

DWP Welsh Annual Forum 2011

Mercure Holland House Hotel, Cardiff

17 March 2011

Executive summary

The DWP Welsh Annual Forum for organisations that work with DWP customers took place at the Mercure Holland House Hotel, Cardiff on Thursday 17 March 2011.

The event attracted an attendance of 107 representatives from organisations who work with, advise and represent our customers, mainly from the adviser world, disability lobby, and other intermediary organisations.

The format of the day included:

- an operational plenary session that included short presentations from senior representatives of Jobcentre Plus and the Pension, Disability & Carers Service, followed by a question and answer session
- a Welfare Reform plenary session
- workshops on a variety of topical subjects
- exhibition stands

Delegates were asked to evaluate the event and 75% rated the event at 6 out of 10 or over. 75% of delegates said they would recommend this event to a colleague.

These events give us the opportunity to hear from you about how our services are working. Your feedback helps to improve our service in each of the key areas that are important to our customers – Right Treatment, Right Result, On Time and Easy Access. You can find out more from the DWP Customer Charter at [Directgov - Customer Charter](#).

Roger Pugh
DWP Communications

Email corporate.stakeholders@dwp.gsi.gov.uk

You may find the [DWP Adviser and Intermediaries](#) website useful in your work. The website has the latest information about services and benefits for advisers, intermediaries and other professionals who work with DWP customers.

You may also be interested in [Touchbase e-zine](#). This monthly publication contains news about benefits, pensions and other DWP services and relevant news from other government departments and agencies.

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1 Plenary Sessions

Please contact linda.francis@dwp.gsi.gov.uk if you would like the text of the full speeches of Linda Badman, Kim Archer, Nick Moon and Adam Taylor.

1.1 Roger Pugh, DWP Communications

Roger referred to the Government's plans to reduce public spending and the potential effect on the DWP Forum programme. The cost of the Welsh Forum has been significantly reduced to enable the event to continue. Evaluation and feedback from delegates is particularly important in demonstrating the value of the events going forward.

Roger gave an overview of DWP successes over the last 12 months:

- on-line services continue to provide a modern, flexible option for customers, including Jobseeker's on-line, State Pension on-line and the Benefit Adviser Service.
- the Bereavement Service is already in place for all pension age customers and will be rolled out nationally to all DWP customers.
- the DWP Enquiry Service will answer 80% of our most common customer queries in one call.
- the Department has the ability to send texts to those customers who wish to receive this service. This can be used to inform customers of appointments or when their medical evidence is due.
- by the end of September 2011, the majority of customers will automatically move from receipt of a working age benefit to pension age benefits by re-using information already held.
- significant progress is being made in improving the quality of the standard letters issued by the Department to its customers.
- we are joining up our telephony centres to create a virtual network to answer more calls quicker.
- the Secretary of State has recently launched Community 10,000, the largest Departmental contribution to the wider cross-Government initiative to encourage civil servants to engage in their community, charities and local voluntary organisations around the UK.

1.2 Linda Badman, Customer Services Director, Jobcentre Plus

Linda said the past year has been a time of challenge and opportunity for Jobcentre Plus, particularly in reacting to the economic downturn. In response to the recession, Jobcentre Plus acted swiftly by increasing staff to meet the pressures of supporting the rising numbers of people who became unemployed as a result of the economic downturn. This expansion, together with the proficiency of staff, played a part in ensuring unemployment did not rise as high as analysts predicted.

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Through the network of Jobcentres, vital support has been provided to unemployed people, social justice has been promoted and measures have been taken to help tackle disadvantage as part of the Governments aim to Get Britain Working.

The South West Wales flexibilities pilot was announced as part of the Government White Paper and as part of the wider Government strategy to devolve responsibility to District Managers to focus more on local needs. The pilots have shown that if the service focuses on the customer on day one, there are some significant gains to be made for both the customer and the Government.

There are over 70 work clubs and over 50 in the pipeline, set up by Local Authorities and within community organisations. They provide unemployed people with a place to meet to share skills and experiences, find work, make contacts and receive extra support to help them get a job.

The Welsh Assembly Government and Wales Council for Voluntary Action have agreed to support the Work Together initiative enabling Jobcentre Plus to signpost customers to volunteering opportunities in Wales by directing them to Volunteer Centres and by using the Volunteering Wales website.

Jobcentre Plus is working with the Welsh Assembly Government and organisations like Career Wales to understand what the service feels like from an employer's perspective. Following feedback, Jobcentre Plus is looking at the service offered to employers to see if it can be simpler and easier to access.

Following a number of joint meetings with the Welsh Assembly, Admiral Group and Acorn Learning Solutions, an Admiral specific Pre-Employment Training Programme has been developed. Admiral has 100 jobs on offer for customers and have guaranteed interviews for all customers who complete the Pre Employment Training.

Jobcentre Plus is working with Career Wales, looking at ways of improving the way age 16-24 customers are marketed to employers and improving their overall experience.

Jobcentre Plus is also working in four integrated children's centres in Wales. Dedicated Jobcentre Plus advisers work closely with Community First and other partners to offer a personalised service, tailored to individual need.

Advisers have engaged with more than 500 people, resulting in over 200 being case loaded, of which, more importantly, there have been more than 50 job entries. These are not necessarily people who would have crossed the threshold of a Jobcentre.

The School Gates Employment Support initiative was developed by DWP to provide a package of support for non-working mothers, or partners in coupled families, at risk of poverty and who are adversely affected by the recession. The aim of the initiative is to increase the amount of employment and enterprise support available to parents in and around their children's school. More than 70 people have moved into work on the back of this particular project.

The Work Choice programme has been successfully implemented in Wales, moving nearly 5000 people across from the previous programme, Workstep. The new programme is

designed to provide a tailor-made package for the customer with a much greater emphasis in developing the skills required to work unsupported and become more independent.

