



**Resources Department
Town Hall, Upper Street, London, N1 2UD**

AGENDA FOR THE POLICY AND PERFORMANCE SCRUTINY COMMITTEE

Members of the Policy and Performance Scrutiny Committee are summoned to the meeting which will be held in Town Hall on, **18 June 2019 at 7.30 pm.**
(PLEASE NOTE THAT THERE IS A PRE-MEETING FOR MEMBERS OF THE COMMITTEE AT 7.00P.M.)

Enquiries to : Peter Moore
Tel : 020 7527 3252
E-mail : democracy@islington.gov.uk
Despatched : 10 June 2019

Membership

Councillors:

Councillor Rowena Champion (Chair)	Councillor Sara Hyde
Councillor Troy Gallagher (Vice-Chair)	Councillor Clare Jeapes
Councillor Santiago Bell-Bradford	Councillor Anjna Khurana
Councillor Sheila Chapman	Councillor Matt Nathan
Councillor Jilani Chowdhury	Councillor Michael O'Sullivan
Councillor Vivien Cutler	Councillor Dave Poyser
Councillor Osh Gantly	Councillor Caroline Russell
Councillor Gary Heather	Councillor Nick Wayne

Substitutes:

Councillor Mouna Hamitouche MBE	Councillor Roulin Khondoker
Councillor Satnam Gill OBE	Councillor Nurullah Turan

Quorum is 4 Councillors

A. Formal Matters **Page**

1. Apologies for Absence
2. Declaration of Substitute Members
3. Declarations of Interest

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences- Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

This applies to all members present at the meeting.

4. Terms of Reference/Membership etc. 1 - 6
5. Minutes of the previous meeting 7 - 10

- 6. Chair's Report
- 7. Public Questions

For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.

B.	Items for Call-In (if any)	Page
C.	Scrutiny and Monitoring Reports	Page
1.	Presentation Leader of the Council on Executive Priorities - 2019/20 - verbal	
2.	Council Sickness To follow	
3.	New Scrutiny Topics 2019/20 verbal	
4.	Scrutiny Review Universal Credit - Final Report	11 - 70
5.	Revenue Outturn 2018/19	71 - 92
D.	Discussion Items (if any)	Page
E.	Monitoring Recommendations of Scrutiny Committees, Timetable for Topics, Work Programme and Forward Plan	Page
F.	Report of Review Chairs	Page
G.	Urgent Non-Exempt Matters	

Any non-exempt items which the chair agrees should be considered urgently by reason of special circumstances. The reason for urgency will be agreed by the Chair and recorded in the minutes.

H. Exclusion of Public and Press

To consider whether, in view of the nature of the business in the remaining items on the agenda any of them are likely to involve the disclosure of exempt or confidential information within the terms of the access to information procedure rules in the constitution and if so, whether to exclude the press and public during discussion thereof.

I. **Exempt Items for Call-In (if any)** **Page**

J. **Exempt Items**

The public may be excluded from meetings whenever it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that exempt information would be disclosed.

K. **Other Business** **Page**

The next meeting of the Policy and Performance Scrutiny Committee will be on 25 July
2019

Please note all committee agendas, reports and minutes are available on the council's website: www.democracy.islington.gov.uk



Report of: Corporate Director - Resources

Meeting of	Date	Ward(s)
Policy and Performance Scrutiny Committee	18 June 2018	All

Delete as appropriate		Non-exempt
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SUBJECT: POLICY AND PERFORMANCE SCRUTINY COMMITTEE - MEMBERSHIP, TERMS OF REFERENCE AND DATES OF MEETINGS

1. Synopsis

- 1.1 The Committee is asked, to note the Committee's terms of reference and their meeting and working arrangements. Set out at Appendix A.
- 1.2 Scrutiny Committees carry out reviews of the council's policies, performance and practice and look at how external organisations conduct their business to ensure local, accountable and transparent decision making and shape future policy and practice.

2. Recommendations

- 2.1. To note dates of meetings of the Policy and Performance Scrutiny Committee for the municipal year 2018/19, the membership appointed by Council on 24 May 2019.

3. Background

- 3.1. The Policy and Performance Scrutiny Committee is established under the terms of the constitution of the London Borough of Islington.
- 3.2. The membership of the Policy and Performance Scrutiny Committee is attached below. The quorum is four councillors.

3.3. The following dates have been agreed for the remainder of this municipal year:

25 July 2019
2 September 2019
11 October 2019
1 November 2019
14 December 2019
24 January 2020
14 February 2020
4 April 2020

Membership of the Committee 2019/20

Councillors:

Rowena Champion - Chair
Troy Gallagher – Vice Chair
Santiago Bell – Bradford
Sheila Chapman
Jilani Chowdhury
Vivien Cutler
Osh Gantly
Gary Heather
Clare Jeapes
Anjna Khurana
Mick O’Sullivan
Sara Hyde
Nick Wayne
Matt Nathan
Dave Poyser
Caroline Russell

Substitute Councillors:

Satnam Gill
Mouna Hamitouche
Satnam Gill
Roulin Khondoker
Nurullah Turan

3.4. Financial implications

The Director of Finance and Resources confirms that costs associated with the Review Committees have been budgeted for in the 2018/19 budget.

3.5. Legal Implications

The Council appoints Scrutiny Committees to discharge functions conferred by section 21 of the Local Government Act 2000.

3.6. Equalities Implications

The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

3.7. Environmental Implications

Papers are circulated electronically where possible and consideration given to how many copies of the agenda might be required on a meeting by meeting basis with a view to minimising numbers. Any agendas not used at the meeting are recycled. These are the only environmental implications arising from this report.

4.5 Resident Impact Assessment

There are no direct equality or other resident impact implications arising from this report

4. Conclusion and reasons for recommendations

The Committee are asked to note their terms of reference and working arrangements.

Background papers:

The Council's constitution
Programme of Meetings

Final Report Clearance

Signed by

.....
Director of Law and Governance

.....
Date

.....

Report author: Peter Moore
Tel: 020 7527 3252
E-mail: peter.moore@islington.gov.uk

POLICY AND PERFORMANCE SCRUTINY COMMITTEE

(This Scrutiny Committee is the Council's statutory crime and disorder Committee)

Composition

Members of the Executive may not be Members of the Policy and Performance Scrutiny Committee

The membership of the Committee shall include the Chairs of the Scrutiny Committees (subject to political balance rules)

No Member may be involved in scrutinising a decision in which he/she has been directly involved

Policy and Performance Scrutiny Committee shall be entitled to appoint a number of people as non-voting co-optees

Quorum

The quorum for a meeting of the committee shall be four members, not including co-optees

Terms of Reference

1. The co-ordination of all overview and scrutiny functions on behalf of the Council
2. To receive reports from the Leader on the Executive's priorities for the coming year and its performance the previous year
3. To consider matters relating to the financial position and performance of the Council other than detailed performance matters falling in the remit of another scrutiny Committee
4. To consider matters relating to the performance of the Council and its partners, other than detailed performance matters falling within the remit of any other Scrutiny Committee
5. To carry out the functions of an overview and scrutiny committee in respect of matters relating to the Chief Executive's Department and the Finance and Resources Directorate
6. To be the Council's crime and disorder committee and to review or scrutinise matters relating to the discharge of crime and disorder functions by the Council and its partners and make reports or recommendations to the Executive or other appropriate part of the Council
7. To receive requests from the Executive or Leader for scrutiny involvement in policy development and review any key decisions before they are made and decide how to respond
8. To monitor the Executive's Forward Plan

9. To consider all matters referred to it in accordance with the provisions contained in the call in procedure contained within the Overview and Scrutiny Procedure Rules or the Budget and Policy Framework Procedure Rules set out in Part 4 of the Constitution and to decide whether such matters should be referred to Council or Executive for reconsideration
10. To consider all matters that have been referred to it in accordance with the provisions contained within the Councillor call for action procedure contained within the Overview and Scrutiny Procedure rules
11. To set at the beginning of each municipal year a work programme for itself and the 4 Scrutiny Committees, following consultation with the Chairs of those Committees
12. To receive the annual report of the Voluntary and Community Services Committee
13. To set aside one or more meetings each year to receive an annual report from each of the 4 Scrutiny Committees

London Borough of Islington

Policy and Performance Scrutiny Committee - 14 May 2019

Non-confidential minutes of the meeting of the Policy and Performance Scrutiny Committee held at on 14 May 2019 at 7.30 pm.

Present: **Councillors:** Champion (Chair), Gallagher (Vice-Chair),
O'Sullivan, Heather, Gantly, Chapman, Bell-
Bradford and Jeapes
Also Present: **Councillor:** O'Halloran

Councillor Rowena Champion in the Chair

105 **APOLOGIES FOR ABSENCE (Item A1)**
Councillors Chowdhury, Woodbyrne, Khondoker, Khurana and Spall

106 **DECLARATION OF SUBSTITUTE MEMBERS (Item A2)**
None

107 **DECLARATIONS OF INTEREST (Item A3)**
None

108 **MINUTES OF THE PREVIOUS MEETING (Item A4)**
RESOLVED:

That the minutes of the meeting of the Committee held on 4 April 2019 be confirmed and the Chair be authorised to sign them

109 **CHAIR'S REPORT (Item A5)**

The Chair informed Members that the next meetings of the Committee will be held on 18 June and 25 July 2019

The Chair added that the Scrutiny Review topics for next year would be considered at the next meeting of the Committee, and it has been proposed that Performance of Council services should be a topic for consideration

110 **PUBLIC QUESTIONS (Item A6)**

The Chair outlined the procedures for Public questions and filming and recording at meetings

111 **SCRUTINY REVIEW - UNIVERSAL CREDIT - DRAFT RECOMMENDATIONS (Item C1)**

The draft recommendations, and proposed amendments, were laid round for consideration by Members

During consideration of the draft recommendations the following main points were made –

- Reference was made to the amendment to Recommendation 6, as laid round
- It was stated that additional recommendations should be added to reflect the problems faced by the self-employed and sole traders in claiming UC, particularly as there are a large number of these in Islington
- Reference was made to Recommendation 7 and that there should be a statutory requirement on the Government on private landlords to provide evidence of tenancies
- It was stated that it was felt that either PPS or Housing Scrutiny Committee should keep under review the level of rent arrears caused by UC and to look at measures that may need to be taken by the Council to address this. Councillor Gallagher stated that he would e mail in a request in this regard
- It was also stated that amendments should also be made to recommendation 8 to reflect the need for data to be provided to Local Authorities, on the number of hardship payments, claimants that do not receive the full amount within the timescale, number of Food Bank referrals and why a claim is made late
- Members concurred with the proposed amendments laid round

RESOLVED:

That, subject to the above amendments and those laid round, the final report be submitted to the next meeting of the Committee for approval

112

EXECUTIVE MEMBER COMMUNITY DEVELOPMENT - PRESENTATION (Item C2)

Councillor Una O'Halloran, Executive Member Community Development was present and made a presentation to the Committee. Kevin Turner VC Development and Equalities Co-ordinator was also present

During discussion of the presentation the following main points were made –

- The Community Development portfolio focuses on building strong, cohesive, and resilient communities and supporting local communities, and residents, to engage in their community and help each other. Specific areas of responsibility are – VCS, community development and resident engagement, ward partnerships and Local Initiative Funding, Equalities and Community cohesion, no recourse to Public Funds, and refugee and migrant communities in Islington
- Collectively the VCS sector makes a contribution to every one of the Council's 7 key priorities, and as a Council we are committed to support an independent, vibrant and dynamic VCS, and recognise that this sector had reach beyond our services, and that can respond in ways which the Council cannot
- The Council has a localities programme and want to establish a new system partnership with the voluntary sector to co-ordinate local activity, networks and opportunities to make best use of the strengths and assets of our communities
- There is a Community Strategy 2020-24 that will aim to see a whole community working in partnership and collaborating effectively to achieve a fairer and more equal borough. This will replace and build on the current VCS strategy, and the Council are currently working with Islington CCG to map a collective £100m spend on 'people focused' services
- VSC Grants programme provided £2.6m per annum in core funding to organisations identified as being of strategic importance to the Council and the borough. In 2018 Islington VCS brought in over £19m from external funders to deliver services that benefit the local community
- The current VCS Partnership Grants Programme is due to end on 31 March 2020. The Council has made a commitment to protect levels of Council grant giving to the

local voluntary and community sector. The programme will be designed around the Council's Corporate Plan 2018-22

- The Council gives funding to advice groups in the voluntary sector, and this ensures residents can access independent and impartial advice on welfare benefits, debt, housing and immigration services which help improve household income, tackle indebtedness, sustain tenancies and secure residency
- Funding and finance advice is offered to the voluntary sector, and the VCS Development Team has actively sought opportunities to advise and support commissioners to ensure that the VCS is playing an active role in delivering commissioned services
- In addition, a social value framework has been developed that ensures our contracts achieve social value for the community and VCS
- The Council is also reviewing its discretionary rate relief programme and preparing a successor programme for 2020 onwards
- There is also a small grants programme, the community chest and Local Initiatives Fund
- The Committee noted that during 2018 the Community Development Team have carried out intensive work to assess and appraise buildings at estate based community facilities, and 3 new community spaces have been opened since February 2018, and 5 new community centres will be delivered in the next 18 months
- A review is also taking place of Tenants and Residents Organisations to review and investigate support offered to estate based constituted TRA's, governance and paperwork, and barriers to engagement. The review team will be presenting its findings and recommendations to the Executive on 19 June
- The Council is developing an Equalities Strategy 2019-23, which will dovetail in with the Peoples Strategy and Community Strategy, and a directorate-level Equalities Group, and an officers Corporate Equalities Management Group and the Equalities Strategic Group will be converted into an Equalities Board and the Executive Members will continue to Chair a board, attended by the senior lead from each Directorate
- There are a number of equality events, such as refugee week, Black History month, Interfaith week, International Day for Disabled People etc. and this is done in conjunction with an extensive range of community partners
- Further work is required to develop and ensure consistent quality across all community events
- With regard to No Recourse to Public Funds,(NRPF) Refugee and Migrant Communities, 33% of all Islington residents were born outside of the UK, and less than half of Islington residents are estimated to be white/British
- In 2018/19 a safety net support has been established to provide support to 69 vulnerable households. Exclusions based on immigration status block efforts to achieve a fair, cohesive and prosperous society, and we operate a range of specialist NRPF, refugee and migrant services to address these challenges
- Departments have worked collaboratively on connected issues such as a response to Windrush, preparations for exiting the EU, and welcomed 60 refugees through the Syrian Vulnerable Persons Resettlement scheme
- The NRPF is a self-funded organisation hosted by Islington, working to influence national policy development, support local authority best practice, and evidence cost pressures where social services safety net duties must be enacted to alleviate destitution
- Reference was made to the issue of social isolation, and that a report on this would be submitted later in the year, and this could be circulated to Members

Policy and Performance Scrutiny Committee - 14 May 2019

- Discussion took place as to the funding of the Advice sector and that there is a need to look in future at areas of overlap between services so that value for money is being achieved
- Reference was made to the small grants fund and that Members should be kept informed of what funds are available to be used
- Discussion also took place relating to funding of schemes across Wards and with other Boroughs, and the Executive Member stated that she would welcome this and facilitate it, if requested
- Reference was also made to the Community Centres review and that this should take into account the offer to residents in an area, so that duplication is avoided. The Executive Member stated that this was taking place and any proposals would be discussed with local Ward Councillors
- A Member referred to the NRPF/Equalities presentation and that he felt that there needed to be 'senior officer' buy in, and it was stated that this could be discussed with Corporate Directors

RESOLVED:

That the presentation be noted

The Chair thanked the Executive Member Community Development for her attendance and presentation

113 MONITORING REPORT (Item)

RESOLVED:

That the report be noted

114 VOTE OF THANKS (Item)

It was moved by Councillor Heather, and formally seconded –

RESOLVED:

That a vote of thanks be accorded to the Chair, Councillor Champion, and the former Chair Councillor O'Halloran for the services rendered by them to the Committee in the current municipal year

The meeting ended at 8.35 p.m.

CHAIR



Policy and Performance Scrutiny Review Committee

REPORT OF THE POLICY AND PERFORMANCE SCRUTINY COMMITTEE UNIVERSAL CREDIT

London Borough of Islington
June 2019

CHAIR'S FOREWORD

.

**COUNCILLOR ROWENA CHAMPION
CHAIR POLICY AND PERFORMANCE SCRUTINY COMMITTEE**

Universal Credit Scrutiny Review

Aim

Evidence

The review ran from September 2018 until April 2019 and evidence was received from a variety of sources

1. **Presentations from Council officers** – Ian Adams, Robbie Rainbird, Lesley Seary, Hannah Bowman – Housing and Adult Social Services
2. **Presentations from outside organisations** – Eugene Nixon – L.B.Southwark, Devan Ghelani – Institute of Policy and Practice. Citizens Advice Bureau – Jean Daly-Matthias, Alison Lamb, Marcia Gay – Peabody Trust
3. **Documentary evidence** – The cumulative impact of Welfare Reform in Islington – Policy in Practice research report (November 2016), Written evidence submitted to the Work and Pensions Committee – Universal Credit update inquiry by the Islington Debt Coalition and the Islington Resident Support scheme (5 September 2017), Letter from Chief Executive Islington (on behalf of Chief Executives) to Neil Couling, Director of Universal Credit, Response from DWP to letter from Councillor Burgess on support for learning disabled
4. **Visits** – **Focus Group with UC claimants, Meeting with Key Support Services. Barnsbury Job Centre, Islington Learning Disability Partnership UC Task and Finish Group, Pillion Trust**

The scrutiny initiation document (SID) is attached - **Appendix A**

Appendix B – Examples of cases of claimants

Appendix C - Claimant's Survey

Appendix D – update on changes to UC since October 2018 and further announcements in January 2019 -

Appendix E – Statistics UC Rent Data

Overall Aim/Objectives of the Review

The overall aims of the Review were as follows –

To review the roll out of Universal Credit in Islington, understand the impacts on residents and services, and ensure that measures are in place to address or mitigate any risks or challenges and

To facilitate an effective challenge to the Government where appropriate

The objectives of the review were as follows –

- To gain a good understanding of Universal Credit Full Service (UC), how it works, and the main changes it introduces to the welfare system
- To assess the impact of UC on Islington residents, the Council, and other local services
- To ensure that effective support is in place for residents who will struggle to make and manage a claim for UC, particularly those with language or literacy needs, learning disabilities, mental health issues, and those with complex needs
- To ensure that any risks to the Council are being actively addressed and managed

- To identify any issues related to UC policy or processes, and the impacts on residents and services that cannot be resolved locally, and require escalating to Government
- To maximise the opportunities that UC provides around making it easier to move into work – and ensure that those claimants furthest from the labour market are able to benefit and receive tailored support
- To help improve the UC experience and application locally

RECOMMENDATIONS

The Committee wish to highlight that the introduction of Universal Credit is a Government Policy, and has not been introduced by Local Authorities, and furthermore is not welcomed by this Council

The Committee are of the view that Universal Credit is not working for many residents, often the most vulnerable residents, and therefore request the Government to abandon the introduction of Universal Credit in its entirety

The Committee also call on the Government to recognise that the introduction of Universal Credit has placed a significant financial burden on Local Authorities, and other social housing providers, in respect of rent arrears/housing issues. The Government should ensure that Local Authorities are funded adequately to compensate them in this regard, due to the introduction of Universal Credit

Given the above, and the fact that the Committee are of the view that the Government is not likely to halt the introduction of Universal Credit, the Executive be recommended to approve the following recommendations to be directed to Government, and for action by the Council

GOVERNMENT

Recommendations – Claimants/Job Centres/Landlords

- 1. That the Government should recognise that there are a significant number of people who will never realistically be able to access sustainable work, due to ill health, disabilities, or caring responsibilities. The Government should also recognise that a number of those people having to claim Universal Credit are the ‘working poor’, and ensure that the welfare system, through Universal Credit and other benefits, provides adequate funding to enable all these people to have a reasonable quality of life**

(The Committee believes that reducing the taper amount for the benefit earned over the work allowance from £0.63 to £0.60 will provide much needed support for the working poor, those with children, or with limited capability for work. The Government should immediately compensate those severely disabled people that have lost out by moving onto UC, and losing their severe/enhanced disability premium. The Government should take immediate steps to include disability premiums into UC permanently beyond a transitional protection. This is vital for essential living and care costs. The lack of them is likely to hinder disabled people’s ability to complete basic daily tasks, adding a further burden to a social care system, already at breaking point)

2. **That the Government should ultimately scrap single household payments, and make ‘split payments’ standard. In the meantime:**
 - (a) **In circumstance where there are dependent children, Universal Credit should be paid to the main carer of the children**
 - (b) **Effective measures should be put in place to cater for circumstances where single household payments may cause financial hardship/or put one partner at risk of abuse**

(The Committee noted that those suffering domestic violence etc. are often reluctant to request ‘split payments’, due to the fear of their partner finding out. The position of the DVA sector is to scrap single household payments under UC, and make split payments for couples standard as part of a new Government Bill on domestic abuse)

3. **That the Government should address the issue of childcare support for parents wishing to move back into work, and ensure that the childcare element of UC is paid immediately, rather than until they are able to submit receipts for child care**

(The Committee noted the difficulties placed on parents, in that when claiming UC, they do not receive the childcare element until they can submit receipts for childcare. The flexible support scheme currently in place is discretionary, and can only be paid for a few weeks, therefore parents will have to pay child care costs before being reimbursed through UC. This is a disincentive to parents wishing to return to work, and should be addressed if the intention of the Government is to encourage people back into work)

4. **That the Government should ensure that local DWP offices have access to, and are able to share, with the Local Authority and partners –**
 - **Numbers of claimants being referred to foodbanks**
 - **Number of hardship payments**
 - **Monetary amount of hardship payments, as an average**
 - **Number/% of claimants who do not receive their first payment in full on time (and data as to reasons why)**
 - **Failed claims where residents have not completed their claim, or are refused UC, and reasons why**

(The Committee heard evidence that some of the most vulnerable members of the community were waiting longer than the initial 5 week assessment period to receive payment of UC. The Committee felt that lack of access to this information meant that claimants were not able to challenge the delays, and this led to hardship. The Committee also heard evidence that it is important for the Council/Partners to have data to enable them to assist claimants who are in hardship, and to analyse reasons why claims have been delayed or failed, in order for support to be provided in these areas for claimants)

5. That the Government should fund Citizens Advice properly, in order to provide the level of service needed to assist claimants with their UC claims

(The Committee are concerned that Citizens Advice are having difficulty coping at present/will not be able to cope in future, with the level of assistance that claimants will need, especially when full migration takes place. Our view is that inadequate levels of funding have been allocated to Citizens Advice in this regard)

6. That the Government should -

- (i) Introduce a paper copy of the UC claim form, due to the difficulties that the learning disabled, those with mental health problems and carers, in particular, as well as those claimants who are unable to use/access a computer who are on low incomes, are facing in completing 'on line' forms**
- (ii) Introduce a more flexible approach to backdating of UC payments for those claimants who experience difficulties in claiming**
- (iii) Remove from the 'online' claim form the section that claimants have to complete, stating that they are available for work or make an alternative available**

(The Committee heard evidence that claimants/carers are often 'timed out', when completing the 'online' form, and this leads to frustration for carers and claimants, particularly those with disabilities. In addition, some claimants may never be able to work, or have limited work capability, but have to complete this part of the form. This question should be removed from the 'online' claim form, or an alternative made available, in order that claimants can complete the form with an option stating why they are not available for work/have limited work capability)

7. That the Government should ensure that self- employed people receive the same amount of support through UC, as employed people. This can be achieved by removing the minimum income floor for self-employed people

(The Committee heard that self-employed people are amongst those that can lose up to £200 per month when transferring to UC. It can be difficult for those that are self-employed to budget with an irregular income. The minimum income floor makes an assumption of how much self-employed people will earn. If they actually earn less than their minimum income floor in a given month, this means that they will be treated less favourably than others on UC. The Committee believes that the minimum income floor should be removed, and that self-employed people should have their UC entitlement calculated on their actual income)

8. That the Government, should make it a statutory requirement for private sector landlords to provide tenants with information on their rent, in a timely manner, to support their UC claim. This will also assist with regard to the difficulties, in relation to the provision of some claimants of information to support their application for Universal Credit, e.g. information to support the Habitual Residency Test. The Government should also other introduce measures, in order to ensure claimants can more easily provide information on their status, in order to support any claim for UC

- (The Committee heard evidence of residents struggling to provide the evidence to verify their claim or to meet the Habitual Residency Test to be eligible for UC. The Committee heard evidence of a teacher who had worked in Islington for many years, but on coming back from holiday found her UC claim had been rejected. Such problems lead to delays and hardship, and the need for claimants to seek legal advice through support partners)

