunal.
- The change also improves claimant service by encouraging people to submit additional evidence earlier in the process to help improve decision making.

Direct lodgement of appeals with HMCTS

- This change aligns the appeals process for the Social Security and child maintenance jurisdiction with the other major tribunal jurisdictions within HMCTS.
- The change also means that DWP is no longer involved in the administration of appeals, and can focus on its key role as a party to appeals.

General information

- People will know when the changes apply to them because their decision notification will provide details of how to dispute a decision.



Migrants' Access to Benefits



The changes (1)

Migrants' Access to Benefits

The Migrants' Access to Benefits project will ensure key Government commitments on tightening migrants' access to benefits are implemented in DWP.

Measures introduced include

- A more robust Habitual Residence Test was introduced for face to face interviews in jobcentres in December 2013.
- For claims made from 1 January 2014:
 - Most jobseekers, including UK nationals returning from living or working abroad, will be unable to access JSA (IB) until they have been living in the UK (or 'Common Travel Area') for 3 months.
 - A new assessment will check whether European Economic Area (EEA) nationals receiving JSA have compelling evidence to show they have a 'Genuine Prospect of Work'. Unless they provide such evidence, their JSA will end after 6 months.
- Since 1 March 2014, the minimum earnings threshold has helped Decision Makers to determine if an EEA national's previous or current work can be treated as genuine and effective in deciding if they have a right to reside in the UK as a worker or self-employed person for benefit purposes.



The changes (2)

Migrants' Access to Benefits

- The removal of access to Housing Benefit for EEA jobseekers was introduced from 1 April 2014, even if the jobseeker is in receipt of income based JSA.
- On the 6 October 2014, the Minimum Earnings Threshold (which previously applied to Jobseeker's Allowance claims made by EEA migrants) extended to Income Support, Employment and Support Allowance new claims and rapid reclaims for Jobseeker's Allowance and Income Support.
- On the same date the electronic system that gathers information for the Habitual Residence Test was also extended to Income Support and Employment Support Allowance new claims made by any migrant or British National returning from living or working abroad.
- These two changes will apply to Pension Credit new claims made from 3 November 2014, bringing about a more consistent approach to information gathering and DWP decision making for the Habitual Residence Test.
- From 10 November 2014, the Jobseeker's Allowance (JSA) six month time limit will be reduced to three months. The assessment to check whether an EEA national receiving Jobseeker's Allowance has compelling evidence to show they have a 'Genuine Prospect of Work', will be carried out at the three month stage of the claim and unless they provide such evidence, their JSA will end.



When?



Migrants' Access to Benefits

January 2014

- For claims made from 1 January:
- Most jobseekers are unable to access income-based JSA until they have been living in the UK for 3 months.
 - A new 'Genuine Prospect of Work' assessment takes place after six months

1 April 2014

The removal of access to Housing Benefit for EEA jobseekers, even if the jobseeker is in receipt of income based JSA.

October 2014

Minimum earnings threshold extended to Income Support, ESA new claims and rapid reclaims for JSA and Income Support.

System that gathers information for the Habitual Residence Test extended to Income Support and ESA new claims made by any migrant or British National returning from living or working abroad.

December 2013

A revised Habitual Residence Test was introduced for face to face interviews in Jobcentres.

1 March 2014

Minimum earnings threshold was introduced. This will help DWP Decision Makers decide whether an EEA national's previous or current work can be treated as genuine in deciding whether they have the right to reside in the UK as a worker or self employed person for benefit purposes.

July 2014

The first Genuine Prospect of Work assessments will be conducted.

November 2014

October 2014 changes applied to Pension Credit new claims. 'Genuine Prospect of Work' assessment for EEA nationals receiving JSA to take place after three months, instead of six months.





Your role - Local Authorities



Migrants' Access
to Benefits

Removal of entitlement to Housing Benefit for EEA Jobseekers

New EEA jobseekers will no longer be able to access Housing Benefit, which is administered by local authorities, even if they are in receipt of JSA (IB).





Your role - Stakeholders

Migrants' Access
to Benefits

Habitual Residence Test: A revised Habitual Residence Test enables better information gathering and decision making, and identifies whether a claimant is eligible for certain benefits.

Three months residency: From 1 January 2014 EEA jobseekers will be unable to claim JSA(IB) until they have been living in the UK for a period of 3 months.

Genuine Prospect of Work assessment: The 'Genuine Prospect of Work' assessment is a new evidence based process which will be delivered in two stages during 2014.