Each District in Wales has appointed a Mental Health co-ordinator. Their main role is to build practical links between health and employment services at a local level and provide advisers with information on sources of help for customers.

Jobcentre Plus vision is to be the best public employment service in the world. Fundamentally, work has to pay and Universal Credit and the Work Programme are key programmes that will help to get Britain working.

Putting the customer at the heart of everything is a challenge, making sure Jobcentre Plus is more flexible, becomes more customer-focused and builds the service around the customer. The organisation also needs to look at different ways of delivering and different ways of operating in collaboration with partners.

Linda concluded by saying over the next 12 months people will see Jobcentre Plus testing new approaches, making more decisions at local level and delivering different things in different places.

A copy of Linda's presentation is at www.dwp.gov.uk/docs/welsh-annual-forum-2011-linda-badman.pdf

1.3 Kim Archer, Deputy Director of Partnerships & Relationship Development, Pension, Disability & Carers Service (PDCS)

Kim outlined the key objectives for PDCS for the last 12 months and also illustrated the size of the organisation by showing the number of claims received, phone calls answered and visits made every month.

PDCS will have met most of its targets by the end of March and will have served many millions of customers well or very well.

Customer research shows:

- 98% of customers said staff were polite and treated them with respect.
- 92% of customers said that they were satisfied or very satisfied.
- 60% said they would speak highly of the Agency.

Kim also provided findings from recent research, undertaken with organisations who work with PDCS.

- over 80% of organisations asked are satisfied with the way PDCS work with them.
- 15% are not satisfied and around 2% are very dissatisfied so there is more work to do to understand why this is the case. T
- the best things about working with PDCS are improving customer service, accessibility, and about having a named contact.

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- areas for improvement are identified as communications in general, face to face contact and implicit consent.

In Wales:

- Swansea won three awards for their telephony service this year
- Disability & Carers Service and The Pension Service Welsh Language Units have been amalgamated to create an enhanced Welsh Language Unit for PDCS
- the DWP Bereavement Service and Tell Us Once were successfully introduced into PDCS in the last year and there are dedicated Welsh officers available to also provide this service to Jobcentre Plus customers

A new complaints process has been piloted in nine sites, one of them Swansea, to help to resolve complaints at source. Complaints are either resolved by the person they initially contact or referred to a named person if not. If the customer remains dissatisfied, they can escalate their complaint directly to the Chief Executive. This process is proving to be a far more effective way of dealing with complaints and will be rolled out in the coming year.

Combining to Care is an initiative to work collectively with a range of private sector companies, testing in some of the poorer areas of Manchester. This is providing very practical things and is all about getting people out into the community and by doing so, helping to meet their needs.

Other improvements include:

- a new State Pension Mail Pack
- a Pension Credit on line calculator
- the new Carer's Credit to widen State Provision for parents and carers
- direct mailings to women impacted by the changes in State Pension age
- testing of a new claim DLA claim pack for children
- local service targeted on the most vulnerable customers
- local service extended to JCP customers
- State Pension on line
- new partnership managers

Kim said one of the challenges for next year is preparing to implement Welfare Reform. Staff will need to be trained and systems will need to be changed, so much of next year will be spent preparing to do that.

Working with the voluntary sector is also important; to understand their needs and how we can help to make sure they are ready for the new benefit changes.

DLA will be replaced by the Personal Independence Payment which will have a new objective test and will be applied to the stock of cases as well as new claims.

A copy of Kim's presentation is at www.dwp.gov.uk/docs/welsh-annual-forum-2011-kim-archer.pdf

1.4 Question and Answer session

You mentioned an action plan aimed at correcting error and overpayments and fraud. Can you consider an action plan correcting errors which result in £1.3 billion underpaid to claimants?

Linda said the strategy on fraud and error focuses on overpayments and underpayments, and both are equally important. It focuses on what we are attempting to do to make sure that people get the benefit they are entitled to at the time they are entitled to it and that we get it right. The strategy can be found at [Fraud and Error Strategy](#).

Kim said PDCS are undertaking a data matching exercise for pensioners for both underpayments and overpayments caused by a glitch in the system. If there has been an underpayment they will be repaid the benefit; any overpayments will not be recovered in these particular circumstances.

Are you also looking at putting any effort into benefit take-up?

Kim said there are initiatives to encourage benefit take-up. One initiative in Manchester has provided tool kits for other organisations to help them to understand when people are entitled to benefits. PDCS are also promoting means tested benefits, particularly for older people through other means.

What is the most effective channel for passing on a change of circumstance for Pension Credit? I had a case where we wrote, phoned and went into the local office and it was a year before anybody responded in anyway.

Kim said that ideally there should be a telephone call to the pension centre followed up with the necessary paper work. In this instance, it does not sound as though it was the channel that caused the problem, but the action taken. The e-channels are for people who are able to use them. If that is not appropriate, then telephone or visit are the alternative channels to use.

Linda added that DWP is a big organisation and there will always be instances where things go wrong. Jobcentre Plus will be meeting with organisations in the near future to discuss their business model and to ensure there are robust enough processes in place to put things right when they go wrong.

Paying the right benefit to the right person at the right time was the vision for the Benefits Agency 20 years ago. Have things really improved?

Kim said things have improved. PDCS has less than 13,000 staff now compared with 27,000 five years ago but is serving more customers, paying benefits quicker, has an improved accuracy rate and customer satisfaction is higher. Mistakes are made at times and sometimes it is difficult to put things right quickly but overall the organisation has come a long way in the last 20 years.

I am pleased to hear you are going to be more outward looking but have some worries that local Jobcentre's cause a degree of blockage when resolving complaints. Why not let us all get together to resolve issues?

Linda said that in contractual relationships there is an escalation route already but she agreed the more local a level that a disagreement can be resolved the better as it's the people on the ground that make a difference. She said she would take this feedback and feed it into future discussions in Jobcentre Plus.