9. That the Government should ensure that Job Centre/Citizens Advice staff provide adequate information to claimants/Local Authority on the availability of food banks/offer advice on healthy eating. The Government should also provide data on the number of hardship payments made, the amount of such payments, claimants that do not receive their full entitlement, within the agreed timescale, and reasons for such late payment, together with the number of referrals made to Food Banks. This information should be provided on a regular basis

(The Committee were concerned that there is a lack of information being made available by JCP and Citizens Advice staff not referring claimants to Food Banks. Given that the Government has admitted that the use of Food Banks has increased significantly since the introduction of UC, and often claimants are the 'working poor', (the group that UC claimed to have been introduced to assist) this information should be made available to claimants)

10. That the Government should pay the Housing element of UC directly to social landlords, making the process more efficient. The Government should also accept rent figures provided by 'Trusted Partners,' and should allow them to enter annual rent charges on the Landlord Portal. This would assist in avoiding the need for large volumes of rent verification requests

(The Committee heard evidence that the 5 week assessment period is too long and leads to hardship, especially for vulnerable residents. This leads to a spiral of debt, and rent arrears for claimants, arrears for landlords, and reduces the amount of money available to claimants in the future, as the advance payment has to be repaid from future UC payments. The numbers of alternative payment arrangements and advance payments required confirm that these are not an exception, the system needs to be improved. Making the changes suggested will benefit all parties in the process, and make the process far more efficient)

11. That, whilst it is noted that claimants can request Alternative Payment Arrangements, there should be a simplified system for rent to be paid directly to Private Sector

Landlords, given that this is an area where evictions are more likely to occur, arising from rent arrears accruing, due to delays in UC payments to claimants. The Government should put in place measures to address this

(Please note Committee's views on APA's outlined at recommendation 9 above. However, if APA's are to continue, the Committee noted that whilst there is a system in place for APA's to be made available to 'trusted providers', such as Local Authorities, this is not the case for private landlords, although a pilot has been introduced by the Government. The Committee are of the view that the Government should also accept rent figures quoted and accept referrals for APA's from 'trusted providers' without the need to check further. This will make the process more efficient)

12. That the Government should protect the services currently offered to claimants by Job Centres, and that there should be no reduction of services. The Government should also ensure that 'work coaches' are at least retained at the current level, if not increased. Best practice should be 'rolled out' across all Job Centres, where there is a high satisfaction level amongst claimants

(The Committee noted and welcomed that a recent limited survey of claimants had shown high levels of satisfaction with the service provided at the Barnsbury Job Centre. It is felt that where best practice has been identified this should be 'rolled out' across other Job Centres. The Committee are of the view that with cost pressures on the Government they will attempt to reduce staffing levels at Job Centres, and this should not happen, and current levels should be retained, or even increased)

13. The Government should reduce the 5 week assessment period for UC, before the first payment is made. At the very most, the wait should be no longer than one month – the period a person in work might wait for their first salary. The period for repaying advance payments should be increased to at least 2 years, with provision for a longer period, if the claimant can demonstrate that the consequent reduction in their benefit would cause financial hardship. That increased period should be brought in immediately

(Many claimants, particularly those transferring from 'legacy benefits' do not have the resources to meet the costs of rent, food, bills and childcare, whilst awaiting their first payment, and the situation can be exacerbated if there is an issue with their claim causing further delay. Advance payments are available, but these are loans, rather than grants, and must be paid back over 12 months (extended to 16 months from October 2021)

14. That the Government should recognise that the introduction of Universal Credit has resulted in additional costs being placed on Local Authorities, at the same time as

Local Authority funding is being reduced generally. The Government should be requested to ensure that Local Authorities are funded adequately, to deal with these additional costs

(The Committee noted that the Housing Benefit Administration Grant and the Discretionary Housing Grant funding has been reduced severely in recent years, and there are increasing rent arrears as a result of the introduction of UC)

COUNCIL

Recommendations - Claimants/Information/Work with voluntary sector

- 15. That the Council should continue to support the voluntary advice sector, and where possible, assist in increasing the capacity of specialist advice services. In addition, the Council should work in partnership with the voluntary sector, and other statutory partners, and support the establishment of a forum for agencies with an interest in Universal Credit, to share and collect information, including on the use of food banks, to provide to the Government as evidence for future changes to Universal Credit**

(The Committee noted the good work undertaken by the voluntary advice sector, and statutory partners and supported the suggestion that a forum should be established)

- 16. That it is noted, and welcomed, that the Council is taking all available opportunities to support residents with the introduction of UC, and that a number of initiatives are being taken by the Council, the voluntary sector and partners in order to assist residents, as outlined in the report. The Committee are of the view that there should however, be additional support provided for the most vulnerable residents, such as residents with mental health problems, learning difficulties, BME communities and the disabled**

(The Committee were concerned that the most vulnerable residents were the most likely 'casualties' of the introduction of Universal Credit, and where possible additional support should be particularly aimed particularly at these group)

- 17. That, whilst noting that information on support and advice to residents is available, it should be ensured that up to date information is provided in Council publications, online, in councillors' ward surgeries, self-help groups, GP surgeries, on electronic noticeboards on estates and by the organisation of workshops, where necessary. Consideration should also be given to a future communications strategy, once full migration takes place, to enable residents to have access to all necessary information, and support, to assist them with claiming UC at the most appropriate time**

(The Committee were of the view that whilst information has been made available once full migration takes place a more detailed communications strategy should be looked at. In addition, given the ever changing nature of UC, as a result of changes to UC by the Government, updated information should continue to be provided to residents)

- 18. That there should be a common approach established with social housing providers in the borough, for dealing with tenants, who may fall into arrears during the 5 week assessment period, as a result of claiming UC. The Committee are of the view that the Council should discuss this issue with other social housing providers in the borough, with a view to establishing a common policy/support framework to deal with such instances**

(The Committee are of the view that all social housing providers in the borough should establish a common policy so that tenants know that all social housing providers are following the same procedures in respect of tenants in receipt of UC)

- 19. That the Policy and Performance Scrutiny Committee should receive regular updates on performance data relating to UC**

(The Committee were of the view that they should be updated by the Executive Member Policy, Performance and Community Safety of information relating to UC, including the level of rent arrears, in order that this can be monitored on a regular basis)

MAIN FINDINGS

PLEASE NOTE THAT THE EVIDENCE DETAILED BELOW STATES THE SITUATION AT THE TIME THE EVIDENCE WAS TAKEN. AS THE GOVERNMENT HAS BEEN AMENDING THE REGULATIONS AROUND UNIVERSAL CREDIT DURING THE COURSE OF THE REVIEW AND SOME CHANGES HAVE BEEN ANNOUNCED THAT WILL TAKE PLACE OVER THE COURSE OF THE NEXT TWO YEARS – A SUMMARY OF THESE CHANGES IS ATTACHED AT APPENDIX D TO THIS REPORT

Background Evidence – September 2018

1. The Committee commenced the scrutiny in September 2018, with evidence on the introduction of Universal Credit (UC), from Robbie Rainbird, Head of Processing, Finance and Customer Services
2. The Committee were informed that since 2010, the Government has introduced significant reforms to the welfare system, aimed at encouraging people into work, and simplifying and restricting benefits and saving money. Some key changes include – restrictions of universal credit (non means tested) support e.g. child benefit, caps and freezes on welfare spend, changes to Local Housing Allowance, introduction of the Bedroom Tax, a benefit cap which was initially £26000 in London, (later reduced to £23000), and tougher requirements on Job Seekers Allowance (JSA), and requirements for long parents to find work
3. There were also changes to restricting benefits for EEA migrants, changes to sickness benefits, the replacement of Incapacity Benefit with Employment and Support Allowance (ESA), and the requirement to undergo a work capability assessment. In addition, there have been changes to disability benefits by the replacement of Disability Living Allowance (DLA), with Personal Independence Payments (PIP), and changes to Tax Credits and other family support
4. The proposed aim of the introduction of Universal Credit was to simplify the Benefits system, and there have been further changes since 2017. These include – support with childcare, tax free childcare has been introduced, - the Government contributes up to 20% of the first £10000 of costs per child per year, (up to a maximum of £2000 per child per year, for people with income around £15000 per annum, and not receiving child support, via tax credits. The free child care entitlement doubled from 15 hours to 30 hours per week for working parents of 3 and 4 year olds
5. In terms of benefit support for children, there is a 2 child limit support through tax credits, and the Universal Credit and Family Entitlement has been removed. People starting a family are no longer eligible for the Family Element in Tax Credits, or the First Child element in Universal Credit

6. There have also been further changes to ESA, and the work related activity component has been abolished. New claimants that are placed in the Work Activity Related Group (WRAG), now receive the same rate of payment as those claiming JSA or Universal Credit equivalent. The ESA permitted work limit has been removed, and claimants undertaking permitted work, and earning between £20-£120 per week, no longer have to stop work, or stop claiming after 52 weeks. ESA sanctions have been reduced, and claimants who are sanctioned now receive 80% of their benefits. This does not apply to those in WRAG, who will receive 60% of their benefits
7. The latest changes that have been introduced include a Universal Credit Youth Obligation, whereby 18-21 year olds who have been claiming UC for 6 months, now have to apply for training/apprenticeships through a work placement
8. In addition, Bereavement Support Payments have been introduced for all new claims from April 2017, and this replaces Bereavement Allowance, Bereavement Payment ,and Widowed Parents Allowance
9. The earnings threshold for Benefit Cap exemption has changed from a fixed rate of £430 per week, to the amount a claimant would earn if they were working 16 hours a week at the national minimum wage, so that most people have to earn more before they are exempted from the cap. In addition, support for mortgage interest is no longer available for new or existing claimants, and these people will now have to apply for a loan instead
10. There were also a number of changes announced and implemented in 2018, following feedback from Pilot areas, such as L.B.Southwark, where Universal Credit had been introduced. These include Advance Payments, the removal of the 7 day waiting period, a 2 week Housing Benefit 'run on', and making it easier for claimants and social landlords to have rent paid directly to the landlord
11. There are still further proposed changes to be introduced. Childcare support will be changed from Autumn 2018, and employer childcare vouchers will no longer be available to new claimants from October 2018. Existing claims will continue until the child is 15 (or 16 if disabled), or the claimant starts claiming under another scheme (as part of Working Tax Credit, Universal Credit, or Tax Free Childcare), whichever is the earliest
12. Self- employed people, from April 2019, will no longer pay Class 2 National Insurance contributions, which currently count towards contributory benefits e.g. new state pension. Clarification is still awaited on how Class 4 contributions will count towards benefit entitlement
13. In terms of the 'roll out' of UC, families with 3 or more children should be able to claim UC from February 2019 onwards. There will also be a transfer of the initial batch of Islington UC 'live service' claimants to full service from 5 September – November, numbering approximately 1700 residents. In addition, there will be migration of all existing benefit claimants, for all legacy

benefits from 2019-22, which number around 20,000 residents in Islington, dependent on how many residents are moved over earlier

- 14.** The Committee were informed that UC 'Full service' was introduced in Islington in June 2018. Most new claims, plus existing benefit claimants with a change of circumstances, will now claim UC, instead of the current legacy benefits. Exceptions are – Families with more than 2 children (this is temporary, as DWP aim to include these from this year), residents in supported housing or temporary accommodation can continue to claim housing benefit, and people of pension age, currently 65, and those on UC who reach 65, will be required to move back to housing benefit
- 15.** Existing UC claimants (the first batch that moved from November 2018), moved to UC full service from 5 September to November 2018. All remaining claimants not yet moved over will migrate between 2019-23, and as stated previously, Islington has at least 20,000 residents claiming housing benefit, and one or more out of work/in work benefits, so that UC will have a big impact on Islington residents
- 16.** The Committee noted, as stated earlier, that Universal Credit is the new means tested benefit, that has been introduced by the Government, for people of working age, which replaces six means tested benefits – Housing Benefit, Child Tax Credit, Income Support, Working Tax Credit, Income Based JSA, and Income related ESA. It is a single monthly payment to a household (a household counts as a single person or couple with any dependent children). Claimants receive a standard allowance plus extra money if they have children, a disability, or a health condition, care for somebody who does, or qualify for assistance with rent or other housing costs
- 17.** The Committee were of the view that residents should be made aware that the introduction of UC is not a Council initiative, but a Government one, and that a communications strategy should be put in place in future informing residents of this, and the assistance that the Council is offering to residents. This has been addressed in our recommendations
- 18.** There are various 'triggers' for a move to UC and these can include a change in family circumstances, or other changes. These include a move to working more than 16 hours, to less than 16 hours, a move from being out of work to being sick, or vice versa, a move from being sick to working more than 16 hours, or a move from in work to being sick. In addition, changes to family circumstances, including where a household becomes responsible for a child for the first time, change of address in the relevant postcode area that requires a new claim for housing benefit, where an out of work lone parent becomes part of a couple parent, where an out of work couple parent with a child under 5 becomes a lone parent, where a partner leaves/joins a household, where a claimant is within 11 weeks of the birth of a child, and where an out of work lone parent's child reaches the age of 5, can also trigger a change to UC. Other changes include a new/underlying entitlement to legacy benefit/s, attending Court of jury service, cessation of full time education, being remanded in custody, income/capital goes over the threshold, or taking on full time caring responsibilities, or where the claimant is no longer a full time carer

19. A claim for UC is made via the claimant making an online claim on the DWP website. The claim can be saved, however it is only valid when the claimant presses the 'submit' option. The claimant then receives a text or e mail, with a telephone number, in order to make an appointment with an allocated 'work coach' in the local job centre, and a failure to attend for interview could risk the claim being cancelled. The claimant has an initial meeting with the 'work coach', to clarify information relating to the claim, and a first payment will be received 5 weeks after this, subject to information being received. The rationale behind this is that as a claimants' application form is completed online, it would free the 'work coach' staff up to concentrate on assisting residents to find employment. There would also be Council staff, and other support staff present, to assist claimants. Actions are also then agreed to move towards work, and arrangements made as to how often the claimant should meet with the Job Centre 'work coach'

Key risks for Claimants/Support available

- 20.** A major risk to the Council, and other housing providers is In relation to payment of rent, and the possible increase in arrears. In the case of Council tenants, the Housing Income Team, is notified of a UC claim via a landlord portal, and asked to verify the rent. Where the claimant is claiming housing benefit, the local authority is advised that the claimant has made a claim for housing benefit, so housing benefit will stop. The Housing Benefit team will, however, enable there to be a 2 week run on period, to cover rent for the next 2 weeks
- 21.** There are key risks and challenges with the introduction of UC. These include the fact that claims are made and managed online, so that claimants will need access to IT, and will require the digital and literacy skills to manage their claims. All contact is by e mail, text, or UC journal. There are no letters, and claimants will have to look regularly at their UC journal, and 'To Do list', and enter updates on activity. Claimants are expected to take more responsibility than previously
- 22.** Payments for UC are made monthly in arrears, and this will be a change for people on out of work benefits, who are at present paid weekly or fortnightly. Claimants will need now to budget monthly. Claims are not backdated, but paid from the day the claim is submitted, so it is important that claimants are advised, and supported, to submit their claim as soon as possible. There is a minimum 5 week waiting period, before the first payment is received. Housing costs are included in the payment, and residents will be responsible for ensuring that their rent is paid, unless Alternative Payment Arrangements (APA) are put in place. This is dealt with later in paragraph 24 below
- 23.** The positive changes are that it will be easier for residents to move in and out of work, as claimants no longer need to 'sign on or off', as they move in and out of work. Payments are based on earnings, not hours worked, and claimants no longer need to worry that their benefits

will stop if they work over 16 hours. UC will continue, but will be adjusted up and down, depending on earnings. Claimants have a personal allowance, and anything they earn above that is subject to a taper (37p is kept in the £). The DWP system accesses 'real time' information from HMRC for the previous month, and adjusts payments accordingly. There is no fortnightly 'signing on', so 'work coaches' can assist more people who want to work, and they will also have mixed caseloads, including those people previously in receipt of ESA. There is funding for training and Access to Work funding, in order to help claimants who need extra support to move into work

- 24.** The Alternative Payment Arrangements (APA's) are designed for those claimants who will struggle with the new monthly payment model. There are 3 options available. Rent can be paid directly to the landlord, claimants can request this, and social landlords can request APA's as trusted partners, however private landlords need the consent of the claimant. There can also be the option of more frequent payments – half monthly, where a claimant will struggle to budget monthly. The third option is splitting the payment to the household, such as where there is a risk of domestic violence, gambling etc.in the household
- 25.** The evidence from those areas, where full UC has been introduced, is that rent arrears have risen significantly. Rent arrears have also risen in Islington, since the limited introduction of UC in June. Islington however, is now taking a proactive approach, and is using APA's, where there is risk of tenants struggling to pay rent. The Council has adopted a two tier strategy of risk – Tier 1 factors - which indicate a highly likely/probable risk - include drug/alcohol and other addiction problems, learning difficulties (including problems with literacy and numeracy), severe/multiple debt problems, in temporary or supported housing, or are homeless or subject to domestic violence, or abuse. In addition, other tier one factors include mental health problems, if a tenant is currently in rent arrears, are at threat of eviction or repossession, or if a claimant is a young person 16/17 years old and/or a care leaver, or if they are a family with multiple and complex needs
- 26.** Tier 2 factors include - if a claimant has no bank account, third party deductions are in place, a claimant is a refugee or asylum seeker, there is a history of rent arrears, a claimant has been previously homeless and/or in supported accommodation, disability, recently left Prison or hospital, recently bereaved, lack of language skills, where English is not the first language, ex-service Personnel and NEET's
- 27.** Claimants who will struggle to cope during the 5 week waiting period can ask for an advance payment. This can be requested at the claimant's initial meeting with the 'work coach', or at any time before they are paid. This can be any amount up to 100% of their monthly payment, and it is then paid off over the following 12 months, (to be increased) deducted directly from their monthly payments. Evidence from other areas, where UC has been introduced, has shown that the waiting period for payment caused real financial hardship, and increased demand on Food Banks and Local Authority crisis schemes. Advance payments can be of real assistance,

however it means that households have less to live on over the next 12 month period. See Appendix D of the report for updated information

- 28.** In terms of Islington's Universal Credit offer, the Council's approach is that, whilst UC has been introduced by the Government, and is not a Council policy, the Council wants to help residents to be able to make and manage a UC claim, and ensure rent is paid. Staff should refer residents to DWP for issues with their claim. Advice Partners can also help, and Income Maximisation (IMAX) can assist residents to work out financial implications
- 29.** The Council will work to proactively encourage, and apply for Alternative Payment Arrangements, but also to adopt a cautious approach. Council Tax is not included in UC, however this needs to be notified as part of the UC claim, and Islington will take notification from DWP, as a trigger to offer Council Tax support. The Council's support offer also focuses on helping residents to adjust to the changes that UC brings, such as making and managing claims online, budgeting and ensuring rent is paid
- 30.** Digital support will be provided at a new Digital Zone in the Customer Care Centre at 222 Upper Street, and PC's and scanners will enable residents to self-serve. Citizens Advice volunteers will be on hand to support claimants to make and manage their claim. New UC supervisor/caseworkers will support volunteers on difficult cases. There will also be digital access in Libraries, and Library managers have all been UC trained, and this training will be cascaded to all Libraries staff. Computers will also be available in all Libraries for residents to make and manage UC claims. Staff will be on hand to give basic support to assist residents to go online, and if necessary, to refer residents to more UC specific support at 222 Upper Street
- 31.** There are a number of key messages that are important to convey. Not all residents will have been migrated to UC from 20 June 2018, this will be just new claimants, and also some residents with a change in circumstances. The resident is responsible for their claim, however there is a lot of support available to help with changes. UC claims are not backdated, and therefore a claim must be submitted as soon as possible, and it is important for residents to attend the interview with a 'work coach', as their claim may be cancelled if they do not. Council Tax support could be claimed, if a resident is eligible, however it should be noted that UC does not include Council Tax support, but does include a reminder on this for claimants
- 32.** Claimants can also be assisted through the Discretionary Housing Relief scheme, and we noted from the Press Release from the Executive Member Finance, Performance and Community Safety that the Council has assisted over 2000 residents to date through the 'one off' discretionary housing relief scheme up until April 2019. The Council aims to alleviate the pressures that the Government's welfare reforms are putting on households by automatically making this 'one off' payment to Council tenants in receipt of Universal Credit, regardless of when they transferred to it. This additional funding by the Council of £250000 is needed to assist residents, some of which are the most vulnerable members of the community

- 33.** The Committee also noted the recent statement from the Government in a parliamentary answer that they appreciated that Councils are experiencing budgeting challenges, but UC should not be contributing to them. New Burdens funding has been provided to cover additional costs associated with UC, and the Department for Work and Pensions will consider reimbursing Council's for any additional costs that are not already supported by New Burdens and UC support funding. The effect is that UC introduction should not leave Council's 'out of pocket'
- 34.** The Committee are of the view that whilst UC is a failed system, if it continues then additional support and funding should be provided to the Council
- 35.** Another emerging problematic area that has been notified to the Committee is the area of parents needing help with childcare costs. Parents moving into employment have to pay upfront childcare costs, but do not get the childcare element of UC until they submit receipts. This requires them to have available funds to pay for childcare, in order to start work. The Flexible Support Fund is discretionary, and can only be paid for a few weeks, but at some point the parent has to pay childcare costs before being reimbursed by UC. This is proving to be a real barrier for parents starting work. Although childcare support was intended to be more generous under UC, the process and payment system is making it more difficult for those parents who want to move into work. The Committee feel that this is another issue that needed to be addressed and have made a recommendation in this regard
- 36.** There is no universal information campaign from the Council about UC, and it should be noted that the bulk of claimants will not be switching to UC until planned migration, so any campaign at present may mean there is a risk of causing alarm, or confusion, at an early stage. Instead effort has focused on getting frontline staff across the Council, and partners, trained on UC, so that they are able to signpost and offer advice. Simple one page handouts have been produced for frontline staff to hand to residents, who need to claim UC. Housing staff will be writing to tenants when they make a claim, with information and advice on where to get help. Prompts have been added to the Home Connections site, to advise that moving home could trigger a move to UC. There is also an article in the UC resident's e bulletin in July, and in the Islington Life Autumn edition, together with a webpage on the LBI website
- 37.** Council staff are being prepared with briefings and training, and there is a comprehensive programme of training for frontline staff, together with a basic overview, with an option for detailed training on UC claims, for staff who need more in depth knowledge A staff information pack, which contains a UC factsheet, a summary of Islington's support offer, and a directory of support and advice will also be available. There has also been a briefing for elected Members
- 38.** In terms of monitoring the impact in relation to Governance and support, there is an UC Member Board, to look at the impacts of the first 3 months, and to address any emerging policy

or support issues. The UC officer group will continue to meet on a regular basis, and will monitor the situation, and escalate any issues to elected Members, and provide periodic updates

- 39.** There will also be day to day monitoring through the support services at 222 Upper Street, and Libraries will monitor demand and issues that arise. The local DWP leads have provided details of escalation routes, i.e. who to contact at the Job Centres, when there is an issue. The Council are also willing to raise any wider issues relating to UC claims on process, systems, or policy at departmental level. Frontline teams are advised to raise any emerging issues, either problems with UC claims, or with the wider support offer
- 40.** The Committee were informed that from 20 June 2018 onwards, (the introduction of full service UC) there have been around 1700 new claimants for UC, (as at 4 September), which equates to around 20 per day. DWP staff are aiming to offer clear assessment interviews, the day after a claim is made, but as numbers grow, this is likely to become more difficult. The aim is to focus on ensuring all new claimants are paid on time, and are receiving the correct amount of money
- 41.** Council/advice partner support is in place, but initially take up has been very low. The initial emerging issues are that claimants are completing their application on line, however they are not phoning the Job Centre to make an appointment. It should be reiterated that the UC claim will be cancelled if the claimant does not have an interview at the Job Centre. In terms of claims that require more intensive support at the Job Centre, e.g. those claimants with language needs, mental health or learning difficulties, whilst ‘work coaches’ have been trained in dealing with these claimants, it is being found that these and other vulnerable people’s claims are taking longer to process, which could become a problem, as larger numbers transition over to full UC
- 42.** There are challenges to specific groups, and feedback from services representing vulnerable residents is that their clients will really struggle with UC, and the local support offer may not be intensive enough to cope. The key groups who may struggle, as referred to previously, include people with mental health problems and learning difficulties, those with complex needs, people who are illiterate, or those for whom English is not their first language. In addition, private sector tenants who will be worse off under UC will face difficulties with less money to live on
- 43.** The Committee noted that UC would also place an additional administrative burden on Council staff, and that this needed to be recognised by the Government and DWP. In addition, the Committee expressed the view that the ‘work coaches’ should work with Council staff, in linking in employment programmes operated by the Council, as this may lead residents to find employment more speedily