- from 1 January: claimants will be told how the assessment will affect them, and when.
- from 1 July: claimants will be interviewed to check whether they have compelling evidence of a genuine prospect of work. If not, JSA(IB) will cease.

Introduction of a minimum earnings threshold: Since 1 March 2014, the minimum earnings threshold has helped Decision Makers to determine if an EEA national's previous or current work can be treated as genuine and effective in deciding if they have a right to reside in the UK as a worker or self-employed person for benefit purposes.

Removal of entitlement to Housing Benefit for EEA Jobseekers: From 1 April 2014 removal of automatic entitlement to Housing Benefit for EEA Jobseekers, even if they are in receipt of income based JSA.



Child Maintenance



The changes (1)

- We want to help parents to reduce levels of conflict after a separation and work together more effectively, in the interests of their children. Our focus is on encouraging and supporting separated parents to work together on a range of issues, including child maintenance.
- We are investing £14 million in the *Help and Support for Separated Families* initiative, which directs parents to the support they need during and after a separation, including child maintenance.
- Its development is based on recommendations from experts from academia and the voluntary and community sector together with cross-government partners.
- It includes the *Sorting Out Separation* web app, which features on websites such as Mumsnet, DadInfo, Bounty and Money Saving Expert; and an Innovation Fund to identify and test a wide range of interventions to promote collaboration and reduce conflict in the best interests of children. Around £10 million has already been awarded to 17 voluntary and private sector organisations through two rounds of the Innovation Fund.
- We also launched a *Help and Support for Separated Families* mark in March 2013.



The changes (2)

2012 scheme

- The Child Maintenance Service administers the 2012 statutory child maintenance scheme to support parents who cannot make their own family-based child maintenance arrangement.
- The scheme opened as a pathfinder to a small number of cases in December 2012. Later in November 2013, the scheme was opened to all new applicants.
- From 30 June 2014, application fees and enforcement charges are introduced to the Child Maintenance Service and CSA cases begin to close.
- From 11 August 2014, collection charges were introduced where parents use the Child Maintenance Service to collect and pass on payments. These collection charges reflect the fact that both parents have a role to play in setting up an effective, collaborative child maintenance arrangement.



The changes (3)

- Parents will have to have a conversation with Child Maintenance Options advisers to first discuss their choices and consider alternatives before proceeding with an application to the statutory service.
- On 30 June 2014, we introduced an application fee of £20 to encourage applicants to consider a family-based arrangement before entering the statutory service. Victims of domestic violence and parents aged 18 and under will be exempt from the application charge.
- From 11 August 2014, collection charges were introduced where the Child Maintenance Service collects and passes on payments between parents, these have been set at:
 - 4 per cent of the maintenance calculation for the receiving parent; and
 - 20 per cent of the maintenance calculation for the paying parent.
- Parents can avoid collection fees when the paying parent makes payments directly to the receiving parent; and all fees can be avoided by making a family-based arrangement.



The changes (4)

- Over time the 2012 scheme will be the only child support scheme in operation. All existing cases in the Child Support Agency (the 1993 and 2003 schemes) will be closed gradually. The case closure process will take around three years, and will affect around two million parents. Our focus is on maximising the flow of new money to children and minimising potential disruption of ongoing payments.
- The flat rate for paying parents has increased from £5 to £7.
- The introduction of online self-service portals for employers and parents. Parents are able to see a history and schedule of their payments, make payments and view the progress of their application. Employers can access and update details of their account, submit Deduction from Earnings Order schedules and view notifications that have been issued, at a time which is convenient to them.

Why? (1)

- Lone parents with dependent children represent 26 per cent of all UK families and there are almost 4 million children who live in families with only one parent.
- Paying towards child maintenance is increasingly the norm. In the quarter ending June 2014, just over 86% of all CSA cases in which maintenance was due had either received maintenance via the collection service, or had a maintenance direct arrangement in place.
- Turning to the statutory service does not need to be the default option. Not only is it expensive - every £1 of maintenance collected costs the taxpayer 35p - it puts an unnecessary barrier between parents, increasing levels of conflict and reducing the incentive to work together.
- Our research shows that just over half of CSA parents who receive child maintenance surveyed said that with the right support, they could make their own family-based arrangement. We will support them to achieve that.
- For those parents who are genuinely unable to collaborate, the statutory service will still be there.