Can you tell me a bit more about targeting local services and organisations?

Partnership managers will work with local organisations to ensure they understand what their information requirements are and to talk to them about who they refer their customers to and how to access our services. They are also there to make sure that PDCS has the appropriate contacts such as NHS and Social Services so that they know how to contact us and what services we offer.

Why are PDCS blocking requests for home visits for claims such as help in completing AA claims for clients?

Local Service continues to provide a face-to-face service to vulnerable customers whose needs cannot be met through self service or the telephone. Visits include a full financial assessment and benefit entitlement service and helping customers to complete benefit application forms such as Attendance Allowance and Pension Credit.

The visiting service is being more directly targeted on those customers that need this more in-depth, personalised service. In addition, the remit of the visiting service has been expanded to include vulnerable Jobcentre Plus and working age disabled customers.

Local Service continues to also work closely with a range of partner organisations that provide frontline information and advice services, helping partners have up to date information and tools to provide accurate information to customers and make appropriate referrals to DWP. Partners with accredited staff are also able to complete applications on behalf of customers.

You mentioned Integrated Children's Centres and School Gates. Are they evidencing how many people they raised above the UK average income poverty lines?

Blaenau Gwent and Merthyr Tydfil: School Gates Employment Support Project is an initiative primarily aimed at combating in-work poverty. All responsibility for data capture sits with the Local Authorities reporting directly to the Welsh Assembly Government and DWP. The LAs have recognised after the first year measuring, how many people are raised above the income poverty line has been a flaw with the project to date. They are confident that the majority of target participants have been in families, living in in-work child poverty (using the Welsh Assembly Government's definition). This is based on anecdotal evidence received from the teams involved.

Employment Support in Integrated Children's Centres aims to test how Integrated Children's Centres in Wales can offer a more effective vehicle to engage parents in labour market related activity and move them closer to employment (and ultimately into work). The data system for measuring the customer's journey, including the change in household income, is currently being developed. The intention is this will provide us with the information regarding the changes in the levels of household income, as part of the customer journey.

Why was no element of the conference, for example logo's and signs, PowerPoint and introduction of the guest speakers, in Welsh?

We did not routinely provide bilingual information at this event as we do not regard it as a 'public meeting' as defined in our approved Welsh Language Scheme. The event is specifically targeted at representative groups with a particular interest in our functions and in many cases they have a direct role in helping us carry them out. The initial invite was bilingual and in that letter we asked to be informed of any specific needs that would help delegates to fully participate in the event. No-one attending the Forum requested that we make the information available in Welsh.

However, because the event is held in Wales and as the Department is ever mindful of its commitments to the public in Wales, we try to ensure that bilingual material is available on our exhibition stands as this will be taken away and may be used by advisers in their dealings with the public. We are sorry that, on this occasion, not all of our exhibition stands fully complied with this. We will certainly consider some of the useful suggestions made for any future event we hold in Wales.

1.5 Nick Moon, Social Fund Reform

Nick provided background to the Social Fund, which was introduced in 1988 as part of the Fowler reforms for welfare. The aims of the scheme and welfare delivery in general, have shifted quite significantly over time and are not particularly relevant in today's circumstances. Its policy aims were to support the Care in the Community programme, people on long-term benefits and a small number of unforeseen emergencies. Care in the Community was delivered nearly 20 years ago; now the expectation is for most people on working age benefits to find work, and the use of Crisis Loans has ballooned out of control.

Reform will be in three main strands:

- the most discretionary elements – Community Care Grants and Crisis Loans for general living expenses will be replaced with local provision
- Budgeting Loans and Crisis Loan alignment payments will be replaced by payments on account, integrated into the benefit system
- Funeral Payments, Sure Start Maternity Grants and Cold Weather Payments will be retained with improved delivery

Nick stressed that these reforms are not about cuts but about making sure Social Fund is targeted more effectively at the people who really need it; the funding envelope is not changing.

Local Provision

Measures are being taken to abolish the elements of the scheme that require the most discretion. These are Community Care Grants and the Crisis Loan elements for general living expenses. We believe they are better suited to local delivery so that they can respond to local needs and align with existing services that work in the local community.

Delivery of new support will be determined by the Welsh Assembly Government and the changes will take effect from April 2013. Funding will transfer with the provision to the new delivery organisation via the Welsh Assembly Government who will be seeking views on potential models for delivery of the new provision. The assumptions are that the provision will be made in the form of cash grants rather than loans.

National Provision

The vast majority of the existing Social Fund will remain as national provision. Budgeting Loans as they currently stand are an effective alternative to high cost and illegal lending for some benefit recipients but administration is quite burdensome and expensive. We are therefore looking to see how these can be aligned with the changes that are being brought into Universal Credit.

We currently have parallel processes of alignment payments and interim payments that staff and customers struggle to understand. From 2013 we will replace all of these with a more efficient and easier to understand system of payments on account integrated into the main benefit system which will allow for on-line applications and automated decision making. Cold Weather Payments, Sure Start Maternity Grants and Funeral Payments will remain and will be extended to people on Universal Credit.

A copy of Nick's presentation is at www.dwp.gov.uk/docs/welsh-annual-forum-2011-nick-moon.pdf

1.6 Adam Taylor, Universal Credit

Adam said there are two things to be addressed in the benefits system; poor work incentives and the complexity of the benefit system. In terms of simplifying the system we want to replace a vast range of current working age benefits with a single Universal Credit (UC).

UC will be a new approach to supporting working-age households. This is intended to smooth the transition to work, increase flexibility and support will be withdrawn gradually via a single taper. Adam ran through examples of income under UC and the current system.

As Tax Credits are within UC, one of the key improvements is not having to sign on and off benefits. People who have been out of work for quite a long time, and only have the opportunity of a few hours work here and there, will not have to worry about having to sign back on to benefits to get back to where they were before.