It was also noted that the Job Centre ‘work coaches’ faced a heavy workload, given that reductions in DWP staff had taken place, as a result of the Government’s austerity programme
- 44.** The Council is also discussing with Housing Co-operatives, who collect rent on behalf of the Council, about the processes that they need to go through to verify rent and support their

tenants, and provide information to TMO's who do not collect rent, but to assist them to support their residents and direct them to appropriate support. In addition, the Council talks to DWP about issues that occur for the first time, such as rent increases, and where there are 53 week rent years

45. The Committee also received evidence that self-employed people are amongst those that can lose up to £200 per month when transferring to UC. It can be difficult for those who are self-employed, to budget with an irregular income. The minimum income floor makes an assumption of how much self-employed people will earn. If they actually earn less than their minimum income floor in a given month, this means that they will be treated less favourably than others on UC. The Committee believes that the minimum floor should be removed, and that self-employed people should have their UC entitlement calculated on their actual income. See our recommendation in this regard)
46. The Committee also received evidence in relation to Islington's response to the Work and Pensions Select Committee call for evidence. Islington's response highlighted that the groups of residents who stand to lose most from the introduction of Universal Credit are parents under 25 years, single parent families who are under real threat when they move onto Universal Credit, instances where there are two wages or statutory maternity payments in an assessment period, and alternative payment arrangements for benefit cap claimants which leads to full housing costs being paid to the landlord. In addition, there are problems with benefit cap payments and child benefit, couples where one is a pensioner and one is not, those who fail a work capability assessment, those with capital above the UC threshold who have no entitlement to UC, the first claim for UC not being eligible for Housing Benefit, disabled children allowance which is less under UC than legacy benefits, the habitual residency test, and victims of domestic violence making a separate claim. The Committee also considered the submission from London Councils in response to the Work and Pensions Committee call for evidence. A number of the issues highlighted are addressed in our recommendations
47. The Committee also received evidence in relation to the response from the DWP in response to Councillor Burgess, Executive Member Health and Social Care, concerns about the support available for UC claimants with learning disabilities. Whilst the Committee noted the response from the DWP, and the actions that had been put in place, we consider that more could be done and this is reflected in our recommendations

**Evidence from L.B.Southwark/Institute of Policy and Practice/Citizens
Advice/L.B.Islington - October/December 2018**

48. The Committee at its meeting on 11 October 2018 received evidence from L.B.Southwark, who had implemented full UC in 2015, and that as a result of this introduction they had been able

with other boroughs, who had also piloted the implementation of UC, to present a case, based on their experiences, that led to the Government making positive changes to Universal Credit to assist claimants

- 49.** Members were informed that Southwark had over 20000 claimants, and around 7000 of these were Council tenants. There has been a significant impact on social housing tenants as a result of the introduction of UC, and around 42% of claimants in Southwark are social housing tenants. These tended to include more vulnerable residents, who had also been affected by previous Government welfare reforms
- 50.** The Committee were informed that the introduction of Universal Credit has led to higher rent arrears in Southwark, which is not only bad for the Council/social housing providers, but for tenants as well. Whilst the Government has been pressured into amending some elements of Universal Credit, too many residents were waiting too long for payment, and 1:6 residents were waiting more than 6 weeks for their first payment. In addition, too many claims were initially unsuccessful, as Universal Credit depended on a great deal of information being provided by the claimant
- 51.** The Committee noted that the introduction of Universal Credit for private sector rented tenants, whilst no doubt having an effect in L.B.Southwark, was not felt to be as detrimental as the introduction of the previous welfare reforms by the Government, and that these had probably had a more significant impact. There is at present, no provision, unlike Council/social housing tenants, for rent to be paid directly to private landlords, and this could lead to more problems with rent arrears for private sector tenants and possible eviction
- 52.** L.B.Southwark had made a decision not to take legal proceedings against tenants, who through no fault of their own, had fallen into arrears, as a result of the introduction of Universal Credit. Where a tenant falls into arrears in Council/social housing the provider can request the rent be paid directly to the landlord, and this is being used in 50% of cases in L.B. Southwark. There is also a facility for requesting arrears of rent to be deducted from a tenant's Universal Credit payment, however Southwark did not exercise this, as the provision is inflexible
- 53.** The Committee were informed that homelessness is rising in London, and that Government welfare reforms were a significant driver in this. Whilst it is felt that Universal Credit has not at present exacerbated the situation, it was badly designed for a number of groups, particularly those who are homeless or in temporary accommodation. Whilst there had been recent changes to ameliorate the situation for these groups, it was felt that this is only temporary, and the longer term funding arrangements are unsure
- 54.** Members also noted that, given that Universal Credit had taken longer to roll out than envisaged by the Government funding for Islington Council HB staff had been reduced from £3m to £1.6m, and this would mean that in future the Council would have to prioritise the support it can give to

residents. There is a realistic prospect that the HB service will cease to be viable before Universal Credit is fully introduced

- 55.** The Committee also noted that it was originally intended that Local Authorities would administer the support scheme for Universal Credit, however the Government had now stated that they proposed to contract Citizens Advice in this regard. The Committee received witness evidence from the Citizens Advice and this is reflected elsewhere in the report
- 56.** The Committee were informed that 50% of lone parents, and 66% of couples with children would lose up to £200 per month, as a result of transferring to Universal Credit. In addition, 50% of all families in work could be worse off under Universal Credit, and this included owner occupiers, lone parents and couples with 3 or more children, the disabled and the self-employed. Members noted that Universal Credit was likely to impact over 23000 residents in Islington, and on an initial analysis, one third of claimants would be worse off, one third better off, and the other third remaining the same
- 57.** Since full UC service was introduced in June 2018, there have been 2381 new UC claims at the Barnsbury Job Centre, and 1870 in the Finsbury Park Job Centre. Job Centres were seeing around 30-40 new claimants per day in October and November 2018, but it was anticipated that this may slow down now that full service claims had been migrated over
- 58.** The impact on Housing and Council tenants has resulted in around 1450 tenants (rent accounts), now being on UC, and 411 of these are on Alternative Payment Arrangements (APA).
- 59.** 76% of tenants in receipt of Universal Credit are in arrears, compared to 40% of tenants still on Housing Benefit. Total rent arrears across UC tenants is now almost £1.4m, four times as much as in June. This has moved in line with the increase in tenants moving onto UC
- 60.** Members noted that there has been an increased demand for crisis support through food banks, which have quadrupled since full service UC went live, and there has been an increase in crisis support. 44 payments had been made through the Resident Support scheme, as of 6 December, to support residents struggling as a result of UC. The Council has increased its allowance to 2 claims, rather than the 1 previously
- 61.** Advice partners have dealt with almost 1000 requests for debt support since June 2018, and a further 450 clients have needed advice on their UC claims
- 62.** Emerging issues for residents include – only around 87% of claimants have received their first payment on time, which means that 13% have not, or have only been partly paid or not paid their claim. This equates to over 460 residents, amongst which will be the most vulnerable in the community

- 63.** The Committee were informed that there are some key issues for Job Centre staff that are resulting in delayed claims, such as failure to make or attend an appointment with a 'work coach' to verify ID, incorrect rent details entered on a claim, which then needs to be verified by the landlord, and agreed with the tenant, where there is inconsistency. Some landlords, not the Council, are taking time to verify rent amounts, and there are often difficulties in providing relevant evidence to satisfy the Habitual Residency test
- 64.** Members also noted that there have been difficulties in claimants being able to access the DWP UC helpline to resolve issues with a claim, however some improvements had recently been made, and the system can now recognise a claimant's phone number, and passport this through to the relevant UC team in Belfast. A new telephone service has been established in Glasgow to enable vulnerable claimants to make a claim by telephone. There are also verification issues with ID, for residents who had moved to the UK some years ago, but had no formal ID
- 65.** Both the Council and partners are experiencing increasing rent arrears, and front line services and partners are facing increased demand for crisis support. However, there is limited data available on UC claimants, which makes this difficult for the Council, and partners, to proactively target support. There is no definitive number of tenants on UC that can be accessed. There is also no clear role for Local Authorities, or resources being made available to them, however the Council will still be expected to feel the impact on demand for services and will need to support residents. There has been an additional administrative burden on HB staff, with diminishing resources
- 66.** There is support for residents moving onto UC, which builds on the successful USDL/DWP pilot, by providing digital support, at 22 Upper Street provided by the CAB, personal budgeting support delivered by the Citizens Advice, co-located in the Barnsbury and Finsbury Job Centres, advice for Council tenants provided by housing income officers in both job centres, information on benefit entitlement and better off calculations provided by I Max and SHINE. In addition there is support in helping residents to find employment through Islington Working, with initial triage by the iWork team, independent advice and advocacy provided by Advice partners with over £1 million funding from the Council, crisis support through the Resident Support Scheme, and referrals to food banks and soup kitchens
- 67.** Members also noted that the DWP funding to provide support to claimants on making and managing a claim, might not be enough to cope with demand at a local level. Evidence has been received from the Citizens Advice who had been funded by the Government, from April 2019 to support claimants. They will support claimants, through every step of making a claim, including assisting them to manage their money when it arrives. £12m is being provided to set up the new service by April 2019, and a further £39m is being paid from April 2019 onwards, and the main focus will be on budgeting digital (as under the current offer)

- 68.** Members were informed Citizens Advice were assisting claimants at the moment in respect of personal budgeting, and noted that from their experience the delays in processing claims and the impact was having an effect on their mental health. In addition, claimants can spend a lot of time trying to telephone DWP. There is a high level of debt amongst these claimants, and CA staff were having to allocate significant resources to train staff on UC, despite support being available from the Council and partners
- 69.** Members expressed concern that there was a lack of data sharing by the DWP, and that it would be useful if Citizens Advice could gather data on how many claimants were being referred to food banks etc. and that this could then be presented to the Government, in order to recommend any necessary changes. It was noted that the CA envisaged that there would be more difficulties, than at present, once more claimants came onto UC, however at present they did not want to upskill staff in areas that they did not feel was necessary
- 70.** The Committee also received written evidence, from Citizens Advice, in relation to a frequent problem that is occurring regarding the housing element of UC being paid late following the initial assessment period. Those tenants housed through Partners for Islington, are anecdotally seeing delays in the housing element being paid, and this appears to be an issue with the landlord portal. Moreover, the Housing element frequently falls short of the claimants actual liability, largely because the claimant is given incorrect figures regarding their rent liability. Initially payments are being reduced considerably due to advance payments, third party deductions in respect of rent arrears, past housing benefit etc. overpayments. Discretionary Housing payment applications for tenants to cover the non-dependent deduction, bedroom tax shortfalls etc. have risen. Citizens Advice have noticed a considerable number of social tenants previously in receipt of HB, are having their claims reduced on a technicality..Those claimants that migrate naturally, because of a change in circumstances, other than failing the work capability assessment, are finding that the move to UC triggers a review of their work capability assessment. This should not happen
- 71.** Draconian sanctions are still an issue, despite the recent DWP 'u turn' on 3 year sanctions
- 72.** Citizens Advice are also finding difficulties with EEA nationals, who are often losing the ESA award after failing work capability assessment. Because they have no other right to reside in the UK, other than as a qualified person, their claim for UC is unsuccessful, as there is no capacity for EEA nationals to claim UC as a jobseeker. Consequently they are unable to meet their rent liability, and eviction is a real problem for this group. There are also problems with claimants having a lack of understanding and lack of digital skills, in relation to many people with ongoing claims needing help on how to manage their claim
- 73.** Evidence from Citizens Advice has highlighted that there are still problems with deductions from UC payments, the waiting period of 5 weeks, and with clients who are on ESA, who appear to

be routinely treated as able to work when they claim UC, or required to complete a new work capability assessment. A number of the concerns expressed by Citizens Advice are addressed in our recommendations

- 74.** Members were informed that with regard to communication with residents, it has been agreed that there should not be a mass UC campaign for residents undertaken, and that routine communications such as articles in Islington Life, such be used to gradually raise awareness of UC, and in addition rent statements are amended to clearly set out the rent figure, following feedback that residents are not entering the correct figure on their UC claim. The website has also been updated with a dedicated page on UC, and there have been over 2,000 hits since June 2018. Customer information leaflets are to be handed out by frontline services, one is an overview of UC and the other a checklist of what to do/provide to make a successful claim. A letter is also being drafted for housing staff to send out to (as referred to above – the Policy in Practice dashboard) to provide the Council with better numbers and information on who will be impacted by UC, which will enable the Council to target support in limited circumstances. Contact is also made with HB claimants whose youngest child is approaching 5 years of age. DWP escalation routes have also been circulated to staff, which includes names, contact details of key staff in local job centres, and in the Belfast processing centre, which will enable staff to directly talk to someone on behalf of a client
- 75.** Within the Council there are a number of groups monitoring the impact of UC and addressing the issues raised, and there are regular meetings with partners. In addition, the Council has made a number of submissions to Parliament on the issue of UC
- 76.** In terms of support for staff and partners training sessions had been delivered in partnership with DWP to over 60 teams and services, within the Council and VCS providers. More bespoke training is also taking place for family support services, including Bright Start teams, who are increasingly seeing parents struggling with UC, and in real hardship, but do not feel empowered to help
- 77.** In addition, UC training materials are available on Izzi, and are also circulated to partners. Maps/addresses/opening times of food banks, and soup kitchens are circulated to front line teams. Engagement with Islington food banks is also taking places, in order to identify/sign up frontline services is planned
- 78.** Advice services have also held UC related training session for the voluntary, and the community sector, on a range of advice issues, and have planned some full day UC advice training sessions in the New Year. A VCS conference was held in September 2018, and attracted 140 organisations and included a number of speakers including Emily Thornberry MP.

79. The Committee also received a presentation from the Institute of Policy and Practice detailing the analytical search engine and database that was available to assist Local Authorities in relation to Universal Credit, together with a HB/Council Tax and budgeting calculator

Announcements in the Budget October 2018 relating to UC (Further changes are outlined at Appendix D to the report)

80. The Government announced in the October 2018 budget a number of changes to UC, as a result of the problems that had been raised in relation to its implementation. These included a £1000 annual increase to the work allowance from April 2019, a 2 week run on to support transition to UC from the income related elements of JSA, ESA and Income Support from July 2020, and a reduction in the maximum debt reduction rate from 40% to 30% of the standard allowance from October 2019. In addition, the 12 month grace period for the self-employed to fully implement the proposal is to be extended from July 2019 to September 2020. It also has been agreed that the period over which advances can be recovered from claimants, has been extended from 12 to 16 months from October 2021. The surplus earnings policy will be temporarily reduced, but will continue to affect earnings spikes above £2500 until April 2020, when it will revert to affecting earnings spikes of £300
81. Since the Budget a further delay the roll-out of Universal Credit has been announced in January 2019, which will lead to a delay of 3 million claimants being transferred onto Universal Credit
82. The Government will not extend the 2 child limit on UC for children born before April 2017, when the policy came into effect, benefitting around 15000 families, and this took effect from 1 February 2019
83. From July 2019 a pilot to support 10000 people from legacy benefits on to UC, in a test and learn approach. Pilot schemes to provide more frequent payments for new claimants, a new online system for private landlords and a more flexible approach to child care provision
84. The High Court has also recently found the DWP has wrongly been interpreting UC regulations, which has affected claimants, and caused severe cash flow problems for claimants living on low incomes, with no or little savings
85. There have also been changes to those in receipt of severe disability premium, and from January 2019, existing claimants will be entitled to an award of an existing benefit that includes the severe disability premium, and are prevented from naturally migrating to UC following a change in circumstances. Those claimants will continue to receive the relevant legacy benefit(s) appropriate to their change in circumstances and will only move to UC, via managed migration and will therefore, at that time be eligible for transitional protections: safeguarding their existing benefit entitlement

- 86.** There are also changes to mixed age couples from May 2019 and from 15 May mixed age couples, where one partner is on working age and the other is on State Pension Age, will no longer be entitled to put in a new claim for Pension Credit. Mixed age couples could potentially lose up to £7,000 per year because they will have to claim working age benefits. The average age gap for mixed-age couples is 2.6 years, meaning the cash loss incurred before the younger partner becomes old enough to claim pension credit could be over £18,000. Where the gap is greater the potential total lost will be more
- 87.** Further additional changes have also recently been announced. These include the Government not extending the 2 child limit on Universal Credit, born before April 2017, when the policy came into effect, benefitting around 15000 families. This was due to take effect in February 2019. From July 2019, a pilot will also take place to support 10000 people moving from legacy benefits onto Universal Credit in a test and learn approach
- 88.** Pilot schemes to provide more frequent payments for new claimants, a new online system for private landlords, an a more flexible approach for childcare provision. A recent high court case has also found that the DWP has been wrongly interpreting the UC regulations
- 89.** There have also been changes to UC for those who are in receipt of an existing benefit, which includes the Severe Disability Premium, and these claimants are prevented from naturally migrating to UC following a change in circumstances. These claimants will continue to receive the relevant legacy benefit/s appropriate to their change in circumstances, and will only move to UC via managed migration, and will therefore at that time be eligible for transitional protection, safeguarding their existing benefit entitlement
- 90.** There will also be a change for mixed age couples, from May 2019 mixed age couples, where one partner is above the state pension age, and will no longer be entitled to put in a new claim for Pension Credit. Mixed age couples could potentially lose out on up to £7000 per year, because they will have to claim UC. The average age group difference for mixed age couples is 2.6 years, meaning that the cash loss incurred before the younger partner becomes old enough to claim pension credit could be over £18000. Where the gap is greater, the potential total loss will be more

Visit to Barnsbury Job Centre – November 2018

- 91.** Members noted that the UC full service roll out had commenced in June 2018, and that about two thirds of claimants were out of work, or those who were able to were required to look for work, as under the current legacy benefits
- 92.** These claimants were seen more frequently by DWP Job Centre Plus work coaches, either weekly or fortnightly. The JCP stated that they felt that the best delivery method is by working closely with partners, and colleagues in the community. The UC model is constantly developing, due to changes, some of which were announced in the October budget and Government policy, and that this was a different approach to which the DWP was used to in the past. The introduction of UC is a cultural shift for staff, and a challenge to develop the expertise to deal with this. However, JCP staff felt that it empowered them to deliver for clients, and to get a more personalised relationship with them. Staff could offer support and provide the best help available to enable claimants to work flexibly, based on claimants needs. The previous legacy benefits system, was in the view of JCP staff, restricting them as to the help that could be offered and was sanctions based, but UC enabled staff to assist claimants in moving closer to the labour market. The Job Centre has assisted 400 people into work since UC was introduced
- 93.** In addition, it was stated that when a claim is submitted on line, the work coaches could check with the claimants the information that had/needed to be supplied, and there could be an assessment of the claimant's vulnerability, health, and ability to check the rent that the claimant had put on the claim form is correct
- 94.** JCP staff felt that UC is not sanctions based, and that they did not have any sanctions targets or other targets to meet. Claimant sanctions had reduced significantly over the last 3 years. North London has the lowest sanctions rate in England
- 95.** JCP were also working in partnership with the Council, and it was noted that the Citizens Advice and housing staff were based in the Job Centre, as well as other partners who could offer support. If there were gaps that were found in the service, then projects could be looked at for co-funding, such as the development of a Hub for BME clients. There are also translation facilities available for claimants, whose first language is not English
- 96.** There is a close work with Council staff undertaken on awareness training, and regular meetings are held with partners and strong relationships are being developed. Barnsbury Job Centre has 25 work coaches working on UC, however it was felt that greater automation of the process in the future, would free up more time for staff to be available for claimants, as more migration to UC takes place. In addition, the DWP are currently looking at a strategy for recruitment from the period 2020 onwards

- 97.** JCP informed us that they had projections as to the number of claimants, as a result of full migration of UC in Islington, and the number of work coaches that would be needed
- 98.** JCP staff stated that the Job Centre did endeavour to ensure that claimants saw the same work coach when they visited the Job Centre, and contact could be maintained through a telephone call, or their journal. Most of the work coaches had been in post for at least one to two years
- 99.** Members noted that there is a visiting team that could go into client's homes and assist them with claims, and this can usually take place within three to four days of notification of a claim. The team can also assist with attendance allowance claims
- 100.** Discussion took place as to the Alternative Payments Arrangements, as referred to earlier in the report, and it was stated that there is provision for rent to be paid to 'trusted providers', and that the JCP would discuss personal budgeting with clients, if necessary. We also noted that as payments may fluctuate, due to real time adjustments in salary, claimants may have difficulty in budgeting
- 101.** Members were informed that there is a 5 week assessment period for claimants when applying for UC, however a 100% advance payment can be made, which can be repaid over a period of 12 months.(To be raised to 16 months in October 2022).. About 50% of claimants took up this option. There is also the option to delay repayment for a period of up to 3 months. Whilst 88% of claimants had their payments paid after 5 weeks, there were a significant number of claimants, often the most vulnerable, who did not, and concern was expressed at how this group could be better supported
- 102.** The Committee were concerned at the fact that the lack of data analysis at JCP is a concern, and that it was worrying that JCP could only identify the number of claim outcomes, and could not identify at a local level the number of failed UC claims
- 103.** One of the main reasons for delays in making full payments was that claimants failed to make or turn up to an appointment with their work coaches, to verify their ID. This is required before the claim can be progressed. Another reason was that there are inconsistencies with the amount of rent entered by the claimant, and the sum provided by landlords. In theory, the claimant needed to agree the landlord's figure before the claim be made. However, Belfast were taking a more pragmatic approach and were accepting L.B.Islington figures as correct, given that the Council is deemed a 'trusted partner'
- 104.** JCP stated that there is no evidence, at present, that the JCP has seen an increase in evictions in the private rented sector, as a result of UC. The Committee noted that L.B.Islington calculations had shown that 48% of claimants would be worse off under UC, whereas only 38% would be better off. If families had less money, it was inevitable there would be increased use of

food banks, and families would get into debt. This has shown to be the experience so far in Islington

- 105.** The main issues that claimants face in verifying a claim are identification issues, clarification of earnings and Habitual Residency Tests. Cases however, were regularly reviewed to see if improvements can be made. Where it is difficult to engage claimants, work is taking place with organisations, such as Help on Your Doorstep, to improve engagement with these claimants
- 106.** JCP stated that they did issue food bank vouchers, and Members were of the view that more information is required to assess the impact of UC on food banks and soup kitchens. Evidence has shown that the use of food banks has increased by 40% since UC has been introduced and that rent arrears has risen amongst Islington tenants. It was noted that JCP staff, when issuing food vouchers, took the opportunity to have a discussion with the claimant to ascertain their situation, and find out if there are any underlying problems that they could be supported with. During our investigation it was interesting to note that the Government has finally admitted that the introduction of Universal Credit has increased demand at food banks, something which they had previously denies.
- 107.** Members were informed that from 1 February 2019, families with more than 2 children who make a claim for benefits, would need to claim UC (currently exempt from full service), All existing claimants who have not transitioned onto UC through natural migration, would be subject to managed migration onto UC from 2019 onwards. There would be a pilot starting in July to test how this could work
- 108.** Details of transitional protection for those moving onto UC is currently being considered in Parliament, and what support can be made available to ease the transition for disabled claimants and others who will be impacted by the move to UC. However, these claimants will have to stay on legacy benefits at present
- 109.** JCP stated that they recognised that the original intention of UC was to save money, however staff felt that they were better able, under UC, to get claimants the benefits the benefits that they were entitled to. Claimants were better able to stay on the system and had benefits adjusted in real time, rather than dropping off the system. This enabled work coaches to better support claimants into work.
- 110.** Members were also informed that a telephony service is located in the Belfast office, and that this could handle telephone calls in relation to claims and this would assist claimants. In addition, there is a new dedicated team in Glasgow, who were able to take UC claims over the phone, for those who are unable to go online
- 111.** Members were of the view that the regular changes to UC for the employed could be a disincentive for work, and it was noted that the system could not cope with two payments of salary in a month, or a lump sum payment, such as a tax refund. We also noted that for

some claimants it was acknowledged that work would not be an option, and it was also difficult to get an employer to take on certain claimants, such as those with mental health issues