Why? (2)

Child Maintenance

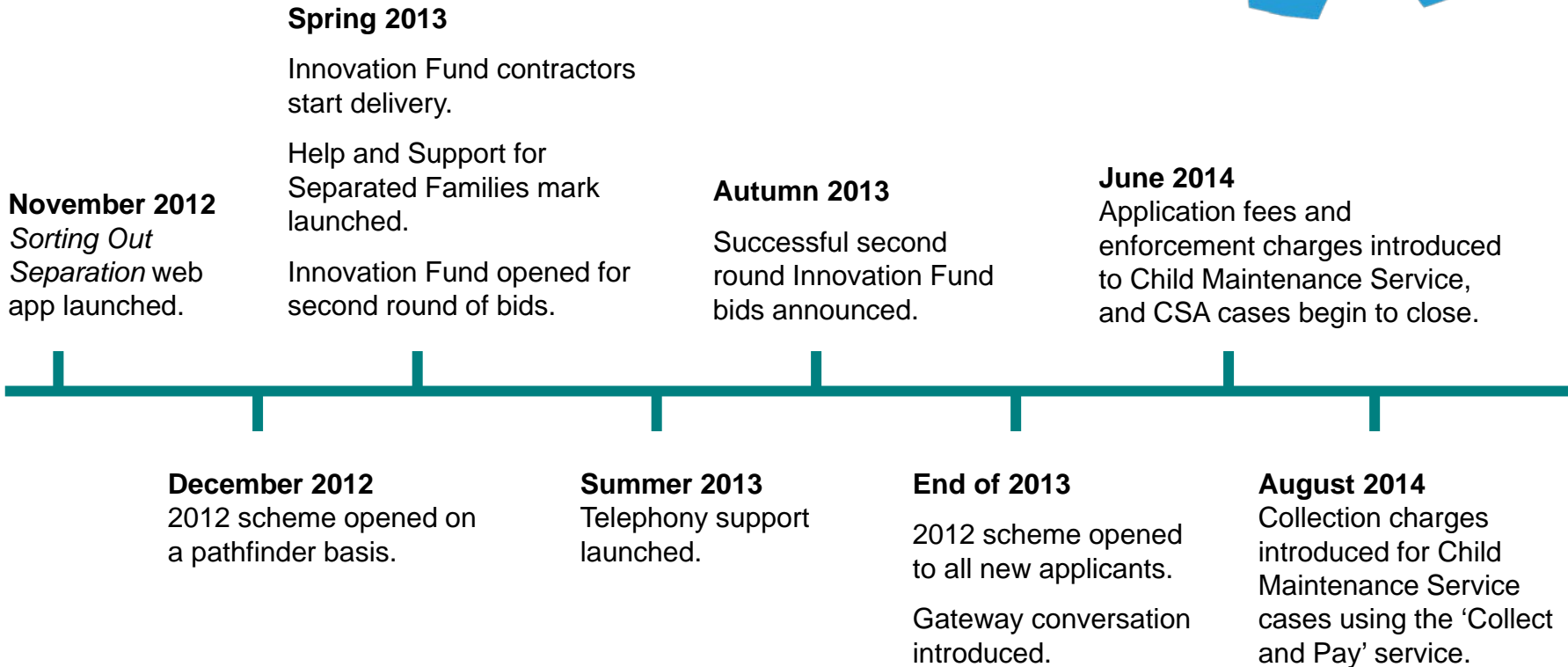
- Our aim is to encourage parents to think twice before defaulting into the statutory scheme and provide them with the support they need to instead work together in the interests of their children.
- The 2012 statutory scheme is focused on those parents who really need it. The new IT system and 2012 scheme features and policies are designed to be more cost-effective and overcome many of the problems and key failings associated with the 1993 and 2003 CSA schemes and systems. This includes:
 - improving the way child maintenance is calculated by taking information directly from HM Revenue and Customs;
 - a faster and simpler way of working out maintenance;
 - a more transparent assessment process including clear guidelines on shared care and an annual review process;
 - a facility for clients to manage their cases online, making it more user-friendly;
 - an online service and helpline for employers; and,
 - a more effective enforcement regime.



When?



Child Maintenance



Your role - DWP staff

You are able to respond to client queries about changes to our service, and can signpost clients to the appropriate place to discuss other options:

Client messages: Child Maintenance Service

- You don't have to use this service, there are other options.
- You can avoid charges by using Direct Pay or by making a family-based arrangement.

Client messages: Child Support Agency

- There is no change to your case yet. If there are any changes to your case at any time we will let you know.



Your role - Stakeholders

Child Maintenance

Support is available to families going through a separation. Stakeholders can help by directing them to support on the wide range of issues faced.