There will be a substantial increase in entitlement take-up and it could lift 350,000 children and 500,000 working-age adults out of poverty. It is the bottom income deciles that will benefit most strongly from UC. Losses from fraud, error and overpayments will be reduced by more than £1bn per year in the long term.

Transitional protection will apply to all current claims at the point of transition so anyone who might have been worse off under the new system will not be in cash terms because their claim will be protected.

UC will be built around the needs of claimants rather than the needs of Government or administrators. There will be self service for people who can use the internet which will free up resource to focus on people who cannot use the self service methods.

It will be automated so will require less processing and there will be less space for official error. It will use real time earnings data which will mean that people will not have to report fluctuations in earnings on a weekly or monthly basis as they do at the moment.

We will know how much people are earning through the PAYE system and will be able to increase or decrease their UC payments as their earnings fluctuate. We will have on-line customer accounts; people can check their claim to see what they are entitled to on a real time basis.

We are expecting Royal Assent for the Welfare Reform Bill by the end of this year. Assuming that it passes through Parliament successfully, the first new claims will come into the system in 2013. These are people who are coming into the system who are out of work. The new claims from in-work customers will start 2014 and this is when we will start to migrate existing customers into the new system. They will be transitionally protected so anyone who might be worse off under UC will see their award topped up to ensure they are not worse off.

A copy of Adam's presentation at www.dwp.gov.uk/docs/welsh-annual-forum-2011-adam-taylor.pdf

1.7 Question and Answer Session on Welfare Reform

Did you say Crisis Loans will be replaced by grants?

Crisis Loans at the moment are recovered from benefit and local providers do not necessarily have the ability to recoup money from benefit. It would therefore make sense that the provision is in the form of grants rather than loans but it will be up to the organisation that is delivering it locally.

I am concerned about payments on account to be recovered. Where it is reasonably expected to be recovered, is that going to be based simply around how long you expect people to remain on benefits or how much you think their disposable income is going to be?

It is essentially the same as the current delivery through Budgeting Loans so it will be more or less a direct transfer of how budgeting loans function at the moment. So if they are on benefits then we can recover that easily.

Will there be any national guidance on how local authorities should administer their grants or will it really be down to each individual local authority to decide who does and does not get the money?

Lynne Schofield from the Welsh Assembly Government (WAG) said it is very early days in their thinking but guidance will certainly be provided on the criteria and all the other details of the scheme.

You said this isn't budget saving but you are still discussing the amount of funding to be given to the Welsh Assembly who will in turn transfer it down to county council level, which means we will get a set amount. What happens when that amount is spent?

Welsh Assembly Government has not made any decisions on how it will be devolved to local authorities in Wales yet but there are a number of options on the table at the moment.

If this money is going to be devolved, can we have guarantees it will be ring-fenced for social fund allocation and not absorbed into local authority funding?

It is not necessarily going to be local authorities but at this point everything is on the table. WAG view is not to put additional burdens on local authorities wherever possible. Ring-fencing is an issue across services and we will bear this in mind. We will be consulting publicly and will be talking directly to third sector representative organisations and local authorities as well as consulting wider. There is plenty of opportunity to tell us what you think we should do.

For funding options, a lot of LA staff could take over the role. Is that a consideration?

Nick said it is difficult to say in Wales but the assumption at the moment in England, in terms of local authorities, is that it would be devolved to upper tier local authorities.

What is the role of Independent Social Fund Inspectors?

Currently the role of the Independent Review Service (IRS) is to review applications made to discretionary Social Fund applications. As we move to local provision the role of the IRS will diminish. In terms of the way it will be delivered through UC, their role will diminish as well so we have taken measures in the Welfare Reform Bill to abolish the position of the Social Fund Commissioner. In terms of appeals going forward, we are making the assumption that any processes that are in existence in local authorities in terms of their appeal process would stand.

If the payment and take-up is directly linked to PAYE, what effect will late submission by small and medium enterprises in respect of PAYE records have on claimants of UC?

PAYE2 will be a more modern and automated version of PAYE. In terms of the first steps to having UC delivered, we do not need to have PAYE2 and we do not need real time earnings data. We can still have an integrated benefit with improved work incentives without having the real time earnings data but it will still require people to inform us of changes of circumstances in their income. To have the real time earnings access it does rely on the two points you have made, effective sharing of information and a system that does work for small employers and also for self employed people as well.

People start with relatively high earning disregards, but it reduces on the housing rates they pay. What is the rationale?

This was clarified after the event. The rationale is that it:

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- reduces the disparity between the support for owner-occupiers in work who get no help with mortgage interest and renters. The renter is still getting help with rent but the owner-occupier has a higher disregard;
- provides an incentive for renters to reduce their housing costs if they can (as a £1 reduction in rent can trigger a £1.50 increase in the disregard);
- enables us to increase disregards very significantly for some people on low incomes without pushing support with housing costs and higher marginal deduction rates further up the income scale;
- still leaves couples, lone parents and disabled people with minimum disregards that compare well with the disregards in the current system.

You showed a smooth incline where income steadily increases, but what about passported benefits? Will this affect the incline – for example free school meals?

Passported benefits will affect the incline. Exactly how that will work will depend at what point passported benefits are withdrawn and how they are withdrawn. The current thinking is they will not be withdrawn all at the same time as they currently are but will be withdrawn gradually. The withdrawal will cause a dip in the incline and that will affect people differently depending on their circumstances. People who are more dependent on more expensive passported services will be more adversely affected than those who aren't.

A lot of the delivery of UC is based on on-line and telephone applications – I have heard you are expecting in the region of 80%. How do you intend to deliver the remaining 20% at local level?

We want people to use the internet where possible and we believe that across the board, whether it is in Government services or in private services, increasingly people will acquire services on-line. However, where people are not able to use the internet or the internet is not appropriate, we will have a full suite of options for people to access the service. One of the Government priorities is to increase internet availability to the population to improve internet access.