- 112. JCP staff informed us that there is a great deal of work being carried out to upskill staff on mental health awareness, and claimants would not be forced into work that are not ready for work. Work is carried out with partners to support claimants, and there is also a Disability Adviser based in the Job Centre, as well as mental health specialists, and this service will continue to be developed
- 113. The Committee were pleased to note that in a rent claimants survey, Barnsbury Job Centre satisfaction levels were higher than other Job Centres across London. We are of the view that 'best practice' from the Barnsbury Job Centre should be adopted, and implemented, across other Job Centres in London. The Committee are also of the view that the current level of work coaches should be retained, or even increased, to be able to cope with full migration when this takes place

Visit to Islington Learning Disability Partnership – January 2019

- 114. Members of the Committee also visited the Islington Learning Disability Partnership and met representatives of organisations assisting the disabled, family carers and the Disability champion
- 115. Members were informed of the difficulties faced by disabled claimants, and that additional training needed to take place to support organisations who are assisting the disabled. In addition, we are of the view that a paper form should be available, as often claimants are 'timed out' of the 'on line application', leading to frustration and anxiety. It was felt that if a paper copy of the form was available this would enable claimants to save the information, rather than this being lost, if they were 'timed out on their claim'
- 116. Claimants will need ongoing support to manage tasks associated with maintaining their payments, and this is not in the capacity of existing services. Citizens Advice are available for managing the application once it is completed
- 117. There is no enhanced disability premium, nor a severe disability premium under Universal Credit, which is likely to make claimants with disabilities worse off. This cohort is exempt from natural migration, and will only move to managed migration, and this has been delayed for a year. In addition, the UC claim form states that you must be available for work, even if you are not, which needed to be looked at to avoid claimants submitting erroneous information

118. Issues of budgeting were also raised, and that claimants will have to pay their rent, and care contributions, out of their UC payment. This will be a significant challenge to those who struggle to understand budgeting and significantly increases the chance of them getting into debt. Most supported housing is classified as exempt accommodation, but not some of the schemes for claimants with lower support needs, and not anybody in an LBI tenancy
119. It was noted that DWP staff on occasions did visit claimants in hospital, and that this added to the stress that claimants were under whilst in hospital. It was also noted that the DWP visiting team would only visit claimants on an occasional basis, and that they tried to be as supportive as possible, to assist them with claims
120. Members also noted that in terms of how often a person is assessed, if they had a lifelong disability, the DWP stated that once a claim form is completed, there may be a need for a 'face to face' meeting with the claimant, or a written medical report may be requested. The claim would then be referred to an independent decision maker. In terms of Personal Independence Payments, a lifelong award could be made, however a 'light touch' review may be made at some point
121. A number of issues were identified by the Single Homelessness Project, such as setting up direct deductions via UC, assessing ID, as many claimants did not have the required forms of ID, setting up on line accounts for claimants who are not IT literate, and in arranging face to face appointments
122. It was noted that each Job Centre has its own specialist Disability Employment Adviser, who is able to support work coaches link in with other networks. There are also school advisors who can aid the transition from school to work

Meeting with Pillion Trust – Food Bank – January 2019

123. Members also visited Ringcross Community Centre to meet Pillion Trust, who ran a food bank and provided support to claimants. Islington Peoples Rights, the iMAX team and Libraries staff were also present
124. Members heard of the excellent work that the Trust were doing in providing food and support for members of the community, and that the iMAX and SHINE teams also assisted users of the food bank, and to assist them with fuel poverty, as many did not have the money for gas/electric to cook meals. The food bank has a number of suppliers that provided food and that there is increasingly a supply of healthier options, such as fruit and vegetables. The Trust saw on average 19/24 families a day, an increase since UC had been introduced

125. The Trust stated that many of those attending the food bank found it deeply humiliating. It was noted that many were not able to cook, and it was felt that more cookery classes could be made available, especially for hard to reach groups. Many claimants also needed to be taught how to cook more healthily
126. The majority of food bank users were the 'working poor', and families with 3 or more children could now be over £60 per week worse off under UC, than they were before. Some of the biggest issues facing users of the food bank, is that they have no money at all, especially single people living in rented accommodation, and these are sometimes one of the hardest groups to reach. As stated earlier the Government has now admitted that the introduction of UC has led to an increase in the use of food banks
127. The Committee also received evidence from Councillor Debono concerning the Islington Food Bank, and that the numbers using Food Banks had increased substantially in the past 7 years from 383 to 3688 users, and that is felt to be caused by the Government's welfare reforms, austerity and the introduction of Universal Credit
128. Members were informed that some of the users of the food bank had experienced difficulties, in that they had been rehoused by the Council or Housing Association, without being aware of the implications of higher rent payments, meaning that they had less money to live on under UC. Often these claimants had stated that they wished they had not moved. Members are of the view that there needs to be a more holistic approach to information given to tenants by housing providers, as how accepting a new property can affect their UC payments
129. Islington's Peoples Rights stated that they dealt with a number of vulnerable clients, and were concerned that a number of these have had problems with providing medical evidence to support their claims, and were often charged a fee by their Doctor for providing this information, and also providing proof of the Habitual Residency Test. The Committee heard evidence in relation to a claimant returning from holiday who had difficulties with providing information for the Habitual Residency Test, despite being a teacher for many years

Meeting with Universal Credit Claimants – January 2019

130. Members visited the Customer Care Centre at 222 Upper Street, in order to view the facilities on offer to claimants in completing their online UC claim forms. At the Customer Care Centre claimants can scan documents, print them off and get assistance with claims.

The Customer Care Centre can also assist claimants with the issuing of food vouchers, and assist them under the Resident support scheme

- 131.** Members heard further evidence that claimants were having difficulty in completing on line claims, and often claimants were given very little notice of attending an interview with a work coach, which could result in a sanction. Text messages were often sent to claimants, however there was no way to reply to state that you could not attend or make another appointment. In addition, if the claimant has trouble completing the form or needs to ask questions there are sometimes problems being able to talk to someone, who can assist them. If the wrong information is put on the online claim, this can affect the award that a claimant receives. There are also problems with verifying ID online, and documents do not always scan properly
- 132.** Budgeting was another major issue that was raised, together with the 5 week wait period to receive money, and this just exacerbated the problems for claimants, and many got into debt
- 133.** There is an increasing burden on carers by the changing benefits scheme, and carers may end up having to complete multiple claims both for themselves, and the person they are caring for, with no guarantee of approval of the claims, and this is stressful to the carer and the claimant. It has to be recognised, regrettably, that it was the intention of the Government, apart from a few limited exceptions, to force claimants to fill in claims on line and whilst the Job Centre were trying to be as flexible as possible, sanctions rates nationally were increasing again
- 134.** Rent arrears are increasing as a result of UC, and private landlords are more likely to evict a tenant who has not paid their rent, as a result of a delay in UC. Social landlords are likely to wait until a tenant starts receiving their UC payment
- 135.** The Committee were of the view that there should be discussions with Housing Co-ops and Housing Associations, with a view to achieving a common position with regard to dealing with rent arrears, as a result of the introduction of UC. In addition, we noted that at present there is no landlord portal between Partners and DWP for direct rent payments and, this should be investigated and one made available
- 136.** Council tenants, who were in arrears as a result of transferring to UC, leading to delays in payment, are given additional support by the Housing Income Team, to arrange for their rent to be paid, and to agree a plan for repaying any arrears. Housing will not start chasing recovery of arrears until the tenant receives the first UC payment. However, tenants who are receiving their UC payment, and fall into arrears, will be subject to the recovery process like other tenants
- 137.** Concern was expressed that claimants were finding it difficult to contact the Citizens Advice, and the phone lines were constantly engaged. We were informed that, whilst Citizens

Advice recognised the problem, they did not receive adequate funding to support residents adequately, and that all support, and advice agencies were experiencing similar problems. (See our recommendation in this regard)

138. Reference was made to the fact that if there is financial or domestic abuse in the family this can present difficulties, and evidence will be needed by the Job Centre from a relevant agency to support a redirection of payment. In addition, advance payments had to be repaid, so in future claimants would have less money available
139. Members noted that the DWP will not pick up all vulnerable claimants, as they are less likely to confide in authority, and may be more willing to go to Citizens Advice for debt advice
140. Some claimants may never be able to work full time, even though on the UC claim form they have to state they are available to do so. In these cases discretionary support, through the Resident Support scheme, will not resolve this longer term issue
141. The Committee heard that there is a claimant's survey taking place, and the result of this is attached at **Appendix 2 to the report**

Evidence from Lesley Seary – LBI Chief Executive/Local Authority representative on Universal Programming Board – January 2019

142. The Committee received evidence from Lesley Seary, who informed us that she is the Local Government representative on the UC Programming Board.
143. The Committee noted that she had argued, on Local Government's behalf, for a number of changes in UC, including lobbying for the Government to pay redundancy payments to HB staff, made redundant as a result of the introduction of UC, budgeting advances, temporary accommodation and UC, and submissions in respect of a number of issues had also been submitted to the Select Committee for Work and Pensions
144. The Committee raised a number of issues, which they wished to be taken up through the Universal Programming Board, including hard copies of forms being made available, for those with family carers experiencing difficulties completing the forms online in the allocated time, the increased use of food bank since the introduction of UC, the number of food bank vouchers that can be issued, concerns around Citizens Advice not being funded sufficiently to assist claimants, and also that claimants needed to state their availability for work when completing their on line claim, even though they may have a disability that precludes this.

However, the Committee has made recommendations elsewhere in the report concerning these areas

Evidence in relation to the effects of Universal Credit on the Private sector /Peabody Trust/ Hannah Bowman – L.B. Housing– February 2019

145. The Committee considered evidence from Hannah Bowman, Housing and Adult Socials Services concerning the effects of Universal Credit on private sector landlords and tenants
146. The Committee noted that it is more challenging to monitor the effects of Universal Credit in the private sector. About 2300 residents claim Housing Benefit or UC, and live in private sector rented accommodation in Islington. The private rented sector is high cost, and in high demand, so less landlords are reliant on letting properties to residents who need them and claim benefits
147. Homelessness in the private sector accommodation has been the third most common reason for homelessness in approaching the Council, because they are at risk of homelessness, and UC is becoming a factor in this category of homelessness
148. The Housing Advice Team are finding low levels of understanding about UC amongst those whose homelessness may have been affected by UC, and private sector tenants are generally not seeking help at an early stage when moving onto UC. This means it is often too late for the housing advice team to work with them, and the landlord to resolve the arrears
149. The work to date has included discussing concerns about UC with private landlords, and also to work with private landlords to find alternative accommodation in the private sector. However, this has proved easier to implement in other boroughs, due to private sector rented accommodation being more affordable than in Islington. Landlords in Islington are less reliant on letting properties to those residents in receipt of benefits, and it is becoming increasingly more challenging to find accommodation for single people under 35
150. Where private sector tenants are threatened with homelessness, and are benefit capped, they are referred to the iMAX team, for support and discretionary housing payments can be arranged to support these landlords. We noted that accessing residents to give them advice at an earlier stage, would enable more prevention work to take place with landlords, however these households tend to be less engaged with the Council
151. The Committee also heard evidence from Peabody Trust Housing Association, that they were experiencing similar difficulties to the Council in relation to the impact of UC.

- 152.** Peabody Trust informed the Committee that they are using intelligent data, in order to identify tenants, and had a landlord portal system to text residents to give them information on UC, and to offer assistance. Where Peabody Trust applied for Alternative Payment Arrangements, they would also give budgeting advice, however there had been a low take up of this
- 153.** Peabody stated that their level of rent arrears is similar to the Council, and the main reason appeared to be the fact that arrears built up from the 5 weeks delay in the payment for receiving UC. The level of rent arrears for Islington tenants is comparable to other Peabody Trust properties across London

Evidence from Islington Strategic Advice Partnership - April 2019

- 154.** The Committee considered evidence from the Islington Strategic Advice Partnership (ISAP) which comprises Citizens Advice Islington, Islington Law Centre, Islington's Peoples Rights, Help on your Doorstep, Islington BAMER Advice Alliance, which includes Evelyn Oldfield Unit, Eritrean Community in the UK, Islington Bangladeshi Association, IMECE, Islington Somali Community and Kurdish and Middle Eastern Women's organisation. The organisations meet regularly, together with the Council. And are also involved in various local service partnerships. ISAP was very aware of the impact that UC was having where it was rolled out elsewhere, and has taken a number of actions to try to prepare for the impact, and to assist people to mitigate the likely hardship and to highlight policy issues
- 155.** A number of specific activities have taken place such as a community conference, a research project, a community survey to gather feedback from a wide range of local front line organisations, promoting and participating in Know Your Rights group, which meets monthly and provides peer support for claimants
- 156.** In addition, training for community groups has been organised, and applications made to lever in additional funds for a year from Central Government, to increase the level of help to claimants making and maintaining claims, and this help will be located in Job Centres. The Law Centre and Islington People's Rights have been awarded funding by City Bridge Trust to increase capacity for specialist casework, as well as support to community groups
- 157.** The ISAP partners are regularly sharing data with each other and the Council to ensure there is a good understanding of the impact and emerging trends, and the partnership is committed to working together to ensure that there is a co-ordinated response
- 158.** All the advice agencies have a client group which reflects the diversity of the borough, and many clients will have multiple issues, which impact on their need for support. Clients often

present with more than one issue, and the advice systems try to capture this where systems allow. Whilst the borough has a well networked sector and ISAP partners have worked hard to bring in additional resources, the demand for assistance with social security appeals is higher than can currently be met, with clients not always able to get an appointment/representation. This has a particularly detrimental effect on disabled people. Disabled residents may face a very difficult decision if they are turned down for disability benefits, following a work capability assessment, as if they claim UC, they cannot go back onto a legacy benefit, even if they subsequently win their appeal. If they are eligible for Personal Independence Payment, they may get the Severe Disability Premium of over £64 per week additional income, but this is not payable under UC, which could mean a potential loss of over £3300 per annum, to some of the residents in the greatest need. However, it is uncertain how long an appeal may take and claimants may not know how they could manage in the interim. Specialist advice on the options open to a claimant is crucial, as each client will have different circumstances, and need to weigh different factors. Once a mandatory reconsideration has been considered, clients can then claim ESA in the interim, whilst they wait for their appeal, and that is often in their best interests

- 159.** The Committee also noted evidence with regard to difficulties in providing information to support a claim for UC, particularly in relation to the Habitual Residency Test. One example was a teacher who had worked in Islington for many years, and had gone on holiday, only to find on her return her claim had been rejected
- 160.** The Specialist advice partners are increasingly seeing people once they have already been advised to claim UC, (often incorrectly by DWP), which reduces the potential income to them. There is an implication for the number of people who can be assisted by the advice agencies, as disabled claimants who move from ESA onto UC, and then will then be subject to a further work capability assessment. This can give rise to the situation whereby an advice agency supports a client with an initial appeal and wins, but then has to start all over again a few weeks later, as the first appeal is against a decision in relation to ESA, and the second decision is in relation to a separate claim for UC, and the Tribunal will need to consider both as separate appeals. This will mean that the same client requires double the amount of support and casework assistance, simply to remain on the benefits they are entitled to, but at a lower level of income
- 161.** The Committee welcomed the fact that the Housing Benefit team at the Council are generally being helpful in identifying what people's income is, and ensuring that HB remains in payment, and where appropriate whilst people appeal, so that claimants are not forced onto UC, purely in order to ensure that their rent is paid
- 162.** Other groups have been identified who face particular challenges include older people, whose work history has meant that they are not confident in the use of IT, people who are not confident in written English, people with learning difficulties, people who have mental

health issues, households with one adult, and women experiencing domestic violence/gender based abuse

163. The Advice Partners also informed us that they had identified a wider range of common issues affecting local residents, which include –

- Difficulty making a claim, due to both lack of confidence in IT skills, issues around literacy, and lack of access to IT. It can take several hours to make a claim and so both time and equipment are factors
- Difficulty maintaining claims due to claimant commitment requirements and digital access
- Inaccurate advice and information from DWP e.g. being advised by DWP to move onto UC, when it may not be in the claimant's best interests, or necessary
- Immense difficulty getting through to the DWP, both for claimants and advisors – it can often take 45 minutes to get through to the DWP, which represents most of a single advice appointment. The systems are fragmented at the DWP's end, and so it is sometimes necessary to speak to 2 or 3 different people
- Poor decision making by the DWP, including on the Habitual Residency Test
- Difficulty getting access to specialist advice early enough to get the best outcomes, especially for disabled people, and those with complex conditions
- Difficulty understanding both processes and awards
- Payments going to one adult, with particular concerns about increased financial abuse and coercive control
- Difficulty managing variable income, especially for self-employed people, and those in irregular work
- Frequent changes in circumstances being hard to manage, and may affect BAME communities to a greater level
- Difficulty in managing payments in arrears, even when an advance payment has been applied for
- Childcare costs and severe hardship payments for families with children, leading to a worsening of child poverty
- Complexity of issues, making it difficult for people to know where to start in seeking assistance
- Housing element being included so that if there is any problem with the claim, rent arrears build up immediately
- Increased need for emergency help, e.g. foodbank, help to maintain utilities, RSS, small grants etc.
- Difficulty getting early specialist help to ensure clients can get the best long term outcome
- Often significant psychological distress as a result, not only of the hardship, but of the difficulty in being able to resolve issues with the DWP, and the unpredictability of the procedures

- 164.** The Advice agencies provide a range of services, which include Form Filling, detailed triage and support, one off advice, casework and representation. Many advice clients have health conditions and or/disabilities and it is thought that there will be a knock on effect for GP's, and other health providers, as their patient's experience both the practical impact of UC, and the psychological impact
- 165.** Between them, IPR, Islington Law Centre and Citizens Advice has advised 1,932 on issues relating to housing, debt and welfare benefits between October and February. However, the level of need is high and the complexity of people's situations is increasing. It is the experience of all the agencies that it is taking longer to assist people to obtain sustainable improvements in their situation, as average case length shows
- 166.** The Advice Agencies have drawn together some recommendations for the future and the current community survey being carried out and will be assessing needs amongst frontline groups, which will be included in the research report being prepared
- 167.** There is a need expressed by community groups for improved access to specialist advice for claimants, as well as to clear locally relevant information, and it is intended to seek resources to increase capacity
- 168.** The roll out of UC, within a context in which both the low paid and those on out of work benefits have seen their incomes drop in real terms over the last 10 years. There are major pressures on both local authorities and health services, and funding within the voluntary sector is very stretched
- 169.** The cuts to legal aid in 2013 removed funding for most social security and debt work, which has affected the major advice agencies, and meant that local private practice is unable to take the cases that it would previously have done. Nonetheless advice provision has a major impact, both for individuals in terms of ensuring that people's legal rights are upheld, and in terms of the local economy, for example Islington Law Centre welfare benefits team brought in over £2m for local claimants, and Islington People's Rights over £1.6m. This is money that will be directed to some of the poorest residents and their families
- 170.** The Committee did welcome the fact that there are some positives in relation to the situation in Islington, as against other areas, which include -
- The survey of claimants has indicated that there are higher levels of satisfaction with the services provided by Job Centres in the borough than across London, especially Barnsbury Job Centre
 - The Council has retained a commitment to the RSS and there are various other schemes for residents

- There is effective joint work between the Council, local funders and the not for profit sector and a genuine commitment to innovation and partnership
- The advice sector has worked hard and been successful in attracting in additional resource to assist local residents
- Suggestions for how to build on the successes to date and address the challenges posed by UC include – continued work to increase the capacity of the specialist advice services, as well as to maintain general help, with a focus on early appointments, a package of support for community groups, including well-designed leaflets, ongoing training, outreach, second tier advice and improved ability to make referrals. In addition, continued partnership work with the Council, and other statutory partners, to both prevent issues arising and to mitigate the impact where people are experiencing difficulties, a forum for agencies with an interest in UC to share information and to collect evidence to support campaigning and advocacy work, and an anti-poverty alliance at a strategic and cross sectoral level, which both develops actions and campaigns for improvements in the system, looking at Equalities Impact Assessment, and future partnership and funding with the Council

CONCLUSION

The Committee has undertaken a wide ranging investigation into the Government's introduction of Universal Credit, and has made a number of recommendations thereon, which we hope will ameliorate this, even though we feel that the Universal Credit process is unfair, complex and will work to the disadvantage of claimants. UC was supposed to make work pay, however many of those claimants who are in financial hardship as a result of UC, are actually the working poor

The introduction on UC by the Government, as part of the austerity programme to reduce the benefits bill, was designed to save money in the welfare budget, so it unsurprising that many claimants are financially worse off as a result

Since we commenced the review we have been informed of a number of changes, that have had to be introduced by Government, which have arisen as a result of the experiences of claimants in making claims and for Local Authorities, DWP and support agencies in administering and assisting with claims. Our view is that these changes have resulted from the introduction of a poorly designed system, one that makes claiming difficult for many people, a system that penalises some of the most vulnerable members of our community, and imposed a great deal of financial hardship on a great number of claimants. Particular problems around those that are not fit for work, still having to complete on line claims, exacerbate this situation

The Committee have heard evidence that the use of food banks has substantially increased since Universal Credit has been introduced, and it should be recognised that support agencies and Local Government are having to provide 'wrap around' care to protect as much as possible the most vulnerable residents, whilst getting little/no additional funding to provide support

The Committee have been particularly concerned that applications, which have to be completed on line, present difficulties for many members of the community, particularly those with mental health or learning disabilities, BME communities and family carers. One of our recommendations seeks to address this by asking for a hard copy of the online form to be made available

Whilst our recommendations may assist in making it easier for some residents to be supported in order to claim UC, it is recognised that this flawed system will impact adversely on residents, and those that are the most vulnerable will suffer the most and the Committee are of the view that given the problems with UC it should now be scrapped

MEMBERSHIP OF THE POLICY AND PERFORMANCE SCRUTINY COMMITTEE – 2018/19

COUNCILLORS:

Una O'Halloran – Chair - ceased to be Member February 2019/Rowena Champion – Chair from February 2019

Troy Gallagher – Vice Chair

Gary Heather

Osh Gantly

Theresa Debono

Rowena Champion

Mick O'Sullivan

Santiago Bell-Bradford

Sheila Chapman

Jilani Chowdhury

Clare Jeapes

Anjna Khurana

Kadeema Woodbyrne

Marian Spall

Nick Wayne

Substitutes:

Alice Clarke-Perry

Satnam Gill

Mouna Hamitouche

Sara Hyde

Martin Klute

Sue Lukes

Matt Nathan

Angela Picknell

Paul Smith

Membership 2019/2020

COUNCILLORS:

Councillors:

Rowena Champion – Chair

Troy Gallagher – Vice Chair

Santiago Bell – Bradford

Sheila Chapman

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Vivien Cutler

Osh Gantly

Gary Heather

Sara Hyde

Clare Jeapes

Anjna Khurana

Matt Nathan

Mick O'Sullivan

Dave Poyser

Caroline Russell
Nick Wayne

Substitutes:
Mouna Hamitouche
Roulin Khondoker
Satnam Gill
Nurullah Turan

Acknowledgements: The Committee would like to thank all the witnesses who gave evidence to the review.