Child Maintenance Options

- Child Maintenance Options is a free, impartial service to help separated parents make choices about child maintenance.
- It can help parents decide on the best child maintenance option for them, provide support to parents who are interested in setting up a family-based arrangement and guide parents who can't make a family-based arrangement to the statutory service.
- Child Maintenance Options can be contacted on **0800 988 0988** and has a website with useful tools and information at www.cmoptions.org

Sorting Out Separation web app

- The web app is embedded on websites parents already use, such as the [Child Maintenance Options](http://www.childmaintenanceoptions.org) website. It provides support on issues including health, housing, work and benefits, money and finance, relationships and conflict.



Legacy Benefits



The changes

Legacy Benefits

- Income Support (IS) is going to be replaced by Universal Credit, at which point there will be no further claims to IS.
- The income-related element of Jobseeker's Allowance (JSA) and Employment and Support Allowance (ESA) is being removed as Universal Credit is implemented.
- The personal allowances of discretionary working age benefits and the ESA work related activity component was uprated by one per cent from April 2013. They will be uprated by a similar percentage in April 2014 and 2015.
- The ESA conditionality and sanctions regime changed in December 2012. Work Capability Assessment cancer descriptors and a range of other descriptors were amended in January 2013.
- From 27 October 2014 the number of days that a claimant has to wait before JSA and ESA are paid is increasing from 3 days to 7 days.



Why?

Legacy Benefits

- Income-related benefits for working age people, both those who are out of work and those who are working, are being consolidated into a single simplified scheme, Universal Credit; this means that the existing income-related benefits (Housing Benefit, Tax Credits, Income Support, income-based Jobseeker's Allowance (JSA) , income-related Employment and Support Allowance (ESA)) are being phased out as Universal Credit is introduced.
- The contributory elements of JSA and ESA are being retained because they provide help to people who have paid sufficient National Insurance contributions but who can't qualify for Universal Credit because, for example, their income or savings are too high.
- The work-related requirements and sanctions regime are being brought in line with Universal Credit, for consistency, and to achieve the same policy outcomes (greater compliance, proportionate sanctions etc.) as for Universal Credit.



When?

Legacy Benefits

Autumn 2012

Stand alone ESA and JSA contributory benefits developed.

April 2013

Universal Credit pathfinder went live.

From June 2014

Expansion of Universal Credit to the rest of North West England

Universal Credit made available to new claims from couples in

October 2014

Waiting days extended from 3-7 days for new ESA and JSA claims

February 2015

Roll out of UC across the country begins for new single claimants

December 2012

ESA and JSA Regulations laid before Parliament.

October 2013 to Spring 2014

Progressive roll out of Universal Credit - began with Hammersmith, expanded to Rugby and Inverness in November, Bath and Harrogate in February, and Shotton in April 2014.

From Autumn 2014

Expansion of UC live service to take claims from families

2016

Universal Credit will be established across Great Britain with new claims to legacy benefits closed from 2016 – with migration to follow thereafter.

All families claiming Universal Credit will receive childcare support up to 85 per cent of actual costs



Your role - Local Authorities

Legacy Benefits

- For working age claimants, Housing Benefit (HB) will be replaced by a housing costs element of Universal Credit. Under HB some people have housing costs paid direct to the landlord. Under Universal Credit the money will go to the claimant and it will be their responsibility to pay their housing costs themselves, helping them to better understand household budgeting, and encouraging them to become more independent. Payments direct to landlords will still be possible, but only in exceptional circumstances.
- You will need to understand the difference between "old-style" Jobseeker's Allowance (JSA) / Employment and Support Allowance (ESA) which included an income-related element and the new-style contributory-only benefits, which do not.
- If someone is claiming new-style JSA or ESA, you will normally need to refer them to Universal Credit (rather than a legacy benefit such as Housing Benefit).



Bereavement Benefit Reform



The changes (1)

Bereavement Benefit Reform

- Following a public consultation and a Government response paper in July 2012, we are shifting the focus of bereavement benefits to provide a short-term intervention, which helps people deal with the more immediate financial needs caused by a bereavement, helps the process of readjustment and encourages a supported return to work for those without employment.
- Findings from independent social research also showed that for most people regardless of their household income, the death of a spouse has a significant financial impact which is particularly acute in the few months following the bereavement.
- We are therefore moving from a complex payment system to a simplified, uniform payment structure for all recipients, regardless of their age or whether they have dependent children.