What about Council Tax Benefit?

There has been a decision that Council Tax Benefit will be localised so it will not be a direct part of Universal Credit. The Secretary of State would like to ensure that Council Tax Benefit is not allowed to be any higher than a certain amount so that we can always ensure that work pays. However, there is no agreement between DWP and Local Governments as to how exactly that is going to work so until that has been ironed out we cannot provide assurances that the 'work always pays' model will work.

I work in mental health and I am particularly concerned about people claiming in psychiatric units, special hospitals and prisons. You mentioned there would be other mediums, can you elaborate?

Although on-line will be the main way that people will claim, there will also be telephone and face to face options, much as there is now. We will retain whatever mediums are necessary to access the service.

How will you guard against fraudulent applications if applications are on-line and how will you ensure it is secure?

In terms of fraud, we will have quality assurance processes to check whether a claim is legitimate when the claim is first made. There will also have to be supporting evidence. In terms of secure data, the Government already collects and holds large amounts of data. If someone currently uses the on-line channels they go through the Government Gateway.

Can people on-line save the information they have input and return to a saved document later?

We have not started to write the user interface to Universal Credit yet but that is standard practice now. It is already available on the Government Gateway. We will ensure this is passed to the team of developers to ensure that there is a 'save as you go' process.

Under UC, the idea is to pay the claimant. Any decision yet on social landlords?

A final decision has not been made but the definite intent of Ministers is that they do intend to have direct payment in place for social landlords where necessary. We do not have a signed off policy position on exactly how that will work as yet.

There is an incentive for those who want to work, but what about those who do not want to work?

UC is largely about carrots rather than sticks. The UC White Paper did have a section on sanctions and how they will be used to encourage people into work. Already the system is such that someone who refuses to take up a job can be sanctioned.

What if someone does not want to work? If a partner works and they don't want to, you are taking away their own personal choice.

It is not the intention to force people to work who do not want to and who are not claiming out of work benefits. If, within one unit there is one person who is the worker and is doing sufficient work to lift that unit out of the conditionality threshold, there is no pressure on the other person to work.

Will there still be an option to make deductions from benefit for example housing arrears?

Yes.

What is the conditionality threshold?

The threshold is based on the number of hours worked, and we think the conditionality, certainly in 2013, will be similar to current conditionality, which is sixteen hours.

You mentioned 300,000 children and 500,000 adults will be above poverty lines. What evidence is there to support this?

The reduction in poverty was estimated using the Department's Policy Simulation Model (PSM). The PSM is a static micro simulation model of the GB tax and benefit system based on data from the Family Resources Survey (latest available year 2008/09).

Using this model, Departmental analysts were able to estimate how much more or less someone would be entitled to under the new Universal Credit rules. Using that they were able to estimate how many would be lifted out of poverty under the new system.

The introduction of UC will also significantly improve the take-up of unclaimed entitlements. This is partly because it will be easier for people to understand the level of benefit to which they are entitled. In addition, there will be an 'automatic passporting' effect for people who currently claim some, but not all, of the benefits of Tax Credits to which they are entitled; a claim for Universal Credit will automatically ensure that claimants receive amounts associated with their children and their housing.

Departmental analysts included the impact of these take-up effects into the microsimulation modelling to see what the overall increase in incomes would be as a result of the change in entitlement and take-up. This forms the basis for the assertion that there will be a 350,000 reduction in the number of children in poverty and a 600,000 (not the 500,000 which was quoted) reduction in the number of working age adults in poverty.

Is it the intention to have a pensioner premium in Universal Credit?

This is currently an outstanding policy question and there is no detail we can provide on this at the moment.

You mentioned sanctions. What if someone has a varying condition that differs week to week?

If someone is on Employment Support Allowance they have to go through the Work Capability Assessment (WCA). Your concern is that someone will be found fit for work based on how they are on that day when on another day they may not be able to work because of their condition. This is about making sure that the WCA is right and is not just based on an on-the-spot assessment. The Harrington report has flagged some major concerns about the WCA and the Government has committed to implementing the recommendations before UC is introduced.

The Government focus is on getting people into work but where are the jobs?

As the recovery gathers speed, people need to be able to access the work which is available. The current system is a disincentive for people to do small amounts of work. People in the past have gone on to the benefit system and got further and further away from work. When recovery has come along they have not been in a position to take advantage of it. We are now addressing the supply side of employment for people to be ready and available for work.

How long is transitional protection for?

There has not been any decision on how long it will last but the thinking is that it will be quite long term.

I have worked with several young people over the last week and after completing a benefit assessment each were no better off working. How will we change the perception of young people and show that there will be incentives for working?

By increasing rewards and removing barriers; Universal Credit will mean that people keep more of their earnings. As an integrated in and out of work benefit it also reduces the bureaucratic barriers to people moving into work.

Will people that have been underpaid or overpaid benefits transfer the debt with them to the new Universal Credit?

Yes. For the purposes of debt, moving to Universal Credit will be exactly the same as moving between existing benefits.

I work with people with learning disabilities and many find employment within the £20 earning disregard (supported permitted work rules). Many would like to increase their hours of work but are prevented or discouraged from doing so due to the impact on Income Support. Will UC alleviate this benefit trap?

Yes. Disabled people will be able to earn between £2,080 and £7,700 pa before their benefits are affected at all and thereafter we will taper their benefits away by around 65p for every additional pound earned.

2 Workshops

2.1 Reassessment of incapacity benefit customers for entitlement to Employment Support Allowance

This workshop delivered an overview of the process customers will follow as they go through IB Reassessment. A link to the information pack on IB reassessment can be found at [Reassessment of Incapacity Benefits](#). Attendees were also given an overview of the findings from the evaluation of the IB reassessment trials which have taken place in Burnley and Aberdeen.