Officer Support:

Peter Moore – Democratic Services

Lead Officers: Ian Adams – Director of Financial Operations and Customer Services, Annette Hobart, Strategy and Change Manager, Robbie Rainbird, Head of Processing

APPENDIX A – SCRUTINY INITIATION DOCUMENT

SCRUTINY REVIEW INITIATION DOCUMENT (SID)
Review: Universal Credit
Scrutiny Committee: Policy & Performance Scrutiny Committee
Director leading the review: Ian Adams, Director of Financial Operations and Customer Services
Lead Officer: Annette Hobart
Overall aim: <ul style="list-style-type: none">• To review the roll out of Universal Credit in Islington, understand the impacts on residents and services, and ensure that measures are in place to address or mitigate any risks or challenges• To facilitate an effective challenge to the government where appropriate and communicate to residents
Objectives of the review: <ul style="list-style-type: none">• To gain a good understanding of Universal Credit Full Service (UC), how it works, and the main changes it introduces to the welfare system• To assess the impact of UC on Islington residents, the council and other local services• To ensure that effective support is in place for residents who will struggle to make and manage a claim for UC, particularly those with language or literacy needs, learning disabilities, mental health issues and those with complex needs• To ensure that any risks to the council are being actively addressed and managed• To identify any issues related to UC policy or processes, or impacts on residents and services, that cannot be resolved locally and require escalating to government• To maximise the opportunities that UC provides around making it easier to move into work – and ensure that those claimants furthest from the labour market are able to benefit and receive tailored support• To help improve the UC experience and application locally
Scope of the review: <ul style="list-style-type: none">• To look at policy and process around UC, including the claims and assessment processes, how payments are made, and the role of DWP work coaches at a local level around providing employment support• To hear from elsewhere on the impacts of UC to date – on councils, housing providers, VCS – and what measures have been taken• To look at early evidence of the impact of UC here in Islington since Full Service was introduced in June 2018, particularly in relation to:<ul style="list-style-type: none">○ Housing (council, housing associations and private landlords) – extent of rent arrears and risk of homelessness○ Housing Benefit and Housing Income teams – day to day engagement with DWP around new claims

- Advice – demand on IMAX, Advice partners, wider VCS
- Crisis support e.g. through Resident Support Scheme, food banks and soup kitchens
- To review what's being done locally – through DWP, the Council, Advice providers and others – to support Islington residents moving to UC, assess how effective the support offer is, and any gaps in support or things that need to be done differently
- To identify issues or concerns related to UC that cannot be addressed locally or are of such importance that they require escalating or challenging at national level

Types of evidence:

The Committee will:

- Be briefed on the background to welfare reforms, particularly policy and process around UC, and receive written reports on impacts nationally and locally
- Hear witness evidence from DWP on how UC is rolling out nationally and locally, and what they are doing to support claimants
- Hear witness evidence from other local authorities and national organisations on the impact of UC
- Hear witness evidence from our own council services and partners on the early impacts of UC in Islington
- Speak to UC claimants of their experience of UC, and to service users (and their support services) whose circumstances may present challenges to claiming UC (e.g. people with LD, mental health issues, complex needs) – this could be via visits or focus groups

It is proposed that witness evidence is taken from:

- Local DWP representatives – Paula Heffernan and Ian Smith
- Robbie Rainbird, Head of Processing (including Housing Benefit)
- Representatives from other councils (e.g. Southwark or Croydon) where UC has already been rolled out
- Policy in Practice – a policy and analytics organisation specialising in the welfare system
- Adam Jenner – Head of Income Collection, Homes & Communities
- Representative from Peabody –social landlord in Islington and other London boroughs
- Representative from Landlords Forum – private sector landlords
- Advice partners: Islington Citizens' Advice, Islington Law Centre, Islington People's Rights
- UC claimants and service users / support services with complex needs
- Lesley Seary – Universal Credit Programming Board/Chief Executive L.B.Islington
- Representative of Government – if possible

Potential Visits or focus groups – to be confirmed:

- Visit to Barnsbury or Finsbury Park jobcentres, and to new Digital Zone at 222
- Focus Group at Elfrida (learning disabilities)
- Focus group in jobcentre (UC claimants)
- Meeting with representatives from support services e.g. PAUSE, Single Homeless Project, IMAX, libraries

Written evidence will include:

- 'The Cumulative Impact of Welfare Reform in Islington': Policy in Practice research report (November 2016)
- Written evidence submitted to the Work and Pensions Committee - Universal Credit update inquiry by the Islington Debt Coalition and the Islington Resident Support Scheme (5 September 2017)
- Letter from Chief Executive LB Islington (on behalf of Chief Executives) to Neil Couling, Director of Universal Credit

Additional information:

In carrying out the review the committee will consider equalities implications and resident impacts identified by witnesses. The Executive is required to have due regard to these, and any other relevant implications, when responding to the review recommendations.

Witness Evidence Plan

Committee Meeting – Tuesday 4 September 2018	
Who / What	Area of focus – Introductory Information
<ul style="list-style-type: none"> • Scrutiny Initiation Document 	For the Committee to agree the aim, objectives and scope of the review.
<ul style="list-style-type: none"> • Ian Adams, Director of Financial Operations and Customer Service, lead officer for Welfare Reform 	Introductory presentation setting out background and context to Welfare Reforms, including Universal Credit, and the Council's work to prepare for UC

September	
Who / What	Area of focus – Background Information
<ul style="list-style-type: none"> • Written Evidence 	Written evidence will be circulated to members in September after the scope of the review has been agreed, including detailed research on the impact of Universal Credit in Islington undertaken by Policy in Practice

Committee Meeting – Thursday 11 October 2018	
Who / What	Area of focus – evidence from elsewhere – impacts of UC
<ul style="list-style-type: none"> • Representative from Southwark or Croydon (amongst first areas to pilot UC Full Service) 	Impacts on local authority – outline issues and impacts, and measures taken to support residents and minimise impacts on council
<ul style="list-style-type: none"> • Representative from Policy in Practice 	Analytical research – in Islington and elsewhere – on the impacts of welfare reforms and UC in particular
<ul style="list-style-type: none"> • Background Report 	Impact of UC at national level – evidence and experiences of councils, landlords, charities

Committee Meeting – Thursday 13 December 2018	
Who / What	Area of focus – DWP and local support offer
<ul style="list-style-type: none"> Paula Heffernan / Ian Smith 	Role of DWP, and partnership working Supporting people towards employment
<ul style="list-style-type: none"> Ian Adams / Robbie Rainbird 	Council's support offer – including feedback on take up of offer and main issues raised

Scrutiny Visits – January – March 2019	
Who / What	Area of focus – The resident experience
<ul style="list-style-type: none"> Focus group with UC claimants 	Hearing from Islington residents who have already moved to UC
<ul style="list-style-type: none"> Talking to service users /support services for people 	Visit to Elfrida, Centre, 404 or PAUSE project
<ul style="list-style-type: none"> Meeting with key support services 	Bringing together representatives from in-house and commissioned support services to share impacts and concerns for their service users

Committee Meeting – Thursday 24 January 2019	
Who / What	Area of focus – Impacts in Islington - Housing
<ul style="list-style-type: none"> Adam Jenner 	Impact on Housing: housing need, homelessness, council tenants, rent arrears
<ul style="list-style-type: none"> Representative from Peabody 	Impact / experience of social landlords – in Islington and other boroughs
<ul style="list-style-type: none"> Representative from Landlords' Forum 	Impact on private sector

Committee Meeting – Thursday 14 February 2019	
Who / What	Area of focus – Impacts in Islington – feedback from frontline services
<ul style="list-style-type: none"> Representatives from Islington Advice Partners 	What's happening on the ground - demand for advice and emerging issues in Islington
<ul style="list-style-type: none"> Written report - UC update 	Latest data and feedback – on UC claimants, take up of support, and emerging issues – to inform final report
<ul style="list-style-type: none"> Government representative ?? 	

Committee Meeting – Thursday 4 April 2019	
Who / What	Area of focus – Recommendations

Committee Meeting – Thursday 4 April 2019

Who / What	Area of focus – Recommendations
<ul style="list-style-type: none">Final Report	To agree the final report, summarising all of the evidence received, and explaining the reasons for the recommendations. The report will then be submitted to the Executive.

APPENDIX B – EXPERIENCES OF CLAIMANTS

Feedback from BAME Communities in Islington:

*"Hi everyone, I live in Islington, I would like to talk about Universal Credit, how it ***** us, it takes a long time to process, nearly 5 weeks, we've got children, we need to pay the rent, everything, it has been very, very hard UC... we need support from the government to stop these problems"*

"Hello my name is [...], I am a mother of two kids, single mother, I am a Islington resident and the thing is I, being on Universal Credit is really hard for me, having to support my family, as well as having to live in a private accommodation and paying for the rent and bills is really hard, and sometimes I had to go to a foodbank in order to feed my kids, and I feel like this new system is really hard for me to cope with. It's not actually working for me"

"Universal Credit, I'm talking Universal Credit, Universal Credit is very hard, Universal Credit has cut my money, before I [was] paid £370, now I [get paid] £150. I am very sad, I am not happy, the Universal Credit [is] very very very hard. I don't want UC, before I am good, my money good, my life was good. Not UC has cut money. I am not happy, UC is hard, UC I hate, my house is expensive,[...] change Universal Credit"

"Universal Credit, I've been with them quite long time now, basically, they are very very hard people to deal with them. Very stressful, especially, like everything is online. You need to keep checking, Sometimes, if you need help, some of the words you don't understand, like I for a few days they close down the website, you have to start again, if you are basically waiting for your rent money, its going to be like gone, so you have to wait for another month, its going to be two months, very stressful, very headache, I'm not happy with them, I hope they change in the future"

"I got sanctioned which affected my rent, debts, stress. My work coach didn't always follow things or remember the things I asked her. She didn't speak English well, so didn't always understand me, never helped me search jobs. At one point she didn't upload on the system that I attended the appointment which led to a late payment and a lot of difficulties"

Appendix C

LUS CLAIMANTS SURVEY 2018 - COMMENTS GLOSSARY - ISLINGTON

2) AT THE JOBCENTRE and ONLINE:

a) Treatment: respect, politeness, helpfulness etc.

- *'OK but patronising - not treated as an adult'*
- *'They need training in customer service to treat people with more respect'*
- *'David (job coach for 2 years) is fantastic - caring and helpful'*
- Very good
- *'My new advisor is nice. In the past most of my experiences have been incredibly negative. I've had an advisor criticise and victimise me.'*
- *'Very bad service and nobody cares about you'*
- Very good staff
- *'I was treated very well with respect'*
- *'Sometimes they're hard and I have to push back to get respect'*
- *'Staff are brilliant but pushed for time and have to follow restrictive rules'*
- *'Always nice and polite'*

b) Help to find work/suitable courses etc.

- *'Was just told to go on a website'*
- *'Zero help so far'*
- *'I get help elsewhere – no expert advice here'*
- *'Approachable – goes the extra mile (David)'*
- Sent on CV writing course (helpful)
- Efficient
- Expected to take just what's available – no relation to previous work experience.
- *'Never got a job via the Jobcentre -only positions I found for myself'*
- Service has deteriorated since UC
- *'Staff are helpful'*
- *'Ingeus course ok. A4E course useless and repetitive'*
- *'No they are not helpful'*
- *'Not enough help'*
- *'No help or support to improve skills'*
- *'Not enough training in my field (construction/engineering)'*

c) Pressure to go on unsuitable courses or jobs

- *'Training for Youth Offending work but pushed to work in burger shop'*
- *'No pressure so far'*

- *'No pressure but they do not help either'*
- *'They push you onto any course or job. You may have dreams but they ignore your ambitions'*
- *'Pressured to the extent where I was sanctioned'*
- Coach makes suggestions but not pushy
- *'I have more potential than what is offered to me'*
- Mother forced into job during a stressful period in her life
- *'Down to me to resist – lots of options that were unsuitable'*
- Big pressure on JSA – ok now on ESA
- *'Just being pushed into any old job'*

d) Help filling in journal, job applications etc. using a computer

- *'I was criticised for not filling in things correctly – no help – caused stress and humiliation'*
- *'Full support filling in journal online'*
- *'I don't get any help'*
- *'Helpful'*
- *'Start-up help but NO MORE – my son has to help now'*
- *'They let me still do things by hand'*
- Help is available
- Very good - coach helped
- *'Not enough is explained about how to use the journal'*
- *'They do help but it's antiquated tech'*
- *'Help at the start, then you're on your own. Form-filling difficult if not up with literacy'*

3) CONSULTATION AND COMPLAINTS

a) A proper say re content of Claimant Commitment

- *'Pushed into agreeing things - mild threats'*
- *'No great pressure'*
- *'They tell you what should go into it'*
- *'Went through it with job coach - very thorough, very fair'(David)*
- *'Coach helping but it's horrible - too complex'*
- *'I feel able to push back when I need to'*
- *'Not at all - you're led down an alley'*
- *'Coach pushes things on me'*

b) Proper consultation about concerns and needs

- *'Early days but could be better esp. re accommodation support. More information about my rights needed'*
- *'NO - not consulted or bothered about you - just a numbers game'*

- *'I had to find out for myself about things - e.g. half-price travel, foodbanks etc.'*
- *'Their way or no way'*
- *'They should inform you of your rights more and ask you what you need'*
- *'It depends on who you speak to'*
- *'I am told what my needs are'*
- *'Staff could do more to help'*
- *'Nobody listens to you'*

c) Confidence in complaining about a JCP staff member

- *'I felt too scared to complain in case of the come-back. Several people I wanted to complain about but scared of the repercussions'*
- *'I would def complain if any big problems'*
- *'Waste of time complaining – goes nowhere'*
- *'I have complained about disrespectful treatment to manager – they changed my adviser'*
- *'No – fear of sanctions. Might be labelled as a troublemaker'*
- *'I don't trust them, you'll likely end up sanctioned'*
- *'The Jobcentre are not interested in hearing about complaints'*
- *'I stand up for myself'*

d) Confidence in complaining to DWP about claim issues etc

- *'Yes - def would complain'*
- *'Useless (complaining)...they lost my ESA claim - dragged on for three months - had to resubmit claim'*
- *'Too demoralised - no energy''*
- *'I doubt whether they would listen' (had delays in payments but did not complain)*
- *'Fear of reprisals - might make it worse'*
- *'It takes a long time to get through to them and then they rush you on the phone'*
- *'A bureaucratic and confusing process - took 3 months of complaining to get HB sorted'*

MISC COMMENTS

- *'The system makes a person more ill physically and mentally due to stress and worry from one session to the next. My sleep and appetite got worse and I used to cry a lot'*
- *'Since Universal Credit a lot worse getting payments....arrears piling up as payments severely delayed on rent'*
- *'Treated good till now – some useful information. But today came several miles for appointment but coach was on training and no-one else there to help me'*
- *'We should all get Universal Basic Income - the system spends a lot on trying to control us so that could go instead on UBI'*
- *'David is fantastic!'*
- *'Should have got more points for WCA.'*
- **Need more I.T. and literacy courses for UC claimants**
- *Thanks to JCP - They sent me on a college course (3 days p.w.) for Literacy/Numeracy etc. to Level 4*

- *‘New UC system is horrible. You cannot speak to them, it all has to be written online which is hard. Big delays dealing with complaints’*
- *‘STAFF NEED TO BE TRAINED TO EXPLAIN UC, how to use the online journal, what benefits you are entitled to’*
- *‘UNIVERSAL CREDIT WILL CAUSE CRIME EPIDEMIC!’*
- *‘I have to visit a foodbank today and I will be in rent arrears as I won’t be paid for several weeks’*
- *‘Some barriers (to work) can be personal and don’t want to discuss with job coach’*
- *‘lack of help for online claiming process. If no computer you’re stuck’*
- *‘Advance payments too much to repay over 12 months – had to borrow off friends and family’*
- *‘Long waiting times’*
- *‘Reduction in income with move from ESA to UC affecting me negatively’*
- *‘Age is a problem – no suitable jobs or courses for people over 55’*

Budget announcements October 2018

Several changes affecting Universal Credit were announced by the Chancellor in his October 2018 Budget:

1. Changes to the work allowance for households with children and people with disabilities will be increased by £1,000 per annum from April 2019.
2. From October 2019, the maximum rate at which deductions can be made from a Universal Credit award are to be reduced from 40% to 30% of the standard allowance and from October 2021, the period over which advances will be recovered will be increased from 12 to 16 months.
3. The temporary de minimis which currently applies in the surplus earnings rules of £2,500 will change from 1 April 2020 when it will revert to £300, as originally intended. Previously this was due to revert in April 2019.
4. From July 2020, Income Support, Jobseeker's Allowance (Income-Based), and Employment Support Allowance (Income-Related) claimants will continue to receive support for a fortnight during their transition to UC.
5. The minimum income floor will apply to all gainfully self-employed UC claimants after a 12-month grace period. This measure will be effective from July 2019 for those who are 'managed migrated' to UC by DWP and from September 2020 for claimants joining UC as a result of a change of circumstance. Currently, the MIF applies to all new UC claimants unless they are within the first 12 months' start-up period of their business.
6. The timetable for transferring rent support, for those who have reached their qualifying age for state pension credit, from Housing Benefit to Pension Credit has been revised. The transfer of rent support from Housing Benefit to Pension Credit will be delayed by three years, to October 2023.
7. The schedule for managed migration (the process by which the DWP will move people to UC from legacy benefits) is updated. The Government announced that the managed migration exercise will start in July 2019, with completion by December 2023. The Office for Budget Responsibility (OBR) have built in a 6-month contingency to this schedule for the purpose of costing and so quote start date of January 2020, with completion by June 2024.
8. Increase the period over which advance payments can be recovered from 12 to 16 months from October 2021

Changes announced January 2019

Restrictions on UC claims from people in receipt of Severe Disability Premium

The Universal Credit (Transitional Provisions) (SDP Gateway) (Amendment) Regulations (Northern Ireland) 2019 came into effect on 16 January 2019. These regulations prevent benefit claimants who are currently in receipt of a Severe Disability Premium from migrating to Universal Credit due to a change in circumstances. Claimants whose benefit award has ended within the last month, but who continue to satisfy the conditions for eligibility for an SDP will also be prevented from claiming Universal Credit. For the purposes of this instrument, a Severe Disability Premium includes the equivalent premium under ESA, Income Support, old-style JSA or Housing Benefit.

Claimants who are restricted from claiming UC due to this change will, instead, be directed to claim legacy benefits. As there is currently no equivalent to the SDP in UC, claimants will be better off under the legacy system.

The DWP has issued guidance to decision makers in local authorities confirming that housing benefit awards should continue, despite a stop notice being issued, if a claimant affected by this change makes a universal credit claim in error. Similar guidance has not yet been issued in Northern Ireland.

Changes to two-child limit

The Universal Credit (Restriction on Amounts for Children and Qualifying Young Persons) (Transitional Provisions) (Amendment) Regulations (Northern Ireland) 2019 come into effect on 1 February 2019.

These regulations amend the Universal Credit Regulations (NI) 2016 to allow families with more than two children to claim Universal Credit, and to ensure that a child element will be payable in respect of all children born before 1 April 2017.

Until 1 February 2019, a household comprised of more than 2 children which needs to claim social security assistance will be directed to claim legacy benefits and tax credits. If you are advising people in this situation, an urgent better-off calculation is advisable to check if the household will receive more assistance under the legacy system. If so, clients should be advised to make the claim for benefits as quickly as possible before access to the legacy system ends on 1 February.

Preventing access to pension credit and Housing Benefit for mixed-age couples

The Welfare Reform (Northern Ireland) Order 3026 (Commencement No. 13 and Savings and Transitional Provisions and Commencement No. 8 and Transitional and Transitory Provisions) (Amendment) Order 2019 prevents a couple from receiving pension credit where one member of the couple is of working-age. This change comes into effect on 15 May 2019.

The Savings Provisions in the Order allow a mixed-age couple to make a new claim for either Housing Benefit or Pension Credit as long as they were entitled to receive either benefit on 14 May 2019. This means that a mixed-age couple who, for example, move from owner occupier accommodation to rented accommodation after the legislation takes effect and who had been received State Pension Credit since at least 14 May 2019 will be entitled to claim Housing Benefit to help with the rent, and will not be directed to Universal Credit.

APPENDIX E

Universal Credit analysis of rent data

This report seeks to analyse rent data from council tenants who are currently receiving Universal Credit. This data is based on the position at 1 March 2019.

1. Current position

	On UC	Total debt when claimed	Current debt	Avg balance
Credit	516	-£40,497	-£144,742	-£281
Arrears	1460	£1,255,211	£1,849,265	£1,266
Total	1976	£1,214,723	£1,704,522	£614

Of the total number of council tenants on Universal Credit, 74% are in arrears with their rent with an average debt of £1,266. This compares to an average debt of £402 for those in arrears on Housing Benefit.

The figures clearly show that those in arrears at the point of claim continue to accrue significant debts. Interestingly those who are currently in credit have been able to increase their credit levels since claiming. Further analysis of this cohort is required to understand how this has occurred, however it has already been established that some claimants are better off under Universal Credit.

The above figures don't show how many tenants moved from credit to arrears due to Universal Credit; this is 254 out of 579 (44% of those on credit at claim date).

2. Change in rent balance since UC claim

Arrears	On UC	Arrears since UC	Avg change	No in credit	No in arrears
Reduction	680	-£285,481	-£420	357	323
Increase	1296	£775,281	£598	159	1137
Total	1976	£489,800	£248		

This focuses on the change in rent balances since the UC claim was made. It shows that 680 tenants have reduced their arrears, although only 357 of these are in credit. The majority (66%) have increased their arrears, by an average of £598.

In total, we can attribute nearly £0.5 million in arrears to Universal Credit.

3. Focus on those in arrears

	On UC	Arrears since UC	Avg change
Total	1460	£594,043	£406
Those on UC from 20/06/18	1173	£422,926	£377
As above excluding less than 35 days	994	£413,875	£416

Looking at those currently in arrears, they have incurred an average of £406 in rent arrears since moving to Universal Credit. This is slightly less if we remove those tenants who were part of Live Service and claimed Universal Credit prior to Full Service roll out on 20 June 2018.

Removing tenants who have recently made a claim for Universal Credit and focusing on those in arrears who should be receiving their benefits, the average debt increase rises to £416.

4. UC arrears journey

Time since claim	No	Arrears since UC	Avg change	Monthly change
0-35 days	191	£34,822	£182	-
Month 1	112	£32,470	£289	£107
Month 2	141	£48,025	£340	£51
Month 3	175	£68,117	£389	£49
Month 4	169	£68,629	£406	£17
Month 5	154	£64,512	£418	£12
Month 6	108	£57,853	£535	£117
Month 7	110	£49,591	£450	-£85

Looking at the arrears journey since the introduction of Full Service, we can see that arrears continue to rise until seven months after receiving their first payment (based on the first payment 35 days after making a claim).

There is a period where they seem to stabilise around months four and five. It is clear that once arrears are incurred it is difficult for tenants to repay these debts. The cases at month 6 require further investigation to understand why debts have increased by such a high amount.

5. Information on stats

As with all figures, there are caveats:

- These figures are taken at a set period in time. Tenants may have just paid their rent or may be about to pay it. Using averages should negate this but because UC is paid at different times in the month, there is no clear date to report from in terms of month end.
- Our data is still very new. The UC arrears journey should be viewed with scrutiny, given the length of time it takes to apply for an APA and receive payments (typically the DWP doesn't send us the first month's APA).
- Further analysis is possible by looking at previous monthly arrears reports and building a true journey for each claimant. This would make the arrears journey more meaningful and we would be able to spot trends, indicating where we need to provide additional focus and support.
- There should be further analysis of those in credit, to understand how they are managing their finances.



Report of: **Service Director Financial and Asset Management**

Meeting of:	Date	Ward(s)
Policy and Performance Scrutiny Committee	18 June 2019	All

Delete as appropriate	Exempt	Non-exempt
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SUBJECT: Financial Monitoring Report 2018-19 – Provisional Outturn


1.	Synopsis
1.1	The Resources Department produces regular reports on the council's current financial position, to allow the Executive to fulfil its responsibility to monitor the budget and make decisions relating to budget revisions and the allocation of contingency funding.
1.2	The Financial Monitoring Reports are produced monthly from Month 4 (31 July) to Month 11 (28 February). A Provisional Outturn report is also produced at the end of each financial year.
1.3	The Policy and Performance Scrutiny Committee's Terms of Reference also include the responsibility to consider matters relating to the financial position of the Council and the Financial Monitoring Reports are therefore also submitted to the Policy and Performance Scrutiny Committee.
2.	Recommendations
2.1	To consider and note the enclosed Financial Monitoring Report which was approved by the Executive on 21 May 2019.
3.	Background
3.1	The council is required by law to conduct its business efficiently and to ensure that it has sound financial management policies in place that are strictly adhered to. Reviewing the budget from time to time during the year and taking any such actions as is deemed necessary is the responsibility of the

	Executive. The monitoring of the budget by the Policy and Performance Scrutiny Committee provides an additional level of assurance.
4.	Implications
4.1	The implications are detailed in the enclosed report.
5.	Reason for recommendations
5.1	To enable the Policy and Performance Scrutiny Committee to fulfil its obligation to consider matters relating to the financial position of the council.

Appendices

- Report to the Executive: Financial Monitoring Report 2018-19 – Provisional Outturn and associated appendices.

Final report clearance:

Signed by:	Alan Layton	
	Service Director Financial and Asset Management	Date 05-06-2019



Report of: Executive Member for Finance, Performance and Community Safety

Meeting of	Date	Ward(s)
Executive	21 May 2019	All

Delete as appropriate	Exempt	Non-exempt
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FINANCIAL MONITORING 2018-19 - PROVISIONAL OUTTURN

1. SYNOPSIS

- 1.1 This report presents the financial outturn position for 2018-19. Overall, there is a gross General Fund underspend of £5.485m and a net break-even position after transferring £2.807m to the Insurance Fund provision in 2018-19 and £2.678m into an Insurance Fund earmarked reserve to be applied to the provision in 2019-20.
- 1.2 The Housing Revenue Account (HRA) is forecast to break-even over the year.
- 1.3 The capital programme delivered £113.1m of capital investment in 2018-19.