The changes (2)

Bereavement Benefit Reform

- Bereavement Support Payment will consist of a lump sum payment followed by 12 monthly instalments and widowed parents will receive a higher rate.
- There will be no lower age limit to receiving this benefit.
- Bereavement Support Payment will be disregarded from Universal Credit and the benefit cap.
- Receipt of the Bereavement Support Payment will not affect access to contribution-based Jobseeker's Allowance or contribution-based Employment Support Allowance, so that bereaved spouses and civil partners can access tailored employment support at the appropriate time.
- The National Insurance contribution condition will be simplified so that people will get the full payment as long as their late spouse or civil partner paid National Insurance contributions at 25 times the lower earnings limit for any one year.
- The upper age for eligibility will align with changes to the State Pension age.
- Those who are already in receipt of bereavement benefits at the point at which the new scheme is introduced will not be affected by the changes.



When?

Bereavement Benefit Reform

- Bereavement Support Payment will be implemented by April 2017



Freedoms and Flexibilities



The changes

Freedoms and Flexibilities

- Districts now have far greater Freedoms and Flexibilities to deliver according to their local labour markets to help more people into work.
- A flexible operating model was first tested by the 'Local Autonomies' pilot between 2009 and 2011, the outcomes of which proved the concept and scoped the benefits achievable. Since then the Freedoms and Flexibilities offer was implemented in April 2012.
- All Work Services Districts have been given more local autonomy to tailor their back-to-work services to meet the needs of individual claimants and local labour markets.
- Freedoms and Flexibilities is about Districts doing the right thing to get claimants into work quickly, rather than simply ticking boxes and delivering one size fits all back to work services.
- It is an approach that encourages innovation, and supports the most effective way for us to design and deliver our services to the public.
- This is a different approach to before, as it allows Districts more freedom to tailor their offer to fit their claimants' needs, for example: additional adviser support, over and above the new jobseeker interview and fortnightly face-to-face jobsearch reviews, is now based upon claimant interventions determined by individual need rather than at set points for all.



Why?



Freedoms and Flexibilities

- Claimants, and labour market needs vary dramatically throughout the country.
- Freedoms and Flexibilities offers us scope to tailor our services to individual claimants and local labour markets by focusing on support, which addresses individual barriers to employment and the effective supply of labour to local employers.
- It is about doing the right things to get more claimants into work more quickly and meet the needs of local employers.



Your role - Stakeholders

Freedoms and Flexibilities

- Partnership working remains central to the delivery of the Department for Work and Pensions' business objectives and statutory duties.
- Effective partnership working at a local level will be instrumental in supporting this initiative.
- Although the partnership landscape remains complex, there is an expectation in government that the voluntary and community sector play a greater role in the delivery of public services and the private sector plays a key role in the stimulation of local economic growth.
- Local Strategic Partnerships and the new Local Enterprise Partnerships will continue to be the main partnership platform in England.



Single View of Change: Reform Timeline



Autumn 2012 - Spring 2013

Reform Timeline

Autumn 2012

12 Local Authority-led Universal Credit pilots began.

November 2012

Universal Jobmatch launched.

Reinvigorating Workplace Pensions published.

All Employment and Support Allowance claimants with a 12 month prognosis began to be mandated to the Work Programme.

Single Fraud Investigation Service initial pilots went live.

January 2013

'Learning the lessons' early findings of Direct Payment Demonstration Projects Report available.

Single Tier State Pensions White Paper published.

Spring 2013

Update Access to Work pre-employment eligibility.

October 2012

GOV.UK went live.

Automatic enrolment began for the largest companies.

State Pension statements introduced, replacing State Pension forecasts.

Access to Work extended to young people on work experience.

Civil penalties introduced.

December 2012

April 2011 Local Housing Allowance changes were fully implemented.

2012 Child Maintenance Scheme opened on a pathfinder basis.

Mobile Regional Taskforce pilots went live in Dundee and Manchester.