Key issues arising included:

Does guidance for staff list different types of extra medical evidence and where this can be obtained? Jobcentre Plus staff do not routinely give specific examples of extra medical evidence. We have amended the ESA50 to encourage customers to submit any relevant medical evidence when they return the form.

Does DWP produce any guidance for customers and GP's on how to complete an ESA50, specifically relating to descriptors? Guidance for completion of the ESA50 is contained in the ESA50 itself. Access [A guide to Employment & Support Allowance – The Work Capability Assessment](#) on our website..

When a customer appeals, do they have to do anything to start payments at the assessment phase rate? No. If a customer appeals a decision that their award of benefit does not qualify for conversion to Employment and Support Allowance, and that decision was based on the Work Capability Assessment, they will be entitled to the assessment phase rate of Employment and Support Allowance pending the outcome of the appeal – providing they supply medical evidence throughout.

When a customer is appealing against a decision do they have to supply medical evidence? If a customer appeals a decision that their incapacity benefit award does not qualify for conversion to Employment and Support Allowance, and that decision was based on the Work Capability Assessment, they will be entitled to Employment and Support Allowance at a rate equivalent to the rate which is payable during the assessment phase following a claim - providing they supply medical evidence throughout.

If someone's award qualifies for conversion to Employment and Support Allowance but they want to appeal against being placed in Work-Related Activity Group rather than the Support Group, they will receive Employment and Support Allowance inclusive of the work-related activity component (and any transitional addition) pending the outcome of the appeal. These customers will not need to supply medical evidence.

Can consideration be given to making the break in the disallowance call mandatory? The call back process was designed in collaboration with decision makers in

the trial areas and was based on their first hand experiences of making this call. We will keep the process under review.

What support is available to customers with learning disabilities when completing an ESA50 or attending the WCA?

A customer can get help when filling in the ESA50. Staff will only transcribe what the customer replies to the questions asked if assisting with completion of the form. Customers may wish to have help from a representative, they can also ask a friend or relative to help, or they can get in touch with Jobcentre Plus.

The initial notification letter and the disallowance letter both explain that they can get further advice from their local welfare rights service, such as the Citizens Advice Bureau.

Prior to making an appointment, a healthcare professional will consider whether the customer should attend an assessment centre and whether a home visit or taxi is appropriate. In cases where it is considered a customer may fall into the Support Group for Employment and Support Allowance, further medical evidence may be requested from their GP.

At the appointment stage, if the customer feels they cannot travel to an examination centre because of how they are affected by their medical condition, they will need to provide medical evidence that supports this.

Concerns were raised over the ability of local independent welfare rights organisations to continue to provide support to customers because of cuts in their funding. DWP, along with colleagues from other Government departments, are looking at the advice sector in the context of current cuts in funding. Discussions are ongoing.

2.2 PDCS Partnership Development: Working together in Wales

This workshop provided an opportunity to discuss how PDCS can work with local voluntary and community organisations in Wales to build on successful relationships and to create new ones. Key issues arising included:

Why didn't DWP offer partnerships 10 years ago?

We have been working with partners for several years now but what we achieve from this is perhaps not as widely known as it could be. We are reviewing all our arrangements with partners across Wales to look more closely at how things work to ensure we all help customers as much as possible

Do staff understand the stress that can be caused by poverty?

Organisations have agreed to attend team meetings and train face to face staff about the problems that could affect PDCS customers, for example, RNIB, Alzheimer's Society, MS Cymru, Fuel Poverty scheme etc to help to deliver a more holistic service.

Other comments included:

- DWP needs to acknowledge that the partnership needs to be equitable and not try to set the agenda.
- partnership needs to be a mutual understanding and both partners need to see what differences there are.
- partnerships can fall apart when managers leave, so need to be built around the values of the organisation, not individuals and set into a proper framework.
- objectives need to be formalised with an SLA for the organisation not the individuals who sign it.

Delegates were also asked to comment on a fact sheet and whether it would be a useful tool.

Attendees felt the fact sheet was useful and for some partners, being advised on what can be accessed through the DWP and Directgov web sites would be extremely useful as part of awareness updates.

2.1 Housing Benefit Reform

This workshop covered the background to the Government's reforms, provided an opportunity to hear about the detail of the changes and described the measures that have been put in place to ease the transition for customers who are affected by them.

The main changes which apply from April 2011 are:

- Local Housing Allowance:
 - Removal of £15 excess
 - Removal of 5 bed rate
 - Weekly cap on LHA rates
 - LHA rates will be set at the 30th percentile of rents, rather than the median
 - Transitional protection/direct payment safeguard
- Size criteria, additional room for a non-resident carer where a disabled person has need for overnight care
- Start of staged increase in non-dependant deductions

The transitional protection available is:

- Maximum LHA rate protected
- Reverts to 'anniversary date' LHA rate when transitional protection ends
- Transitional protection ends when:
 - Nine month period has expired
 - Customer becomes entitled to a larger category of dwelling and the new maximum rent is equal to or higher
 - Customer becomes entitled to a smaller category of dwelling
 - Customer changes address
 - Death of a linked person and protection on death applies

Direct Payments:

- Discretion to pay HB direct to landlords if it will assist in securing or retaining a tenancy
- Intended to help negotiate lower rents
- Not a reversal to direct payments to landlords
- Rents must be affordable – usually LHA rate

Financial Support available:

- Customer support:
 - Discretionary housing Payments
 - Allocation of extra £10m in 2011/12 by anticipated losses
- £50m for easing the transition
- funding local authorities to implement the changes

Longer term Housing Benefit Reform:

Shared accommodation rate – extended to age under 35

- Local Housing Allowance rates will be uprated on the basis of the Consumer Prices Index rather than local rents
- Housing Benefit for working age social-rented sector customers will be restricted for those who are occupying a larger property than their household size and structure would warrant
- Universal Credit – will include support for housing
- Council Tax Benefit – will be localised

2.4 Volunteering: A step towards employment

This workshop was jointly hosted by Jobcentre Plus Wales and Wales Council for Voluntary Action (WCVA) and discussed the advantages of volunteering as a way in to work.