2. RECOMMENDATIONS

- 2.1. To note the revenue outturn for the General Fund (**Table 1**) of a gross underspend of £5.485m and a net break-even position after transferring £2.807m to the Insurance Fund provision in 2018-19 and £2.678m into an Insurance Fund earmarked reserve to be applied to the provision in 2019-20.
- 2.2. To note the breakdown of the forecast General Fund outturn by individual variance at **Appendix 1** and by service area at **Appendix 2**.
- 2.3. To agree the 2018-19 revenue outturn carry forwards and transfers to reserves (where there is a specific and agreed purpose for this) detailed at **Appendix 3**.

- 2.4. To agree to the transfer of £2.807m to the Insurance Fund provision in 2018-19 and £2.678m into an Insurance Fund earmarked reserve to be applied to the provision in 2019-20, following the outcome of the Insurance Fund year-end review by External Fund Advisors. (**Paragraphs 3.2-3.3**).
- 2.5. To note that the HRA forecast is a break-even position. (**Section 5, Table 1**)
- 2.6. To note that the Council delivered £113.1m of capital investment in 2018-19, to note how this was financed, and to agree re-profiling of capital budgets between 2018-19 and future financial years. (**Section 6, Tables 2-3, and Appendix 4**)
- 2.7. To note the earmarked reserves transfers that have been agreed under delegated authority during the closing of accounts period and the latest summary of available reserves and balances, and to delegate authority to the Section 151 Officer/Deputy Section 151 Officer to agree any further budget virements, movements to/from earmarked reserves and changes to capital financing related to finalising the 2018-19 Statement of Accounts. (**Section 7, Table 4**)

3. REVENUE POSITION: SUMMARY

- 3.1. A summary position of the General Fund and HRA is shown in **Table 1**, a breakdown by individual General Fund variance in **Appendix 1** and a breakdown by General Fund and HRA service area in **Appendix 2**. This position is after the revenue outturn carry forwards and transfers to reserves for use in future financial years (detailed at **Appendix 3** for agreement) are taken into account.

Table 1: 2018-19 General Fund and HRA Outturn

	Over/(Under) Spend (£000)
<u>GENERAL FUND</u>	
Resources Directorate	(256)
Chief Executive's Directorate	(440)
Core Children, Employment and Skills	(1,325)
Environment and Regeneration	597
Housing and Adult Social Services	0
Public Health	0
DIRECTORATE TOTAL	(1,424)
Corporate Items	(2,061)
Unused 2018-19 Contingency Budget	(2,000)
GROSS OVER/(UNDER) SPEND	(5,485)
Transfer to Provision/Earmarked Reserve	5,485
NET OVER/(UNDER) SPEND	0
<u>HOUSING REVENUE ACCOUNT</u>	
NET (SURPLUS)/DEFICIT	0

- 3.2. It is recommended that £2.807m is transferred to the Insurance Fund provision in 2018-19 and £2.678m into an Insurance Fund earmarked reserve to be applied to the provision in 2019-20. The Council has appointed new Insurance Fund Advisors during the financial year 2018-19. Their analysis of the Council's Self-Insurance Funds showed a deficit on the Insurance Fund provision in 2018-19 which is balanced to zero in that year by the recommended transfer to the 2018-19 provision, and a requirement for a further fund injection in-year 2019-20, with the precise amount to be determined following an additional in-year Insurance Fund review.
- 3.3. The worsening Insurance Fund position has been due in the main to a significant increase in the number and value of public liability and tree root claims - 2018 is already considered as an event year in the insurance industry for tree root claims, due to the long, hot and dry summer experienced. Tree root claims tend to be high in terms of average value. In addition, the number of property (mostly housing) claims, generally fires or floods, has increased greatly over the period and the trend is not reducing.

4. GENERAL FUND

Resources Directorate (-£0.3m)

- 4.1. The Resources Directorate is forecasting, after management actions, an underspend of (-£0.3m) over the financial year with the key variances detailed in **Appendix 1**.

Chief Executive's Directorate (-£0.4m)

- 4.2. The Chief Executive's Directorate is forecasting an underspend of (-£0.4m) over the financial year with the key variances detailed in **Appendix 1**.

Children, Employment and Skills - General Fund (-£1.3m, -1.5%), Schools (-£3.8m, -2.5%)

- 4.3. The Children, Employment and Skills Directorate is forecasting a General Fund underspend of (-£1.3m). The key variances are set out in **Appendix 1**. This underspend consists mainly of the early delivery of 2019-20 savings. In addition, there were a number of one-off underspends to fund underlying cost pressures against SEN transport, UASC with appeal rights exhausted and inter-agency adoption.
- 4.4. The schools' dedicated schools grant position is a forecast underspend of (-£3.8m), of which (-£0.7m) relates to prior-year balances being managed on behalf of Schools Forum. Of the remaining (-£3.1m) in-year underspend on the dedicated schools grant, the most significant element is a (-£2.0m) underspend on early years funding. This is the result of the bedding in of the recent increase in the statutory entitlement for early education and childcare for 3 and 4 year olds and reforms to early years funding by the ESFA that have created volatility in the early years funding regime that is challenging to mitigate. Underlying cost pressures remain against the high needs block as the numbers of children and young people with special educational needs and disabilities and the complexity of need increase at a faster rate than funding allocations from the ESFA. In 2018-19 this was offset by the late award of additional time-limited funding by the Government in December. Cost pressures against high needs is a national issue that will continue into

the future. Underspends against the dedicated schools grant are managed through Schools Forum.

Environment and Regeneration (+£0.6m)

- 4.5. The Environment and Regeneration Directorate is forecasting a (+£0.6m) net overspend after management action to control pressures. The key variances behind this net overspend are set out in **Appendix 1**.

Housing and Adult Social Services (Break-Even)

- 4.6. Housing and Adult Social Services is forecasting a break-even position. The key variances within this are set out in **Appendix 1**.
- 4.7. Whilst Adult Social Services is forecasting a break-even position, this is heavily reliant on the application of one-off resources, primarily the Improved Better Care Fund and 2018-19 Winter Pressures funding.
- 4.8. Adult Social Services will continue to face a challenging future with the delivery of savings coupled with demographic pressures, increasing demand for services, increased need of acute care, and rising resident expectations in levels of service provided.
- 4.9. At the 2018 budget, £240 million of new funding was announced for Adult Social Services in 2019-20. The allocation for Islington is £1.3m. A further £410m will be made available to support both adult and children's social care in 2019-20. MHCLG have stated this funding should be used to ensure adult social care pressures do not create additional demand in the NHS. Councils can also use it to improve their social care offer for older people, people with disabilities, and children. The allocation for Islington is £2.2m. All of this announced funding appears to be one-off resources and therefore does not provide a long-term solution to the funding problems in adults and children's social care.
- 4.10. The Housing General Fund is also reporting a break-even position; however, large elements of this budget are demand led with homelessness being a highly volatile pressure. Increases in homelessness numbers, market changes affecting rates and supply and demand issues may have an adverse effect on the future position of the Housing General Fund.

Public Health (Break-Even)

- 4.11. There is a forecast net break-even position for the financial year after the carry forward of ring-fenced public health grant to 2019-20.

Corporate (-£4.1m)

- 4.12. The forecast for corporate items, before any call on corporate contingency budgets, is a net underspend of (-£2.1m), as set out in **Appendix 1**.
- 4.13. In addition to the corporate items underspend of (-£2.1m), there is an underspend (-£2.0m) on the 2018-19 contingency budget to bring into the forecast outturn position.

5. HOUSING REVENUE ACCOUNT

- 5.1. The Housing Revenue Account is forecast to break-even after a planned £15.0m transfer to HRA reserves, as set out in **Appendix 2**.

6. CAPITAL PROGRAMME

- 6.1. The capital programme delivered £113.1m of capital investment in 2018-19. This is set out by directorate in **Table 2** below and detailed in **Appendix 4**.

Table 2: 2018-19 Capital Outturn

Directorate	Revised Capital Budget (£000)	Capital Expenditure (£000)	Re-profiling to Future Years (£000)
Children, Employment and Skills	18,568	11,154	(7,413)
Environment and Regeneration	14,767	11,575	(3,191)
Housing and Adult Social Services	95,470	89,820	(5,651)
Resources	524	524	0
Total	129,329	113,074	(16,255)

- 6.2. Under the Council's financial regulations, the re-profiling of capital budgets between financial years over £1m on an individual capital scheme is a function of the Executive and, where relevant, this is noted below.

6.2.1. The Children, Employment and Skills capital programme remains on time and on budget and the 2018-19 outturn includes re-profiling to future years of £1.7m on the Tufnell Park School scheme and £2.2m of schools capital contingency funding.

6.2.2. The Environment and Regeneration 2018-19 capital outturn includes re-profiling to future years of £2.8m on the vehicles replacement programme due to delays in the delivery lead times on ordered vehicles.

6.2.3. The Housing and Adult Social Services 2018-19 capital outturn includes re-profiling from future years of £1.3m on the 2018-19 major works and improvements budget of £31.0m, and re-profiling to future years of £6.4m on the revised 2018-19 new homes programme budget of £45.0m. It is challenging to accurately forecast the profile of expenditure on new build schemes at this point in the programme as many schemes are at the feasibility stage where we are still discovering issues.

- 6.3. The financing of the 2018-19 capital programme is shown in **Table 3** below.

Table 3: Financing of 2018-19 Capital Programme

Funding Source	(£000)
Capital Receipts	21,863
Major Repairs Reserve	44,604
Government Grants and Other External Contributions	21,219
Earmarked Reserves and Revenue Contributions	3,193
General Fund Borrowing	22,195
Total	113,074

Treasury Management

- 6.4. The Council had £115m of temporary investments as at 31 March 2019. These investments were for periods from overnight to 8 months at an average interest rate of 1.00%. Temporary debt of £16m was outstanding at 31 March 2019 for a period of 2 months at an average interest rate of 0.83%.
- 6.5. The Council's total long-term debt has increased by £19m to £277.2m as at 31 March 2019 (£212.6m Public Works Loan Board, £53.5m from other local authorities and a £11.1m commercial loan). The average rate of interest on debt has decreased slightly from 4.38% to 4.14% over the course of the year.
- 6.6. The overall borrowing position of the Council as at 31 March 2019 was gross borrowing of £293.2m and net borrowing (gross borrowing net of investments) of £178.2m.
- 6.7. During the financial year, the Council complied within the treasury limits and Prudential Indicators set out in the Council's Treasury Policy Statement and Annual Treasury Strategy Statement.

7. RESERVES AND BALANCES

- 7.1. The following earmarked revenue reserves transfers over £500k have been actioned to date under delegated authority during the closing of accounts period:
 - 7.1.1. Drawdown from capital reserve for capital financing (£6,363,567.96) and funding transfers from capital to revenue (£1,687,995.84).
 - 7.1.2. Drawdown from capital reserve (£927,280.63) for commercial property revenue project expenditure.
 - 7.1.3. Transfer to capital reserve (£568,000.00) for the cost of bike hangars in the capital programme that will secure an ongoing income stream for the Council.
 - 7.1.4. Transfer to transformation reserve (£2,500,000.00) from a comprehensive balance sheet review, as assumed in 2019-20 budget setting assumptions. The transformation reserve will provide up-front investment for the delivery of transformational revenue savings over the medium-term.
 - 7.1.5. Transfer of planned pensions savings in 2018-19 (£775,000.00) to services specific reserve towards funding the increase in the future service rate in 2019-20, as assumed at the last Pension Fund triennial revaluation.

- 7.1.6. Transfer to Building Schools for the Future Smoothing reserve (£1,098,562.00) for budgeted scheme lifecycle costs in future financial years.
- 7.1.7. Additional net transfer to Housing Benefit reserve to reflect the final Housing Benefit subsidy outturn (£965,845.18)
- 7.1.8. Transfer of 2018-19 Community Infrastructure Levy (CIL) income to Neighbourhood CIL reserve (£925,323.03)
- 7.2. The Executive is asked to delegate authority to the Section 151 Officer/Deputy Section 151 Officer to agree any further budget virements, movements to/from earmarked reserves and changes to capital financing related finalising the 2018-19 Statement of Accounts.
- 7.3. The estimated levels of earmarked budget reserves and general balances available for use in 2019-20, after taking into account budgeted and latest estimated transfers and commitments, are shown in **Table 4**.

Table 4 – Earmarked Reserves and General Balances 2019-20

Reserve	(£m)
Transformation	15.4
Housing Benefit	3.6
General Fund Balances (excluding schools)	10.7
Schools Balances	11.8
Total	41.5

8. IMPLICATIONS

Financial Implications

- 8.1. These are included in the main body of the report.

Legal Implications

- 8.2. The law requires that the Council must plan to balance its spending plans against resources to avoid a deficit occurring in any year. Members need to be reasonably satisfied that expenditure is being contained within budget and that the savings for the financial year will be achieved, to ensure that income and expenditure balance.

Environmental Implications

- 8.3. This report does not have any direct environmental implications.

Resident Impact Assessment

- 8.4. The Council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The Council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage

people to participate in public life. The Council must have due regard to the need to tackle prejudice and promote understanding.

- 8.5. A resident impact assessment (RIA) was carried out for the 2018-19 Budget Report approved by Full Council. This report notes the financial performance to date but does not have direct policy implications, so a separate RIA is not required for this report.

Appendices:

Appendix 1 – 2018-19 General Fund Revenue Outturn by Individual Variance

Appendix 2 – 2018-19 Revenue Outturn by Service Area

Appendix 3 – 2018-19 Revenue Outturn Carry Forwards

Appendix 4 - 2018-19 Capital Outturn

Background papers: None

Signed by:



13 May 2019

Executive Member for Finance,
Performance and Community
Safety

Date

Responsible Officer:

Alan Layton

Service Director Financial and Asset Manager (Acting Section 151 Officer)

Report Authors:

Tony Watts, Head of Financial Planning

Martin Houston, Strategic Financial Advisor

Legal Implications Author:

Peter Fehler, Acting Director of Law and Governance

Appendix 1: 2018-19 General Fund Revenue Monitoring by Individual Variance - Outturn

Directorate / Service Area	Sub-Heading	Description of Over/(Under) Spend	Over-spend £000	Under-spend £000	Net Over/(Under) Spend £000	% of Directorate Net Budget that Over/(Under) Spent %
RESOURCES						
Accommodation and Facilities	Business Rates	Reduction in costs relating to rationalisation of buildings.		(483)	(483)	-1.1%
Revenues and Benefits	Revenues and Benefits	Recovery of income and saving on bad debt provision.		(425)	(425)	-1.0%
Revenues and Benefits	Housing Benefit Admin Grants	Unbudgeted one-off grant income.		(573)	(573)	-1.3%
Accommodation and Facilities	Commercial Property	Commercial income has been budgeted to rise significantly. However, practical issues have meant that the development project at Old Street has taken longer than anticipated and has caused a delay in achieving this income	827		827	1.9%
Accommodation and Facilities	Assembly Hall/Other	The Assembly Hall has overachieved its income target by £200k, and rationalisation of building maintenance has saved a further £625k.		(825)	(825)	-1.9%
Digital Services and Transformation	Software Upgrade	Renewal of Microsoft Enterprise has led to additional costs of £600k and a combination of mobile phone contracts and consultancy has cost a further £700k.	1,300		1,300	3.0%
All	All	Vacancy management in a number of areas has saved £1.9m and the combined effect of running costs underspends across the directorate has saved a further £2.1m. These savings have been offset by additional staffing costs, including pension strain costs, amounting to £0.5m.		(3,513)	(3,513)	-8.2%
All	All	Proposed carry forward of underspends across the directorate to fund various future ongoing projects.	3,436		3,436	8.0%
Total Resources			5,563	(5,819)	(256)	-0.6%
CHIEF EXECUTIVE'S DIRECTORATE						
All	All	The Chief Executive's directorate is forecasting an underspend mainly due to holding vacant posts.		(440)	(440)	-22.2%
Total Chief Executive's Directorate			0	(440)	(440)	-22.2%
CHILDREN, EMPLOYMENT AND SKILLS						
Youth and Communities	Crime, Violence and Offending	Balance of demand led budget for commissioning specialist services in relation to crime violence and offending		(61)	(61)	-0.1%
Youth and Communities	Crime, Violence and Offending	Planned underspend due to original contracts for preventing youth violence starting mid-year. This underspend was being held in the event that the bid to MHCLG for the Supporting Families Against Youth Crime was unsuccessful. Funding from MHCLG has now been confirmed.		(169)	(169)	-0.2%
Youth and Communities	Crime, Violence and Offending	Reduced numbers of young people remanded to custody and for less days. This is a volatile demand led budget.		(52)	(52)	-0.1%
Youth and Communities	All	Staffing underspend from reduced use of consultants and agency staff and reduced costs of business support across youth and communities - early delivery of savings		(80)	(80)	-0.1%
Youth and Communities	Play and Youth	Net overspend against the universal play and youth budget due to unrealised lease fees from the Education and Skills Funding Agency.	32		32	0.0%
Safeguarding and Family Support	Children in Need	Reduction in health commissioning posts.		(137)	(137)	-0.2%
Safeguarding and Family Support	Children in Need	Reduction in care proceedings.		(24)	(24)	0.0%
Safeguarding and Family Support	Disabled Children's Service	Lower than estimated spend on short breaks and additional income received through increased monitoring of personal budgets.		(114)	(114)	-0.1%
Safeguarding and Family Support	Children Looked After (Non-Placements)	Inter-agency adoption - increase in net cost as we have purchased more placements than we have sold.	182		182	0.2%
Safeguarding and Family Support	Children Looked After Placements	A delay to the completion of the joint procurement exercise with Housing and Adult Social Services to purchase additional accommodation for looked after children. The procurement strategy has been amended to minimise the impact in-year.	150		150	0.2%
Safeguarding and Family Support	Children Looked After Placements	Reduction in number of children in residential provision.		(259)	(259)	-0.3%
Safeguarding and Family Support	Children Looked After Placements	Balance of placements demographic contingency budget.		(500)	(500)	-0.6%
Safeguarding and Family Support	Children Looked After (Non-Placements)	Pressure against temporary accommodation costs, including Unaccompanied Asylum Seeking Children (UASC) with appeal rights exhausted. This is partially offset by budget provision for the gap between short-term temporary accommodation top-up for children in need and the housing benefit cap.	85		85	0.1%
Safeguarding and Family Support	Safeguarding and Quality Assurance	Overspend against the workforce development budget offset by a staffing underspend due to a secondment to the Early Help for Families Service.		(15)	(15)	0.0%
Safeguarding and Family Support	Safeguarding and Family Support Management	Vacant head of service post.		(8)	(8)	0.0%
Learning and Schools	Early Years	Inflation on childcare fees from September 2017 and September 2018.		(330)	(330)	-0.4%
Learning and Schools	Early Years	Lower occupancy in community nurseries than budgeted following the outcome of the spring census.		(126)	(126)	-0.1%
Learning and Schools	All	Net staffing underspend in Learning and Schools.		(18)	(18)	0.0%
Learning and Schools	Early Years	New holiday hunger scheme is currently being piloted meaning that budget allocation is not being utilised in full in this financial year, and additional underspend against the over 5s childcare subsidy budget.		(171)	(171)	-0.2%
Learning and Schools	Building Schools for the Future	Unbudgeted costs of cleaning Holloway Pool	60		60	0.1%
Learning and Schools	Special Educational Needs (SEN) Transport	Despite significant work with Environment and Regeneration to manage these pressures, a significant overspend (£695k) has still materialised (£209k more than last year). A £200k demographic growth contingency had been set aside for SEN transport, which reduces the bottom line overspend to £495k. This is a high risk demand led budget.	495		495	0.6%
Learning and Schools	Universal Free School Meals	The numbers of children not eligible for statutory free school meals has stabilised and therefore the demographic contingency for universal free school meals is not expected to be used in 2018-19 (£200k). Numbers have reduced further based on meal claims processed to date (£59k).		(259)	(259)	-0.3%
Partnerships and Service Support	ICT	Unbudgeted support costs for IslingtonCS portal and reduced income.	31		31	0.0%
Partnerships and Service Support	Information and Performance	Staffing underspend in the information and performance team		(49)	(49)	-0.1%
Partnerships and Service Support	Directorate Management	Forecast staffing underspend against directorate management budget		(20)	(20)	0.0%
Partnerships and Service Support	Cardfields	Reduction in schools funding, repayment of corporately funded capital works, forecast shortfall in income and urgent maintenance costs. This is partly mitigated through actively targeting weekend hire at identified groups, construction of a special offer for weeks that we can't sell and a review of costs.	76		76	0.1%
Strategy and Planning	Strategy and Planning	Early delivery of strategy and planning savings.		(8)	(8)	0.0%
Health Commissioning	Health Commissioning	Unbudgeted income from health and underspend against health commissioning running costs		(36)	(36)	0.0%
Total Children, Employment and Skills			1,111	(2,436)	(1,325)	-1.5%
ENVIRONMENT AND REGENERATION						
Planning and Development	Development Control	Lower levels of income and agency cost pressure.	214		214	0.8%
Planning and Development	Building Control	Lower levels of building control income.	100		100	0.4%

Appendix 1: 2018-19 General Fund Revenue Monitoring by Individual Variance - Outturn

Public Protection	Local Land Charges	Decline in local land charges income.	100	100	0.4%	
Public Realm	Highways and Energy Services	Unachievable street lighting Wi-Fi concession income.	120	120	0.5%	
Public Realm	Street Environmental Services	Sickness levels exceeding target operating model.	750	750	2.9%	
Public Realm	Street Environmental Services	Additional staff cover due to operational, performance and disciplinary issues.	225	225	0.9%	
Public Realm	Street Environmental Services	Driver grade uplift to reflect additional supervision duties.	120	120	0.5%	
Public Realm	Street Environmental Services	Delays in fleet replacement due to ULEZ considerations.	400	400	1.6%	
Public Realm	Street Environmental Services	Anticipated fuel savings offset by higher pump prices.	100	100	0.4%	
Public Realm	Street Environmental Services	Additional staff costs due to changes in refuse collection service.	444	444	1.7%	
Public Realm	Street Environmental Services	One-off costs relating to service modernisation and use of technology.	155	155	0.6%	
Public Realm	Street Environmental Services	Shortfall in commercial waste income.	250	250	1.0%	
Public Realm	Parking and Traffic Services	Shortfall in pay & display and permit income.	344	344	1.3%	
Public Protection	Private Sector Housing	Underspend in private sector housing grants (one-off).		(430)	(430)	-1.7%
Public Protection	Various	Vacancies across the division.		(100)	(100)	-0.4%
Public Protection	Various	Additional HRA income due to new recharge calculation.		(170)	(170)	-0.7%
Public Protection	Various	Additional income from various income streams.		(129)	(129)	-0.5%
Public Realm	Greenspace and Leisure	Additional HRA income due to new recharge calculation.		(448)	(448)	-1.7%
Public Realm	Highways and Energy Services	Additional HRA income due to new recharge calculation.		(30)	(30)	-0.1%
Public Realm	Highways and Energy Services	Carbon offset income within Energy Services.		(120)	(120)	-0.5%
Public Realm	Highways and Energy Services	Additional income from Angelic Energy.		(20)	(20)	-0.1%
Public Realm	Highways and Energy Services	Spend previously allocated to revenue to be financed from capital resources.		(378)	(378)	-1.5%
Public Realm	Street Environmental Services	Additional HRA income due to new recharge calculation.		(900)	(900)	-3.5%
Total Environment and Regeneration			3,322	(2,725)	597	2.3%
HOUSING AND ADULT SOCIAL SERVICES						
<i>The Housing General Fund forecast is break-even with no significant net variances at divisional level.</i>						
			0	0	0	0.0%
Total Housing General Fund			0	0	0	
Integrated Community Services	In-house Service - Day Offer Review	Non-delivery of savings.	843		843	1.2%
Learning Disabilities	In-house Review	Non-delivery of savings.	399		399	0.6%
Adult Social Services	All	Improved Better Care Fund (Stabilising the Social Care System) one-off income.		(1,242)	(1,242)	-1.8%
Total Adult Social Services			1,242	(1,242)	0	0.0%
Total Housing and Adult Social Services			1,242	(1,242)	0	0.0%
PUBLIC HEALTH						
<i>The Public Health forecast is break-even as any underspends will be carried forward to future years as part of the ring-fenced public health account.</i>						
			0	0	0	0.0%
Total Public Health			0	0	0	
DIRECTORATE TOTAL			11,238	(12,662)	(1,424)	
CORPORATE ITEMS						
Transformation Reserve	Transformation Reserve	Transfer to transformation reserve from a comprehensive balance sheet review, as assumed in 2019-20 budget setting assumptions. The transformation reserve will provide up-front investment for the delivery of transformational revenue savings over the medium-term.	2,500		2,500	-1.0%
Housing Needs	NRPF	Uncontrollable pressure due to the Council's statutory duty to provide assistance to all destitute clients who are Non-European Union nationals and can demonstrate need under Section 21 of the National Assistance Act, 1948. This is commonly referred to as No Recourse to Public Funds (NRPF).	621		621	-0.3%
Invest to Save	Bike Hangars	Transfer to capital reserve for the cost of bike hangars in the capital programme that will secure an ongoing income stream for the Council.	568		568	-0.2%
Homelessness	Homelessness	Unbudgeted corporate funding for Street Homelessness Coordinator and Street Homelessness Outreach Officer (now mainstreamed into 2019-20 budget).	90		90	0.0%
Corporate Financing Account	Corporate Financing Account	The Council continues to follow a successful Treasury Management Strategy of shorter-term borrowing at low interest rates. This, along with unbudgeted investment income, has saved the General Fund (-£2.8m) in corporate financing costs in 2018-19. The Treasury Management Strategy is kept under constant review to ensure that available resources are optimised and the longer-term interest rate position reviewed within an effective risk management framework and in line with the approved strategy.		(2,782)	(2,782)	1.1%
Inflation	Pay Inflation	Underspend against corporate budget for 2018-19 pay inflation.		(1,610)	(1,610)	0.7%
Unbudgeted Income	Unbudgeted Income	Net unbudgeted corporate grant income, primarily relating to unbudgeted business rates retention levy surplus grant confirmed late in the financial year.		(1,298)	(1,298)	0.5%
Levies	Levies	Underspend on corporate levies budget compared to the estimate before the start of the financial year.		(150)	(150)	0.1%
Contingency	Contingency	Unused 2018-19 contingency budget.		(2,000)	(2,000)	0.8%
Total Corporate Items			3,779	(7,840)	(4,061)	1.6%
GROSS TOTAL			15,017	(20,502)	(5,485)	