February 2013

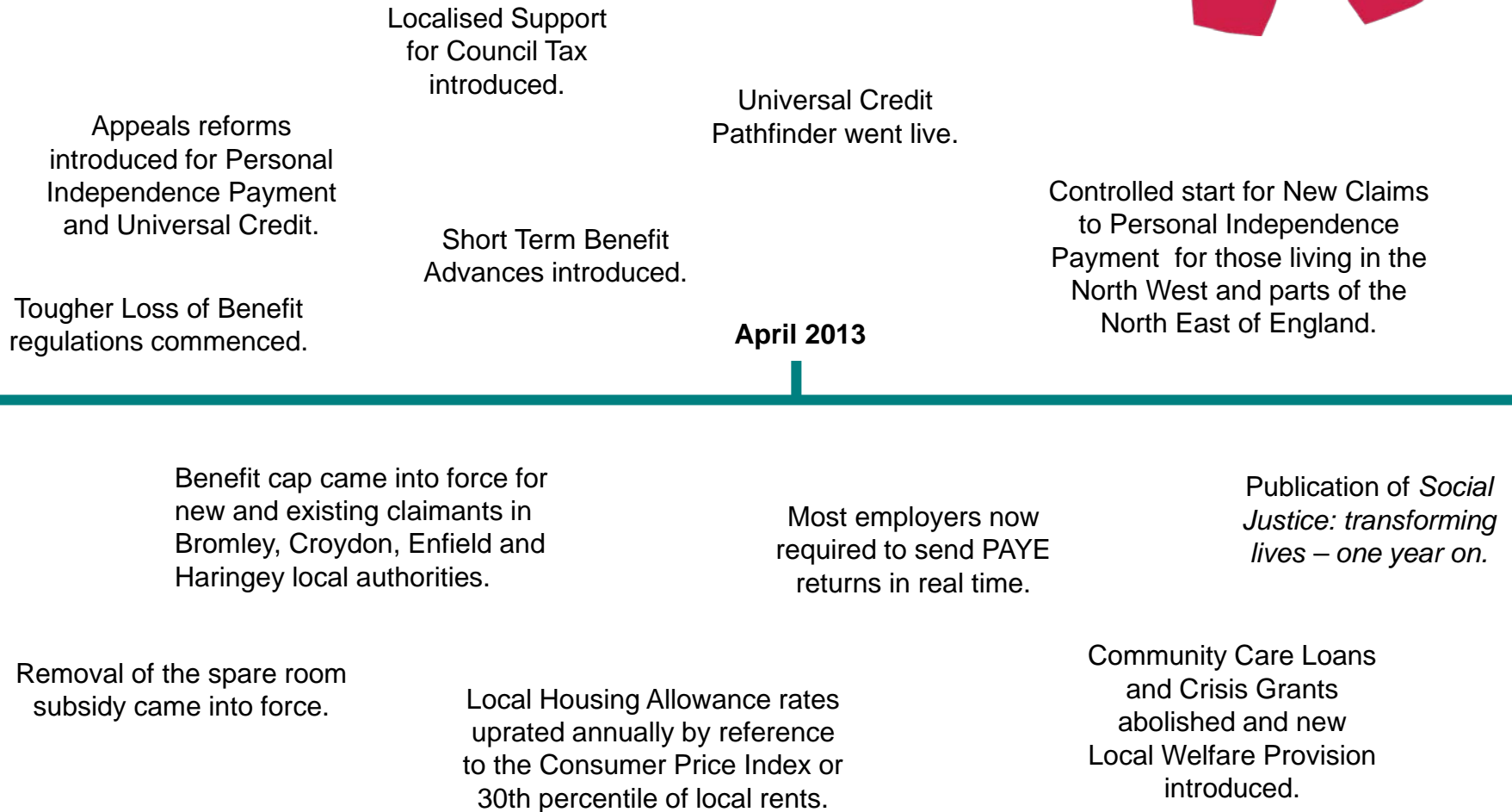
Implementation of stronger Access to Work Triage in operational environment.

Fulfilling Potential: Building Understanding launched.



April 2013

Reform Timeline



May - September 2013

Reform Timeline

May 2013

Pensions Bill, First Reading in Commons

Summer 2013

The first Work Programme claimants finish their 2 years with providers.

September 2013

Results from consultation on mobility component of PIP published.

June 2013

New claims for PIP introduced nationally.

July 2013

Benefit cap implemented in all other local authorities (between 15 July and end of September 2013).

Universal Credit pathfinder expands.

Publication of Fulfilling Potential: Making it Happen, setting out the cross-government disability action plan, outcomes and indicators.

Launch of Disability Confident campaign



October 2013

Reform Timeline

Temporary Accommodation in Universal Credit will have housing costs met in line with Local Housing Allowance rates. An additional management element will be paid as a national flat rate to local authorities.

All employers will be routinely reporting PAYE in real time.

Launch of Social Justice toolkit by the Centre for Economic and Social Inclusion and DWP

Progressive roll out of Universal Credit began with Hammersmith Jobcentre taking new claims

Claimant Commitment rolling out nationally to around 100 Jobcentres a month (to Spring 2014)

October 2013

Pensions Bill, First Reading in Lords

Appeals reforms introduced for all other DWP-administered benefits and child maintenance cases.