Volunteering presents a shared opportunity to make a difference and to work together to Get Britain/Wales Working. Customers have a perception that their benefits will be stopped but generally, this is not the case. In Wales there are established excellent working relationships between Job Centres, and all Volunteer Centres. WCVA register all volunteering opportunities on their website at [Volunteering-Wales](#).

Key issues arising included:

Are there a maximum number of hours?

No, as long as customers prove they are actively seeking and available for work. The only time 16 hours and training are relevant is for Working Age Group funded courses of 16 guided learning hours or more. Full time students are not entitled to JSA. Voluntary work must be declared to Jobcentre Plus advisers.

How are key messages communicated to the public?

Partner organisations are crucial in cascading this message and dispelling 'myths'. Partners offered to publish information in their publications.

What is classed as a charity?

Volunteering can be accepted for national and local charities, other non- charitable organisations, private companies and the public sector.

What types of volunteer opportunities are you looking for your staff?

DWP will consider most opportunities, but in Wales we do not undertake direct fund raising or anything that would bring the reputation of DWP into disrepute. Contact Jayne Dingle (Tel: 02920 804103) if organisations wish to offer volunteering opportunities.

BTCV and other organisations have different complexities and motivation, for example mother and toddler group.

Organisations need to ensure their opportunities are registered on the Volunteering Wales website [Volunteering Wales](#)

Will volunteering become cheap labour?

Volunteering must compliment the workforce, not replace it. WCVA has worked with Wales TUC and a Charter for volunteers and paid workers is to be issued shortly.

How do we get involved locally?

If you have volunteering opportunities, contact your local Volunteer Centre (on the Volunteering Wales website). If you wish to progress partnership work locally, contact your District External Partnership Manager – see www.dwp.gov.uk/docs/district-operations-managers-wales.pdf

2.5 Jobcentre Plus modernisation, Get Britain Working measures and the Work Programme

This workshop provided an opportunity to hear about how Jobcentre Plus is modernising its services, how new support for unemployed people is being delivered through the Get Britain Working measures and about the Government's new welfare-to-work programme, the Work Programme.

Key issues arising include:

With benefit changes, what's to stop providers giving customers bad advice to get them to sign off benefits and claiming an outcome?

As the payment model is heavily geared towards job sustainment, customers would have had plenty of time to go back on benefits before any payment to the provider is made. They need to get people into the right jobs to earn money.

Will individual advisors have discretion over sanctions?

It is Jobcentre Plus decision makers acting on behalf of the Secretary of State who make decisions on sanctions. Decision makers consider all the evidence and apply the law, including any relevant case law, to the facts of each case. If the decision maker determines that the claimant has good cause or reason for non compliance then a sanction is not imposed.

Why are we not pursuing job creation programmes?

Government job creation is not sustainable in the long term. The Future Jobs Fund (FJF) was a recessionary measure and a disproportionately expensive one, being five times more expensive than some other elements of the Young Person's Guarantee. Job creation schemes such as FJF have tended to be more focussed towards the public sector, whilst it is this Government's aim to encourage enterprise and growth in the private sector. We need to ensure that our efforts are concentrated on ensuring unemployed people are ready to move into these new jobs as they are created. We recognise that work experience has a valuable part to play in this hence we are funding 100,000 work experience placements for young people up to March 2013.

Performance across the country will differ – how does our performance management account for that?

The minimum performance levels have been set at a national average level and we recognise that there will be some variations around this level but we do expect providers to deliver significant increases in performance when compared to previous programmes. If providers fail to meet these levels, any investigative and follow up action will take local conditions into account.

All our provision implies people are lacking something and need to improve. What if there aren't enough jobs?

The number of people in work is increasing, up nearly 300,000 in the last year to 29.2 million. This snapshot hides the dynamism of a job market in which most vacancies are

filled quickly and new ones are coming up for people to move into. Jobcentre Plus alone takes an average of 10,000 new vacancies every working day, and many more come up through other recruitment channels.

What if customers are overqualified – will our provision aim to de-skill them?

Advisors and providers will be expected to treat people as individuals and tailor their support appropriately, getting them into the right job for them.

How will we treat customers who move out of contract package area?

Customers will remain with their original provider, who will remain responsible for arranging support for them in their new location, and will still be able to claim outcome and sustainment payments for the time that customer spends in work and off benefit.

Sustainability of job (financially for customer) doesn't become clear until 1 year – other benefits tail off – yet we will pay outcomes at 3 and 6 months.

The bulk of payments to providers are in the sustainment period, which continues up to 18 months from job start for a mainstream JSA customer and up to 27 months for a customer moving to Employment and Support Allowance from incapacity benefits. There are strong incentives for providers to look out for customers' long term interests.

How are Jobcentre Plus outcomes to be defined?

Simple measures of success are based on helping people prepare for work and leave benefit for work, with mechanisms in place to address poor performance. A realistic job goal is one which is available locally and one the jobseeker has the capability and capacity to successfully perform. Identifying a realistic job goal is a major vehicle for building a belief in one's own work capability and is a strong indicator of success in jobsearch.

This means that the overall success of the new welfare to work measures will depend far more heavily in the future on the effectiveness of the service Jobcentre Plus and external providers offer older people. The new measures need to support a wide range of customers and offer an integrated and personalised system of back to work support.

To support this, a framework has been created to achieve flexibility within the legislative requirements for Jobcentre Plus Managers and Advisers to effectively deliver personalised support.

In addition, the new Jobcentre Plus Performance Framework requires the Agency to focus on their key objective of moving customers into work as quickly as possible. They will be able to monitor off-flow rate performance and other contextual information at individual Jobcentre level. This will enable any specific issues resulting in performance deterioration or variation to be identified and remedial action taken if necessary.