Appendix 2: 2018-19 Revenue Monitoring by Service Area - Outturn

GENERAL FUND					
Directorate / Division	Original Budget	Current Budget	Forecast Outturn	Forecast	Forecast
				Over/(Under) Spend Month 12	Over/(Under) Spend Month 11
	£'000	£000	£000	£000	£000
RESOURCES					
Directorate	1,149	2,016	2,340	324	365
Digital Services and Transformation	10,935	10,521	11,825	1,304	601
Financial Management	10,920	987	584	(403)	(365)
Financial Operations	21,029	20,468	19,223	(1,245)	(637)
Internal Audit	685	726	455	(271)	(43)
Law and Governance	2,110	5,766	5,703	(63)	(37)
Human Resources	1,767	2,549	2,647	98	(32)
Total Resources	48,595	43,033	42,777	(256)	(148)
CHIEF EXECUTIVE'S DEPARTMENT					
Chief Executive	41	(138)	(155)	(17)	(16)
Communications and Change	1,195	1,195	905	(290)	(185)
Strategy and Change	839	928	795	(133)	(127)
Total Chief Executive's Department	2,075	1,985	1,545	(440)	(328)
CHILDREN, EMPLOYMENT AND SKILLS					
Youth and Communities	6,201	6,205	5,875	(330)	(162)
Safeguarding and Family Support	40,667	44,362	43,722	(640)	(403)
Learning and Schools	11,808	25,390	21,261	(4,129)	(1,743)
Partnership and Service Support	16,574	5,584	5,622	38	58
Strategy and Planning	127	127	119	(8)	58
Employment, Skills and Culture	5,419	6,866	6,866	0	0
Health Commissioning	924	939	903	(36)	0
Less Projected Ring-Fenced Schools Related Underspend	0	0	3,780	3,780	1,531
Total Children, Employment and Skills	81,720	89,473	88,148	(1,325)	(719)
ENVIRONMENT AND REGENERATION					
Directorate	161	0	0	0	0
Planning and Development	975	1,934	2,248	314	400
Public Protection	4,653	5,361	4,632	(729)	(600)
Public Realm	8,170	18,382	19,394	1,012	700
Total Environment and Regeneration	13,959	25,677	26,274	597	500
HOUSING AND ADULT SOCIAL SERVICES (HASS)					
Temporary Accommodation (Homelessness Direct)	2,148	2,606	1,964	(642)	239
Housing Needs (Homelessness Indirect)	1,368	1,664	2,334	670	(223)
Housing Benefit	880	880	880	0	0
Housing Strategy and Development	127	150	143	(7)	(7)
Housing Other	1,328	7,822	7,801	(21)	(9)
Voluntary and Community Services (VCS)	3,028	3,487	3,487	0	0
Total Housing General Fund	8,879	16,609	16,609	0	0
Adult Social Care	(2,503)	(3,443)	(3,560)	(117)	(1,204)
Integrated Community Services	19,503	22,852	22,887	35	843
Learning Disabilities	25,136	26,376	26,376	0	399
Strategy and Commissioning	26,951	24,762	24,844	82	0
Total Adult Social Services	69,087	70,547	70,547	0	38
Total Housing and Adult Social Services	77,966	87,156	87,156	0	38
PUBLIC HEALTH					
Children 0-5 Public Health	3,689	3,689	3,649	(40)	27
Children and Young People	1,434	1,593	1,588	(5)	(6)
NHS Health Checks	394	394	257	(137)	(182)
Obesity and Physical Activity	679	679	760	81	44
Other Public Health	(19,984)	(19,387)	(19,325)	62	(17)
Sexual Health	6,022	5,689	5,241	(448)	(227)
Smoking and Tobacco	488	488	416	(72)	(63)
Substance Misuse	7,278	7,155	7,082	(73)	(34)
Less Projected Ring-Fenced Public Health Grant Underspend	0	0	632	632	458
Total Public Health	0	300	300	0	0
DIRECTORATE TOTAL	224,315	247,624	246,200	(1,424)	(657)

Appendix 2: 2018-19 Revenue Monitoring by Service Area - Outturn

Directorate / Division	Original Budget	Current Budget	Forecast Outturn	Forecast Over/(Under) Spend Month 12	Forecast Over/(Under) Spend Month 11
	£'000	£000	£000	£000	£000
CORPORATE					
Other Corporate Items	4,567	(730)	797	1,527	(837)
Corporate Financing Account	(26,579)	(29,881)	(32,663)	(2,782)	0
Pensions	0	(13,492)	(13,492)	0	0
Levies	22,277	22,277	22,127	(150)	0
Transfer to/(from) Reserves	(7,219)	(17,588)	(17,588)	0	0
Specific Grants	(6,776)	(7,995)	(9,272)	(1,277)	0
Core Government Funding / Council Tax	(212,994)	(212,994)	(212,994)	0	0
No Recourse to Public Funds	409	583	1,204	621	650
Appropriations and Technical Accounting Entries	0	10,196	10,196	0	0
Total Corporate Items	(226,315)	(249,624)	(251,685)	(2,061)	(187)
Contingency	2,000	2,000	0	(2,000)	0
Total Corporate Including Contingency	(224,315)	(247,624)	(251,685)	(4,061)	(187)
GROSS TOTAL	0	0	(5,485)	(5,485)	(844)

Appendix 2: 2018-19 Revenue Monitoring by Service Area - Outturn

HOUSING REVENUE ACCOUNT(HRA)				
Service Area	Current Budget	Forecast Outturn	Forecast	Forecast
			Over/(Under) Spend	Over/(Under) Spend
			Month 12	Month 11
	£000	£000	£000	£000
Dwelling Rents	(163,790)	(165,250)	(1,460)	(1,950)
Non Dwelling Rents	(1,400)	(1,505)	(105)	(250)
Heating Charges	(2,050)	(2,130)	(80)	0
Leaseholders Charges	(13,890)	(14,021)	(131)	(75)
Other Charges for Services and Facilities	(4,840)	(5,428)	(588)	(270)
PFI Credits	(22,855)	(22,855)	0	0
Interest Receivable	(500)	(801)	(301)	0
Contribution from General Fund	(816)	(816)	0	0
Gross Income	(210,141)	(212,806)	(2,665)	(2,545)
Repairs and Maintenance	32,518	32,535	17	(300)
General Management	48,638	48,398	(240)	2,455
PFI Payments	42,263	41,938	(325)	440
Special Services	23,711	24,301	590	150
Rents, Rates, Taxes and Other Charges	590	1,015	425	300
Capital Financing Costs	16,269	18,041	1,772	0
Depreciation	29,906	29,894	(12)	0
Bad Debt Provisions	750	1,640	890	0
Contingency	0	0	0	(500)
Transfer to HRA Reserves	15,496	15,044	(452)	0
Gross Expenditure	210,141	212,806	2,665	2,545
Net (Surplus)/Deficit	0	0	0	0

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Appendix 3: 2018-19 Outturn Carry Forwards

Directorate	Division/Service Area	Amount (£)	Reason for Carry Forward	Carry forward to 2019-20 or hold in earmarked reserves?
Adults Social Services	Adults Social Services	2,276,000.00	This carry forward represents long standing earmarked funds to be utilised in the delivery of multi-year Adult Social Care Savings. The carry forward will be utilised to stabilise the service, mitigating the impact of potential delays in projects coming to fruition.	Hold in Services Specific Reserve
Adults Social Services	Adults Social Services	804,000.00	The Adult Social Care Support Grant was announced in the local government finance settlement 2018 to 2019 for supporting sustainable local care markets.	Hold in Services Specific Reserve
Children Employment & Skills	Youth & Communities	69,270.00	Youth Justice Board (YJB) remand grant is adjusted on a lagged basis, and we are expecting a reduced level of grant funding in 2019-20 based on current activity. This carry forward will help offset any reduction in YJB funding for remand. It will also provide a one-off contingency budget for any increase in activity, as this is a volatile demand led budget. There has been a recent increase in the numbers of young people in custody and the nature of offences committed are becoming more serious. The Youth Custody Service has just announced that the cost of a young person placed on secure remand is increasing from £4k per week to £5k per week in 2019-20.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Youth & Communities	230,730.00	Youth Justice Board (YJB) remand grant is adjusted on a lagged basis, and we are expecting a reduced level of grant funding in 2019-20 based on current activity. This carry forward will help offset any reduction in YJB funding for remand. It will also provide a one-off contingency budget for any increase in activity, as this is a volatile demand led budget. There has been a recent increase in the numbers of young people in custody and the nature of offences committed are becoming more serious. The Youth Custody Service has just announced that the cost of a young person placed on secure remand is increasing from £4k per week to £5k per week in 2019-20.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Youth & Communities	30,019.00	Youth Council elections occur once every 2 years. Planned underspend in non-election year is carried forward to meet costs of holding elections in the following year.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	212,601.00	DfE funded House project for looked after young people and those leaving care to manage their own homes and achieve successful independence.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	139,594.00	Islington Safeguarding Children Board - A pooled budget arrangement with a number of other public sector agencies. Carry forward supports agreed spending plans.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	319,934.00	DfE funded Innovations project - Start date for Phase 2 slipped during 2017-18 resulting in a underspend against government funding received for the project. Project has been profiled, and this carry forward supports 2019-20 commitments.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	87,558.00	DfE funded Partners in Practice (Innovations) project - funding received in advance of spend.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	25,072.00	Innovations grant funding from the DfE for the Pause project that is funding a practitioner post for 6 months.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	5,199.00	Grant funding from the DfE for the Step up to Social Work programme.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	225,722.00	School Improvement and Monitoring grant funding required to fund the service in 2019-20 following removal of Education Services Grant funding by the DfE.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	9,318.00	Ring-fenced third party contribution from the Dame Alice Owen Foundation for the Upward Bound Programme.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	96,359.00	Balance on SEND reform grant and SEND employment grant being used to continue implementation of new system of Education Health and Care Plans.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	20,017.00	Carry forward to fund additional Education Psychology post from September, which in turn is expected to generate additional traded income and become self-financing from 2020-21.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	49,753.00	Carry forward to fund additional Education Psychology post from September, which in turn is expected to generate additional traded income and become self-financing from 2020-21.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	61,720.00	Carry forward of unspent repairs and maintenance budget to meet the costs of repairs at children's centres following a series of condition surveys.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	42,376.00	Carry forward of unspent repairs and maintenance budget to meet the costs of repairs at children's centres following a series of condition surveys.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	5,000.00	Carry forward of unspent repairs and maintenance budget to meet the costs of repairs at children's centres following a series of condition surveys.	Carry Forward via Services Specific Reserve

Appendix 3: 2018-19 Outturn Carry Forwards

Children Employment & Skills	Learning & Schools	165,200.00	Balance of Post 16 bursary funding - No ongoing budget so one-off balance is being used to fund a further two and a half years at current levels of demand.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	63,601.00	Unallocated funding from Islington Community of Schools to be carried forward to 2019-20 and 2020-21 as part of the Children, Employment and Skills savings plan.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	34,000.00	External funding from the CCG and TIPPS funding from Community Safety for the trauma informed project in schools (recently expanded following the success of the initial scheme) for the 2019-20 academic year.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Partnership & Service Support	10,614.00	Delayed recruitment for fixed term project officer post - carry forward required to fund this post in 2019-20.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	23,800.00	QICS Careers Leaders - Richard Reeves Foundation funding.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	6,363.00	Planned underspend to be carried forward as provision for organisational change costs.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	33,263.00	Planned underspend to be carried forward as provision for organisational change costs.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	10,374.00	Planned underspend to be carried forward as provision for organisational change costs.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	2,693.00	Planned underspend to be carried forward as provision for organisational change costs.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	10,351.00	Funding to cover the cost pressure against childcare bursaries in 2019-20.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	11,000.00	Match funding to lever in £15k external funding from Music First for music instruments in schools.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	2,869.00	Creative Conversations - Heritage Lottery funding.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	8,620.00	Ready to Borrow - Heritage Lottery funding.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	16,378.00	Holloway Prison - Heritage Lottery funding.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	5,000.00	Reading Friends Project - External funding.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	74,517.00	Capital contingency budget for planned works to Central Library that will enable the realisation of rental income.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Employment, Skills & Culture	32,241.00	Music Education Hub grant funding from Arts Council.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	139,435.00	This balance belongs to the schools that buy into the Council's catering contract and is rolled forward each year in line with the arrangements for meeting the costs of school meals agreed with schools.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	195,610.00	Accumulated surplus balance on the supply insurance scheme for schools. This funding belongs to the individual schools who buy into the scheme and is rolled forward each year.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	96,013.00	Accumulated surplus balance on the maternity insurance scheme for schools. This funding belongs to the individual schools who buy into the scheme and is rolled forward each year.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	106,540.00	Surplus asset management income from schools who buy into the Council's SLA and held for capital maintenance needs in those schools.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	50,000.00	Balance from Andover Bright Start playgroup provision that belongs to the setting following transfer of provision to Montem Primary School.	Carry Forward via Services Specific Reserve
Children Employment & Skills	All	115,000.00	One-off provision to meet potential redundancy costs from 2019-20 savings plan.	Carry Forward via Services Specific Reserve
Children Employment & Skills	All	35,000.00	One-off provision to meet potential redundancy costs from 2019-20 savings plan.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	20,000.00	30 hours delivery support grant.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Youth & Communities	27,000.00	Youth Justice Board funding for disproportionality offending project. Funding received in March 2019 - work is planned for 2019-20.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	25,000.00	Funding for Mother Tongue Supplementary Schools has ended. However, there is a commitment to funding provision for one more year, partly funded by this carry forward.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	168,601.00	National Assessment and Accreditation System grant from the DfE.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Partnership & Service Support	25,404.00	Balance on schools ICT partnership - this is due to be shared with partners in line with the terms of the partnership agreement.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Youth & Communities	50,000.00	Planned urgent maintenance and repairs at Crumbles Castle, Rose Bowl and Cornwallis and Bernard Park.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	147,600.00	Home Office grant funding to increase capacity in the service to address and support the increase in Unaccompanied Asylum Seeking Children.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	994,161.00	External grant funding for a project spanning multiple financial years including the Troubled Families Programme.	Carry Forward via Services Specific Reserve

Appendix 3: 2018-19 Outturn Carry Forwards

Children Employment & Skills	Learning & Schools	655,000.00	Balance of pension fund reimbursement in relation to schools from prior years, being held to smooth in any future increases in cost to schools at the next triennial revaluation.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	75,000.00	Contribution towards one-off contingency for SEN Transport in 2019-20 to offset structural budget shortfall.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	150,000.00	Contribution towards one-off contingency for SEN Transport in 2019-20 to offset structural budget shortfall.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Learning & Schools	75,000.00	Contribution towards one-off contingency for SEN Transport in 2019-20 to offset structural budget shortfall.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	24,225.00	Islington host the 6 borough North London consortium for Adoption and Fostering recruitment. This carry forward is the collective underspend in 2018-19 for supporting future consortium agreed commitments.	Carry Forward via Services Specific Reserve
Children Employment & Skills	Safeguarding & Family Support	33,500.00	Set-up grant for the North London adoption agency.	Carry Forward via Services Specific Reserve
Environment & Regeneration	Public Protection - Noise & Pollution	98,000.00	EV (Taxis) Rapid Charging Points grant funding from DEFRA - delays in implementation/planning approval.	Carry Forward via Services Specific Reserve
Environment & Regeneration	Public Protection - Noise & Pollution	27,000.00	Canal Rapid Charging Points grant funding from DEFRA - delays in implementation/planning approval.	Carry Forward via Services Specific Reserve
Environment & Regeneration	Public Protection - Cemeteries	216,902.49	Ring-fenced Trading Account.	Hold in Cemeteries Reserve
Environment & Regeneration	Public Protection - Street Trading	-30,649.09	Ring-fenced Trading Account.	Drawdown from Street Markets Reserve
Environment & Regeneration	Planning & Development - Economic Development	63,062.56	Archway projects.	Carry Forward via Services Specific Reserve
Environment & Regeneration	Planning & Development - Economic Development	92,772.79	Finsbury Park projects.	Carry Forward via Services Specific Reserve
Housing General Fund	Voluntary & Community Services (VCS)	206,987.11	VCS contingency pot to run parallel with the VCS funding allocations.	Carry Forward via Services Specific Reserve
Housing General Fund	Voluntary & Community Services (VCS)	23,108.57	VCS funding allocations to projects that span financial years.	Carry Forward via Services Specific Reserve
Housing General Fund	Voluntary & Community Services (VCS)	14,165.23	VCS funding allocations to projects that span financial years.	Carry Forward via Services Specific Reserve
Housing General Fund	Voluntary & Community Services (VCS)	37,617.90	VCS funding allocations to projects that span financial years.	Carry Forward via Services Specific Reserve
Housing General Fund	Voluntary & Community Services (VCS)	21,840.47	VCS funding allocations to projects that span financial years.	Carry Forward via Services Specific Reserve
Housing General Fund	Housing Needs	202,973.29	This represents the Flexible Homelessness Support Grant to be spent in future financial years.	Hold in Services Specific Reserve
Housing General Fund	No Recourse to Public Funds (NRPF)	115,000.00	This represents two NRPF grants to be spent in 2019-20.	Carry Forward via Services Specific Reserve
Housing General Fund	Housing Needs	632,423.79	This represents New Burdens funding to be spent in future financial years.	Hold in Services Specific Reserve
Public Health	Public Health	633,054.11	The ring-fenced Public Health grant has not been fully spent this year and the balance will be spent on public health in future financial years.	Hold in Services Specific Reserve
Resources	Accommodation & Facilities	600,000.00	This is to progress / complete a number of projects including: the internal decoration and refurbishment of Central Library; the replacement of the swipe card system in Council buildings; the underpinning of Laycock Street; improvements to offices at Ashton.	Carry Forward via Services Specific Reserve
Resources	Corporate Health & Safety	20,000.00	Health and Safety Pack - Handouts/posters for all buildings including children's centres.	Carry Forward via Services Specific Reserve
Resources	Corporate Health & Safety	35,000.00	Health and Safety Management System Set-up Costs.	Carry Forward via Services Specific Reserve
Resources	Democratic Services	3,000.00	Deputy Mayor's Allowance balance will go to Mayor's charity at the end of the election year.	Carry Forward via Services Specific Reserve
Resources	Democratic Services	10,000.00	Mayor's Allowance balance will go to Mayor's charity at the end of the election year.	Carry Forward via Services Specific Reserve
Resources	Strategic Procurement	20,000.00	This is a corporate project to improve the contract management arrangements across the Council.	Carry Forward via Services Specific Reserve
Resources	Law & Governance	193,000.00	This project is to implement the new case management system in Legal Services. The spend will include the software, hardware and training necessary to get the maximum benefits from this change.	Carry Forward via Services Specific Reserve

Appendix 3: 2018-19 Outturn Carry Forwards

Resources	Transformation Projects Fund	1,000,000.00	With the change management programmes across the Council needing significant resources to support their implementation, this fund will be used by the Resources directorate to pay for those support functions it provides. This will allow the business as usual activities to be maintained and not suffer as a result.	Hold in Services Specific Reserve
Resources	Digital Services	200,000.00	Balance of Shared Digital service set-up budget that will continue to be spent in 2019-20.	Carry Forward via Services Specific Reserve
Resources	Financial Operations	1,355,000.00	The introduction of Universal Credit has been delayed several times for Islington but it is being rolled out. The work in supporting residents on both Housing Benefit and Universal Credit has remained the same but the admin grant has gradually been cut and will be phased out over the coming years. The Housing Benefit reserve has been created to allow for the support to be maintained at the higher level for a short period of time to ensure that residents are not impacted any more than necessary by the switch.	Hold in Housing Benefit Reserve
TOTAL		14,219,474.22		

Summary	
Adults Social Services	3,080,000.00
Children Employment & Skills	5,349,215.00
Environment & Regeneration	467,088.75
Housing General Fund	1,254,116.36
Public Health	633,054.11
Resources	3,436,000.00
	14,219,474.22

Appendix 4: Capital Monitoring 2018-19 - Outturn

	2018-19 Capital Monitoring					
	Original Budget	Budget Changes During the Year	Revised Budget	Forecast Outturn	Forecast Re-profiling (to)/from Future Years	% Budget Spent to Date
	£000	£000	£000	£000	£000	£000
CHILDREN, EMPLOYMENT AND SKILLS						
Moreland School and Children's Centre	0	208	208	208	0	100%
Pupil Referral Unit	0	249	249	0	(249)	0%
Tufnell Park School	13,895	(3,598)	10,297	8,544	(1,753)	83%
Highbury Grove School Expansion	3,000	(1,391)	1,609	654	(955)	41%
Central Foundation School Expansion	2,700	(1,720)	980	828	(152)	84%
School Condition Works	0	231	231	0	(231)	0%
Arts and Media School	90	(90)	0	0	0	0%
New River College	0	185	185	0	(185)	0%
Primary Schools Condition Schemes	75	1,125	1,200	829	(371)	69%
Primary Schools General and Emergency Works Schemes	0	200	200	54	(146)	27%
Schools Devolved Formula Capital	300	0	300	20	(280)	7%
Early Years Capital	500	379	879	2	(877)	0%
Libraries	0	48	48	14	(34)	30%
Youth Capital	0	3	3	0	(3)	0%
Schools Contingency	3,400	(1,221)	2,179	0	(2,179)	0%
Total Children, Employment and Skills	23,960	(5,392)	18,568	11,154	(7,413)	60%
ENVIRONMENT AND REGENERATION						
Planning and Development	0	598	598	598	0	100%
Cemetaries	0	450	450	410	(40)	91%
Combined Heat and Power	120	1,729	1,849	2,107	258	114%
Energy Saving Council Buildings	431	(396)	35	0	(35)	0%
Vehicles	2,000	1,189	3,189	411	(2,778)	13%
Greenspace	2,000	(1,351)	649	676	27	104%
Highways	1,650	816	2,466	2,465	(0)	100%
Leisure	972	(219)	753	764	11	101%
Recycling Improvements	1,043	(885)	158	0	(158)	0%
Special Projects	100	258	358	217	(141)	61%
Traffic and Engineering	3,210	1,053	4,263	3,927	(336)	92%
Total Environment and Regeneration	11,526	3,241	14,767	11,575	(3,191)	78%
HOUSING						
Major Works and Improvements	31,000	0	31,000	32,321	1,321	104%
New Build	85,702	(40,700)	45,002	38,561	(6,441)	86%
Temporary Accommodation	0	18,750	18,750	18,219	(531)	97%
Total Housing	116,702	(21,950)	94,752	89,101	(5,651)	94%
ADULT SOCIAL SERVICES						
Care Homes	0	718	718	718	0	100%
Total Adult Social Services	0	718	718	718	0	100%
Total Housing and Adult Social Services	116,702	(21,232)	95,470	89,820	(5,651)	94%
RESOURCES						
Commercial Property	0	524	524	524	0	100%
Total Resources	0	524	524	524	0	100%
TOTAL CAPITAL PROGRAMME	152,188	(22,859)	129,329	113,074	(16,255)	87%

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Governance and Human Resources

Resources
Town Hall, Upper Street,
London N1 2UD

Report of: Assistant Director Governance and Human Resources

Meeting of	Date	Agenda Item	Ward(s)
Policy and Performance Scrutiny Committee	18 June 2019	G1	All

Delete as appropriate	Exempt	Non-exempt
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**SUBJECT: MONITORING OF RECOMMENDATIONS OF REVIEW COMMITTEES
TIMETABLE FOR TOPICS, POLICY AND PERFORMANCE
COMMITTEE'S WORK PROGRAMME, KEY DECISIONS**

1. Synopsis

To inform the Policy and Performance Scrutiny Committee of the timetable of the Review Committees scrutiny topics for the remainder of the municipal year, the timetable for monitoring the recommendations of the Review Committees, the current situation on the Policy and Performance Scrutiny Committee's work programme, and Key Decisions.