Reassessment of existing Disability Living Allowance claims for Personal Independence Payment begins for those that report a change in condition or reach the end of an existing award - for people who live in Wales, East Midlands, West Midlands and parts of East Anglia.

11 in-work conditionality pilots being delivered. Improved digital services rolling out nationally across Jobcentre Plus (from October 2013)



November 2013 – March 2014

Reform Timeline

December 2013

Universal Credit

- Local authority led pilots complete
- Direct Payment Demonstration Projects complete

Publication of Litchfield review into Work Capability Assessment (WCA).

Publication of Disability and Health Employment strategy.

Revised Habitual Residence Test was introduced for face to face interviews in Jobcentres.

February 2014

UC roll out – expansion to Bath and Harrogate taking new claims

November 2013

UC roll out – expansion to Rugby and Inverness

Child Maintenance Service opened to all new applicants

January 2014

Most jobseekers are unable to access income-based JSA until they have been living in the UK for 3 months.

A new 'Genuine Prospect of Work' assessment takes place after six months

Expansion to further areas of reassessment of some DLA claimants to PIP

March 2014

Publication of response to Litchfield review into WCA

Minimum earnings threshold was introduced - to help Decision Makers decide whether an EEA national's work can be treated as genuine in deciding whether they have the right to reside in the UK as a worker or self employed person for benefit purposes.

Consultation on Freedom and Choice in Pensions (ends in June 2014)



April 2014

Reform Timeline

Removal of access to Housing Benefit for EEA Jobseekers, even if they are in receipt of income based JSA.

Help to Work – JSA claimants returning from the Work Programme will go onto one of three intensive modes of support, determined by Jobcentre Plus advisor.

Local Housing Allowance uprating limited to 1 per cent.

April 2014

Automatic enrolment for medium employers (to April 2015).

Spending Review 2013 measures - pre-Work Programme JSA claimants and certain lone parents and responsible carers will be subject to a number of measures which increase conditionality and support.

UC expansion – Shotton taking new claims

Roll out of Claimant Commitment to all British Jobcentres complete



May - September 2014

Reform Timeline

From June 2014

Expansion of Universal Credit to the rest of North West England

UC made available to new claims from couples in number of Jobcentres already delivering UC

July 2014

Launch of Disabled Young People's portal and improved Employer portal on gov.uk

First Genuine Prospect of Work assessments conducted

Treasury response to their consultation 'Freedom and Choice in Pensions'

August 2014

Collection charges are introduced for Child Maintenance Service cases using the 'Collect and Pay' service

May 2014

Pensions Act received Royal Assent

June 2014

Application fees and enforcement charges introduced to Child Maintenance Service, and CSA cases begin to close.

July 2014

Start of implementation of Single Fraud Investigation Service

Publication of final report on LHA monitoring and evaluation research, and interim evaluation of Removal of the Spare Room Subsidy

August 2014

Launch of Accessible Britain Challenge

September 2014

Publication of Fulfilling Potential progress report



October - December 2014

Reform Timeline

October 2014

Waiting days extended from 3-7 days for new ESA and JSA claims

Start date for Supervised Jobsearch Pilots.

Autumn 2014

Roll out of digital jobcentres will be complete.

Expected start date for pilot in support of 18-21 year olds.

November 2014

October 2014 changes applied to Pension Credit new claims.
'Genuine Prospect of Work' assessment for EEA nationals receiving JSA to take place after three months, instead of six months.

October 2014

Minimum earnings threshold extended to Income Support, ESA new claims and rapid reclaims for JSA and Income Support.

System that gathers information for the Habitual Residence Test extended to Income Support and ESA new claims made by any migrant or British National returning from living or working abroad.

From Autumn 2014

Expansion of UC live service to take claims from families.

November 2014

Social Justice Outcomes Framework progress report

Late 2014

Launch of Health and Work Service



2015 - 2017

Reform Timeline

April 2015

Introduction of private pension decumulation reforms

June 2015

Automatic enrolment begins for small employers.

April 2016

The new State Pension will be implemented from April 2016.

2016 – 2017

Majority of the remaining legacy caseload moving to Universal Credit

By April 2017

Bereavement Support Payment implemented

February 2015

Roll out of UC across the country begins for new single claimants

October 2015

Reassessment of remaining Disability Living Allowance caseload for Personal Independence Payment begins.

State Pension Top Up available to those of State Pension age.

2016

Universal Credit will be established across Great Britain with new claims to legacy benefits closed from 2016 – with migration to follow thereafter.

All families claiming Universal Credit will receive childcare support up to 85 per cent of actual costs.

Changes to Pension Credit for Child Addition and mixed age couples come into effect.

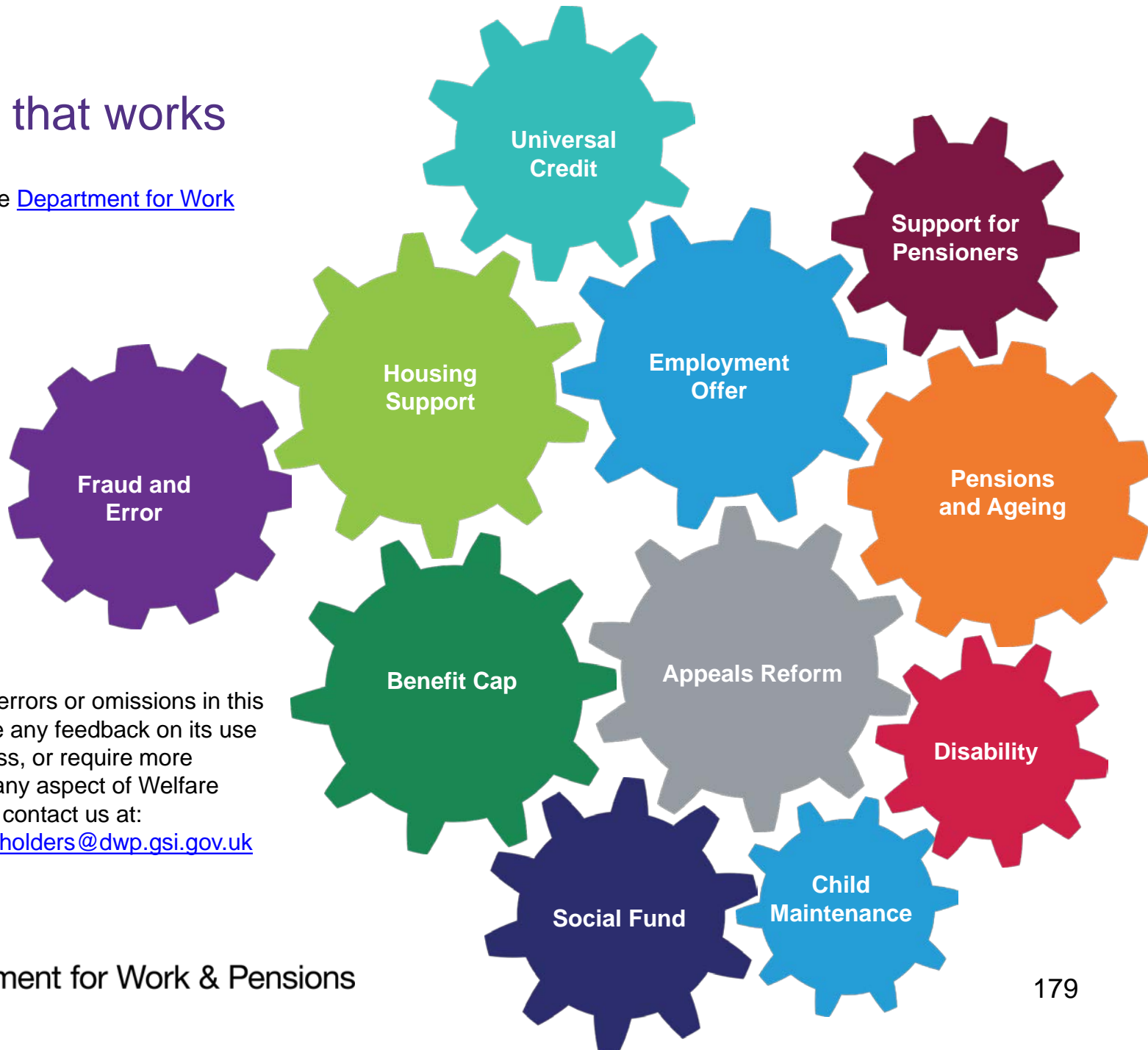
May 2017

Automatic enrolment begins for new employers (established after April 2012).



Welfare that works

Published by the [Department for Work and Pensions](#).



If you spot any errors or omissions in this document, have any feedback on its use and effectiveness, or require more information on any aspect of Welfare Reform, please contact us at: corporate.stakeholders@dw.p.gsi.gov.uk