2. Recommendation

That the Policy and Performance Scrutiny Committee note the timetable and the arrangements for monitoring the recommendations of the Review Committees, the current work programme, and the key decisions.

3. Background

Attached to this report are the details of the work programme and timetable for the Review Committees for the remainder of the municipal year, the arrangements for monitoring the recommendations of review committees, key decisions details, and the Policy and Performance Scrutiny Committee's work programme.

PTO

4. Implications

4.1 Environmental Implications

None specific at this stage

4.2 Legal Implications

Not applicable

4.3 Financial Implications

None specific at this stage

4.4 Equality Impact Assessment

None specific at this stage

Final Report Clearance

Signed by

Interim Director of Law and Governance

Date

Received by

Head of Democratic Services

Date

Report Author: Peter Moore
Tel: 020 7527 3252
E-mail: peter.moore@islington.gov.uk

OUTSTANDING SCRUTINY REVIEWS – UPDATED 5 February 2019

SCRUTINY REVIEWS 2016/17:						
SCRUTINY REVIEW	COMMITTEE	DATE SUBMITTED DUE TO GO TO EXECUTIVE	RESPONSE TO RECOMMENDATIONS DUE (3-6 months after submission to Exec)	RESPONSE TO RECOMMENDATIONS SUBMITTED (?)	12 MONTH REPORT DUE TO ORIGINAL REVIEW COMMITTEE	LEAD OFFICER
Flooding Scrutiny	Policy and Performance	JB 5 Sept 2017 Exec 28 Sept 2017	Oct - Feb	JB 27 Mar 2018 Exec 19 Apr 2018	1 Nov 2018	Kevin O'Leary
Regeneration of Retail Areas	Environment and Regeneration	JB 5 Sept 2017 Exec 28 Sept 2017	Oct - March	JB 18 June 2019 Exec 11 July 2019	TBA	Caroline Wilson
Improving access to psychological therapies	Health and Care	JB 5 Sept 2017 Exec 23 Nov 2017	Nov - Dec	JB 12 Dec 2017 Exec 4 Jan 2018	2 Oct 2018	Natalie Arthur
Housing Services for Vulnerable People	Housing	JB 5 Sept 2017 Exec 28 Sept 2017	Oct - Jan	JB 12 Dec 2017 Exec 4 Jan 2018	23 April 2019	Paul Byer
Post-16 Education, Employment and Training	Children's	JB 5 Sept 2017 Exec 28 Sept 2017	Oct - Feb	JB 27 Feb 2018 Exec 22 Mar 2018	16 July 2018	Holly Toft

SCRUTINY REVIEWS 2017/18:

SCRUTINY REVIEW	COMMITTEE	DATE SUBMITTED DUE TO GO TO EXECUTIVE	RESPONSE TO RECOMMENDATIONS DUE (3-6 months after submission to Exec)	RESPONSE TO RECOMMENDATIONS SUBMITTED (?)	12 MONTH REPORT DUE TO ORIGINAL REVIEW COMMITTEE	LEAD OFFICER
Fire Safety	Housing Scrutiny Committee	JB 27 Feb 2018 Exec 22 Mar 2018	Apr - June	JB 19 June 2018 Exec 19 July 2018	19 March 2019	Damian Dempsey & Stuart Fuller
Effectiveness of Communications	Housing Scrutiny Committee	JB 27 Mar 2018 Exec 19 Apr 2018	May - July	JB 17 July 2018 Exec 6 Sept 2018		Paul Byer & Lynne Stratton
New Build Programme	Housing Scrutiny Committee	JB 27 Mar 2018 Exec 19 Apr 2018	May – July	JB 18 Sept 2018 Exec 18 Oct 2018		Stephen Nash
Air Quality and Health	Health and Care Scrutiny Committee	JB 27 Mar 2018 Exec 19 Apr 2018	May - July	JB 17 July 2018 Exec 18 Oct 2018	9 May 2019	Julie Billett
Recycling	Environment and Regeneration	JB 27 May 2018 Exec 14 June 2018	June – Aug	JB 30 Oct 2018 Exec 29 Nov 2018	25 June 2019	Matthew Homer
Vulnerable Adolescents	Children’s Services	JB 27 Mar 2018 Exec 19 Apr 2018	July – Oct	JB 17 July 2018 Exec 6 Sept 2018		Tania Townsend
None	Policy and Performance	N/A	N/A	N/A		N/A

SCRUTINY REVIEWS 2018/19:						
SCRUTINY REVIEW	COMMITTEE	DATE SUBMITTED DUE TO GO TO EXECUTIVE	RESPONSE TO RECOMMENDATIONS DUE (3-6 months after submission to Exec)	RESPONSE TO RECOMMENDATIONS SUBMITTED (?)	12 MONTH REPORT DUE TO ORIGINAL REVIEW COMMITTEE	LEAD OFFICER
Responsive Repairs	Housing Scrutiny Committee	JB 18 June 2019 Exec 11 July 2019				Damian Dempsey & Stuart Fuller
GP Surgeries	Health and Care Scrutiny Committee	JB 18 June 2019 Exec 11 July 2019				Julie Billett
Volunteers and Resident engagement with Parks and Open Spaces	Environment and Regeneration	JB 18 June 2019 Exec 11 July 2019				Barry Emmerson
Permanent and fixed period exclusion from school	Children's Services	JB 21 May 2019 Exec 20 Jun 2019				Candy Holder
Universal Credit	Policy and Performance	JB 18 June 2019 Exec 11 July 2019				N/A

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FORWARD PLAN OF KEY DECISIONS

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ISLINGTON

KEY DECISIONS TO BE CONSIDERED BY THE EXECUTIVE/COMMITTEES/OFFICERS FOR THE PERIOD TO THE EXECUTIVE MEETING ON 11 JULY 2019 AND BEYOND

Page 99

Islington Council
Town Hall
Upper Street
London N1 2UD

Contact Officer: Mary Green
Democratic Services
E-Mail: democracy@islington.gov.uk
Telephone: 020 7527 3005
Website: <http://democracy.islington.gov.uk/>

Published on 3 June 2019

FORWARD PLAN OF KEY DECISIONS

KEY DECISIONS TO BE CONSIDERED BY THE EXECUTIVE/COMMITTEES/OFFICERS

FOR THE PERIOD TO THE EXECUTIVE MEETING ON 11 JULY 2019 AND BEYOND

This document sets out key decisions to be taken by the Executive within the next 28 days, together with any key decisions by Committees of the Executive, individual Members of the Executive and officers. It also includes potential key decisions beyond that period, though this is not comprehensive and items will be confirmed in the publication of the key decisions document 28 days before a decision is taken.

It is likely that all or a part of each Executive meeting will be held in private and not open to the public. This may be because an appendix to an agenda item will be discussed which is likely to lead to the disclosure of exempt or confidential information. The items of business where this is likely to apply are indicated on the plan below.

If you wish to make representations about why those parts of the meeting should be open to the public, please contact Democratic Services at least ten clear days before the meeting.

The background documents (if any) specified for any agenda item below, will be available on the Democracy in Islington web pages, five clear days before the meeting, at this link - <http://democracy.islington.gov.uk/> - subject to any prohibition or restriction on their disclosure. Alternatively, please contact Democratic Services on telephone number 020 7527 3005/3184 or via e-mail to democracy@islington.gov.uk to request the documents.

If you wish to make representations to the Executive about an agenda item, please note that you will need to contact the Democratic Services Team on the above number at least 2 days before the meeting date to make your request.

Please note that the decision dates are indicative and occasionally subject to change. Please contact the Democratic Services Team if you wish to check the decision date for a particular item.

A key decision is 1. an executive decision (other than a decision which relates to the placement of an individual, be that an adult or child) which is likely to result in expenditure or a receipt which is, or the making of savings which are, significant (i.e. in excess of £500,000 revenue or £1m capital), or to have significant effects on those living or working in an area comprising two or more Wards or, in respect of a disposal of land, where the proposed receipt (or reasonable pre-sale estimate in the case of an auction sale) exceeds £1.5m, or in respect of the acquisition of land or property, the proposed expenditure (or reasonable estimate prior to entering into the contract) exceeds £500,000; or

2. a decision to be made by the Chief Executive, Corporate Directors or the Director of Public Health to award contracts where the value of the contract is up to £2million revenue expenditure or £5million capital expenditure.

FORWARD PLAN OF KEY DECISIONS

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	If all or part of the item is exempt or confidential this will be stated below and a reason given. If all the papers are publically accessible this column will say 'Open'.	Corporate Director/Head of Service Executive Member (including e-mail address)
1.	Procurement strategy for older people mental health residential service	All Wards	Executive	21 May 2019	None	Open	Carmel Littleton carmel.littleton@islington.gov.uk Councillor Janet Burgess MBE, Executive Member for Health & Social Care janet.burgess@islington.gov.uk
2. Page 101	Award of a pre-construction services contract for the construction of forty five new homes, associated estate improvements and landscaping on Besant Court and Hathersage Court	Mildmay	Corporate Director of Housing	31 May 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk
3.	Procurement strategy fleet replacement programme	n/a	Corporate Director Environment and Regeneration	3 June 2019	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk
4.	Procurement strategy for consultant services for Islington's New Build Programme	All Wards	Corporate Director of Housing	3 June 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk

FORWARD PLAN OF KEY DECISIONS

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	Is all or part of this item likely to refer to exempt or confidential information and therefore require exclusion of the press and public from the meeting?	Corporate Director/Head of Service Executive Member (including e-mail address)
5.	Contract award for the recladding of the Bridge School, Hungerford Road, N7 9LD	Holloway	Corporate Director of Resources	4 June 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Alan Layton alan.layton@islington.gov.uk
6	Acquisition of leasehold premises for Affordable Workspace provision at 113-115 Fonthill Road	Tollington	Director of Financial Management (Section 151 Officer)	4 June 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Kevin O'Leary kevin.oleary@islington.gov.uk
7.	Contract award for main building contractor - Wedmore Estate	Junction	Corporate Director of Housing	7 June 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk

A key decision is 1. an executive decision (other than a decision which relates to the placement of an individual, be that an adult or child) which is likely to result in expenditure or a receipt which is, or the making of savings which are, significant (i.e. in excess of £500,000 revenue or £1m capital), or to have significant effects on those living or working in an area comprising two or more Wards or, in respect of a disposal of land, where the proposed receipt (or reasonable pre-sale estimate in the case of an auction sale) exceeds £1.5m, or in respect of the acquisition of land or property, the proposed expenditure (or reasonable estimate prior to entering into the contract) exceeds £500,000; or

2. a decision to be made by the Chief Executive, Corporate Directors or the Director of Public Health to award contracts where the value of the contract is up to £2million revenue expenditure or £5million capital expenditure.

FORWARD PLAN OF KEY DECISIONS

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	Is all or part of this item likely to refer to exempt or confidential information and therefore require exclusion of the press and public from the meeting?	Corporate Director/Head of Service Executive Member (including e-mail address)
8.	Contract award for the construction of a new build scheme for 11 clients with learning disabilities at Windsor Street	St Peter's	Corporate Director of Housing	17 June 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk
9.	Islington Breastfeeding Peer Support Service	All Wards	Director of Public Health	18 June 2019	None	Open	Julie Billett julie.billett@islington.gov.uk
10.	Contract award for a new build housing scheme comprising 38 units on the site at Telfer House, Lever Street, EC1.	Bunhill	Corporate Director of Housing	20 June 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk

A key decision is 1. an executive decision (other than a decision which relates to the placement of an individual, be that an adult or child) which is likely to result in expenditure or a receipt which is, or the making of savings which are, significant (i.e. in excess of £500,000 revenue or £1m capital), or to have significant effects on those living or working in an area comprising two or more Wards or, in respect of a disposal of land, where the proposed receipt (or reasonable pre-sale estimate in the case of an auction sale) exceeds £1.5m, or in respect of the acquisition of land or property, the proposed expenditure (or reasonable estimate prior to entering into the contract) exceeds £500,000; or

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FORWARD PLAN OF KEY DECISIONS

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	Is all or part of this item likely to refer to exempt or confidential information and therefore require exclusion of the press and public from the meeting?	Corporate Director/Head of Service Executive Member (including e-mail address)
	11. Regeneration of Retail Areas - Executive Member's response to the recommendations from the Environment and Regeneration Scrutiny Committee	All	Executive	20 June 2019	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk Councillor Asima Shaikh, Executive Member for Inclusive Economy and Jobs asima.shaikh@islington.gov.uk
Page 104	Islington Safeguarding Partnership arrangements	All	Executive	20 June 2019	None	Open	Carmel Littleton carmel.littleton@islington.gov.uk Councillor Kaya Comer-Schwartz, Executive Member for Children, Young People and Families kaya.comerschwartz@islington.gov.uk
	13. Procurement strategy for Housing repairs - roofing, with provision of scaffolding repairs and maintenance works	All Wards	Executive	20 June 2019	None	Open	Maxine Holdsworth maxine.holdsworth@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk

A key decision is 1. an executive decision (other than a decision which relates to the placement of an individual, be that an adult or child) which is likely to result in expenditure or a receipt which is, or the making of savings which are, significant (i.e. in excess of £500,000 revenue or £1m capital), or to have significant effects on those living or working in an area comprising two or more Wards or, in respect of a disposal of land, where the proposed receipt (or reasonable pre-sale estimate in the case of an auction sale) exceeds £1.5m, or in respect of the acquisition of land or property, the proposed expenditure (or reasonable estimate prior to entering into the contract) exceeds £500,000; or

2. a decision to be made by the Chief Executive, Corporate Directors or the Director of Public Health to award contracts where the value of the contract is up to £2million revenue expenditure or £5million capital expenditure.

FORWARD PLAN OF KEY DECISIONS

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	Is all or part of this item likely to refer to exempt or confidential information and therefore require exclusion of the press and public from the meeting?	Corporate Director/Head of Service Executive Member (including e-mail address)
14.	Contract award for the construction of 8 units at Hanley Crouch	Tollington	Corporate Director of Housing	28 June 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk
15.	Contract award for the construction of 40 new homes and associated improvements for the Park View Estate, Collins Road , N5	Highbury East	Corporate Director of Housing	2 July 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk
16.	Contract award for the delivery, operation and management of 11 adventure playgrounds	All	Corporate Director of People	5 July 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Carmel Littleton carmel.littleton@islington.gov.uk

A key decision is 1.an executive decision (other than a decision which relates to the placement of an individual, be that an adult or child) which is likely to result in expenditure or a receipt which is, or the making of savings which are, significant (i.e. in excess of £500,000 revenue or £1m capital), or to have significant effects on those living or working in an area comprising two or more Wards or, in respect of a disposal of land, where the proposed receipt (or reasonable pre-sale estimate in the case of an auction sale) exceeds £1.5m, or in respect of the acquisition of land or property, the proposed expenditure (or reasonable estimate prior to entering into the contract) exceeds £500,000; or

2. a decision to be made by the Chief Executive, Corporate Directors or the Director of Public Health to award contracts where the value of the contract is up to £2million revenue expenditure or £5million capital expenditure.

FORWARD PLAN OF KEY DECISIONS

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	Is all or part of this item likely to refer to exempt or confidential information and therefore require exclusion of the press and public from the meeting?	Corporate Director/Head of Service Executive Member (including e-mail address)
Page 106	17. Contact award for the delivery, operation and management of Islington's specialist adventure playground for children and young people with special educational needs and disabilities: Hayward Adventure Playground	All	Corporate Director of People	5 July 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Carmel Littleton carmel.littleton@islington.gov.uk Councillor Kaya Comer-Schwartz, Executive Member for Children, Young People and Families kaya.comerschwartz@islington.gov.uk
	Designation of an area for additional licensing of houses in multiple occupation and selective licensing (Finsbury Park)	Finsbury Park	Executive	11 July 2019	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk
	19. Borough-wide lorry ban	All Wards	Executive	11 July 2019	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk Councillor Claudia Webbe, Executive Member for Environment & Transport claudia.webbe@islington.gov.uk

A key decision is 1. an executive decision (other than a decision which relates to the placement of an individual, be that an adult or child) which is likely to result in expenditure or a receipt which is, or the making of savings which are, significant (i.e. in excess of £500,000 revenue or £1m capital), or to have significant effects on those living or working in an area comprising two or more Wards or, in respect of a disposal of land, where the proposed receipt (or reasonable pre-sale estimate in the case of an auction sale) exceeds £1.5m, or in respect of the acquisition of land or property, the proposed expenditure (or reasonable estimate prior to entering into the contract) exceeds £500,000; or

2. a decision to be made by the Chief Executive, Corporate Directors or the Director of Public Health to award contracts where the value of the contract is up to £2million revenue expenditure or £5million capital expenditure.

FORWARD PLAN OF KEY DECISIONS

	Subject/Decision	Ward (s)	Decision taker	Date(s) of decision	Background papers	Is all or part of this item likely to refer to exempt or confidential information and therefore require exclusion of the press and public from the meeting?	Corporate Director/Head of Service Executive Member (including e-mail address)
20.	Procurement strategy for the delivery, operation and management of Islington's commissioned youth offer at Lift, Platform, Rose Bowl and Soapbox	All	Executive	11 July 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Carmel Littleton carmel.littleton@islington.gov.uk Councillor Kaya Comer-Schwartz, Executive Member for Children, Young People and Families kaya.comerschwartz@islington.gov.uk
21.	Air Quality Strategy	All Wards	Executive	11 July 2019	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk Councillor Claudia Webbe, Executive Member for Environment & Transport claudia.webbe@islington.gov.uk
22.	Appropriation of land for planning purposes - Wedmore Estate	Junction	Executive	11 July 2019	None	Open	Maxine Holdsworth maxine.holdsworth@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk

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23.	Adoption of Social Value Strategy	All Wards	Executive	11 July 2019	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk Councillor Asima Shaikh, Executive Member for Inclusive Economy and Jobs asima.shaikh@islington.gov.uk
24	Adoption of Energy Strategy 2019-2022	All Wards	Executive	11 July 2019	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk Councillor Claudia Webbe, Executive Member for Environment & Transport claudia.webbe@islington.gov.uk
25.	Contract award for lift repairs and maintenance in housing and public buildings	All	Corporate Director of Housing	15 July 2019	None	Open	Maxine Holdsworth maxine.holdsworth@islington.gov.uk

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26.	Contract award for emergency lighting	All Wards	Corporate Director of Housing	19 July 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk
27.	Contract award for the construction of 64 new homes, affordable workshop space and environmental improvements on the Andover Estate N7	Finsbury Park	Corporate Director of Housing	19 July 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk
28.	Contract award for the construction of 42 new build homes and improvements to Hathersage Court and Besant Court	Mildmay	Corporate Director of Housing	19 July 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk

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29.	Adoption of waste reduction and recycling plan	All Wards	Executive	19 September 2019	None	Open	Kevin O'Leary kevin.oleary@islington.gov.uk Councillor Claudia Webbe, Executive Member for Environment & Transport claudia.webbe@islington.gov.uk
30.	Discretionary Rate Relief	All	Executive	19 September 2019	None	Open	Maxine Holdsworth maxine.holdsworth@islington.gov.uk Councillor Una O'Halloran, Executive Member for Community Development una.o'halloran@islington.gov.uk
31.	Contract award for refurbishment works to 173 Highbury Quadrant to produce 3 units that meet Enerphit standards and for the construction of a new build 3 bedroom house built to Passivhaus standards	Highbury East	Corporate Director of Housing	9 October 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk

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32.	Islington's Transport Strategy: Adoption	All	Executive	17 October 2019	None	Open	Karen Sullivan Karen.Sullivan@islington.gov.uk Councillor Claudia Webbe, Executive Member for Environment & Transport claudia.webbe@islington.gov.uk
33.	General building work for the Housing Legal Repairs Service, Special Projects Team and Housing Legal Repairs	All Wards	Corporate Director of Housing	4 November 2019	None	Open	Maxine Holdsworth maxine.holdsworth@islington.gov.uk
34.	Contract award for the construction of 42 new homes, a new community centre, a new multi-use games area for Zoffany Park and associated estate landscaping improvements for the Elthorne Estate, sunken pitch and community centre sites, N19	Hillrise	Corporate Director of Housing	20 December 2019	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk

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35.	Contract award for measured term contract for delivery of major works to housing stock	All	Executive	21 May 2020	None	Part exempt Information relating to the financial or business affairs of any particular person (including the authority holding that information)	Maxine Holdsworth maxine.holdsworth@islington.gov.uk Councillor Diarmaid Ward, Executive Member for Housing & Development diarmaid.ward@islington.gov.uk

Membership of the Executive 2019/2020:

Councillors:

	Portfolio
Richard Watts	Leader
Janet Burgess MBE	Health and Social Care
Kaya Comer-Schwartz	Children, Young People and Families
Andy Hull	Finance, Performance and Community Safety
Una O'Halloran	Community Development
Asima Shaikh	Inclusive Economy and Jobs
Diarmaid Ward	Housing and Development
Claudia Webbe	Environment and Transport

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POLICY AND PERFORMANCE SCRUTINY COMMITTEE WORK PROGRAMME 2019/20

18 JUNE 2019

- 1.Revenue outturn 2018/19
- 2.Presentation Leader of the Council on Executive priorities 2019/20
4. Work Programme 2019/20
- 5.Call ins - if any
- 6.Monitoring report
7. Council sickness
8. New Scrutiny topics – PPS/Review Committees – Approval of topics
9. Membership and Terms of Reference
10. Scrutiny Review – Universal Credit – Final Report

25 JULY 2019

1. New Scrutiny Review – Presentation/SID
2. Quarters 3 and 4 – Well run Council/Crime Statistics
3. Call ins – if any
4. Monitoring Report
5. Work Programme – 2019/20

30 SEPTEMBER 2019

1. Call ins – if any
2. Monitoring Report
3. Financial Monitoring
4. Work Programme 2019/20
5. New Scrutiny Review – witness evidence
6. Use of Agency staff

14 NOVEMBER 2019

- 1.Call ins- if any
- 2.Monitoring report
- 3 New Scrutiny Topic – - Witness evidence
- 4 Work Programme 2019/20
5. Annual Crime and Disorder report

12 DECEMBER 2019

- 1 Call ins – if any**
- 2. Monitoring report**
- 3. Work Programme 2019/20**
- 4. Scrutiny Review – witness evidence**
- 5. Report of Procurement Board**
- 6. Financial Monitoring**

23 JANUARY 2020

- 1. Financial Monitoring**
- 2. Call ins- if any**
- 3. Monitoring report**
- 4. Work Programme 2019/20**
- 5. Scrutiny Review - witness evidence**
- 6. Council sickness**
- 7. Performance update – Quarters 1/2 Well run Council/Crime Statistics**

13 FEBRUARY 2020

- 1. Monitoring report**
- 2. New Scrutiny Review Topic – witness evidence**
- 3. Work Programme 2019/20**
- 4. Executive Member – Finance, Performance and Community Safety Presentation**
- 5. Call ins – if any**
- 6. Use of Agency staff**
- 7. Thames Water report back**

26 MARCH 2020

- 1. Call ins – if any**
- 2. Monitoring Report**
- 3. Scrutiny Review – Witness evidence**
- 4. Presentation Executive Member Community Development**
- 5. Financial Monitoring**
- 6. iCO -12 month update**

14 MAY 2020

- 1. Call ins (if any)**
- 2. Financial update**
- 3. Monitoring report**
- 4. Work Programme 2019/20**
- 5. Scrutiny Review – Draft Recommendations**

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