This approach will ensure Jobcentre Plus focuses on maximising off flow rates from JSA, but will also encourage delivery of wider Government objectives, such as social justice for those who have historically been left on the fringes of our society.

What sort of things can the discretionary fund be spent on?

Flexible Support Fund has replaced the Adviser Discretion Fund, the Deprived Areas Fund (DAF) and other discretionary budgets. The fund can be used to support performance under the JCP Performance Framework or other DWP or ministers' objectives. The FSF will continue to provide help to overcome barriers to employment for example clothes for

interview, tools needed to take up a particular job offer, training support costs and travel and childcare costs in some circumstances. It will also be available to district managers to fund activity and services as part of the support menu and to use locally in partnership to tackle entrenched worklessness and underlying barriers to employment. District Managers will set their own priorities for the use of the fund to best meet local circumstances.

What makes us think this will work any better than the Deprived Areas Fund? JCP did very poorly here in some parts of Wales.

The key difference from the DAF is that District managers will have greater flexibility to decide priorities in consultation with local partners, and how best to target their resources, with scope to align their use of the FSF and Support Menu with partner activity locally to get the best fit for local circumstances and so maximise overall impact. This should mean there is greater opportunity for partnership working based on shared local agendas to achieve more with better value for taxpayer's money.

Does local discretionary fund mean we'll get a postcode lottery?

District Managers and Jobcentre Plus advisers will be able to offer support according to local need from a comprehensive menu of support options including skills provision and jobsearch help via the Support Contract. The menu will be complemented by the Get Britain Working measures and provision funded through the European Social Fund. In the new regime, there will continue to be national standards covering issues such as the payment of benefit, entitlement conditions and conditionality. However, it is right that Jobcentre Plus advisers and managers are allowed to deliver the back to work support that meets the needs of the customers in their local communities and it is reasonable to expect that this may lead to some geographical variation depending on local labour market characteristics. The Performance Management Framework will also have mechanisms in place to quickly identify and address poor performance in Jobcentre Plus districts and regions.

Advisers can't be experts on all barriers to employment

Better tailoring support to individual need is at the very heart of the service that Jobcentre Plus offers. The 'Developing our Advisor Services' project has been working for the last 18 months towards this vision and has focussed on what Jobcentre Plus needs to do to equip its Advisory Teams and Managers to operate in this way.

Jobcentre Plus has positioned Advisory Services as a profession with a clear career path, accredited learning, ongoing professional development whilst delivering to a set of agreed standards recognised as best in class. Personal Advisers have been equipped with the support and tools they need to enable them to offer a much more customer-focused and personalised service. New training material, supporting tools and products have been developed to help bring this vision to life.

We have learned lessons from the four Flexibility Districts about how it feels to manage and operate in a more autonomous environment and what new tools are needed to support the decision making process.

Advisers will use the flexible interventions regime to ensure we have the opportunity to identify the support needs of each individual; can address these support needs through the flexible menu or, where appropriate, signposting customers to local partner organisations to help address specific challenges to employment; and can help customers move into employment at the earliest possible opportunity (ideally before they reach Work

Programme entry points). As such, it is right that advisers can use their discretion to develop the customer journey that is most appropriate for the individual. We will ensure we have mechanisms in place to support Jobcentre Plus districts and regions if performance does not meet overall standards.

How many MWA places? 10,000? Does this mean 500 for Wales? Is this too few?

Mandatory Work Activity is a small scale, targeted programme which will offer support to a limited number of Jobseeker's Allowance customers who would benefit from experiencing a short period of activity.

Through a competitive tendering process, we have increased the number of Mandatory Work Activity placements available nationally to around 19,000 per year. Although we cannot specify the number of placements available in each contract, we believe that there are sufficient places available across the country to demonstrate that such support is effective.

Making provision mandatory removes benefit of work related activity. We should be engaging on their terms. The Work Programme will be available to many customers on a voluntary basis, and once with a provider, participation will remain voluntary for many. However, benefit payments must be conditional on taking advantage of the employment support we provide for those customers who are able.

Boom time performance was not as high as our new targets

It is not possible to compare performance levels in the Work Programme with the performance of previous programmes. The outcome definition and payment structure are different, for the first time the programme specification allows providers to design support as they see fit, and customers will remain on the programme for up to two years – twice the mandatory term in Flexible New Deal.

We have listened to the market when designing the Work Programme and given providers greater freedom and incentives to succeed. In return we have set the bar deliberately high and expect to see results.

2.6 DLA Reform: The next steps

This workshop provided an overview of the recent consultation on DLA reform and explained what the next steps in reforming the benefit will be. The Government is now at the stage where it is considering the large number of responses received.

The main themes of the responses are:

- components and rates of Personal Independence Payment
- automatic entitlement
- the new assessment
- qualifying period
- children and Personal Independence Payment
- mobility component for those in residential care.

Key issues arising at the workshop included:

- the assessment
- the design of the claim and possibilities for streamlining
- the use of Aids and Adaptations and how it will be incorporated into Personal Independence Payment
- the interaction between Personal Independence Payment and Universal Credit
- Special Rules
- migration of current recipients of Disability Living Allowance on to Personal Independence Payment
- links between the Work Capability Assessment and Disability Living Allowance currently

3 Evaluation

Aspect	Outcome
Overall	
To what degree it met your objectives	6/10 delegates said the event met their objectives
Overall satisfaction rating of the event	75% rated the event as 6/10 or higher
Additional aspects	
Would you recommend this event to a colleague?	75% would recommend this event to a colleague
<p>Comments</p> <p>Strengths of the event</p> <ul style="list-style-type: none"> • Excellent speaker on Universal Credit • The workshops and presentations provided clear and useful information for delegates <p>Suggestions for improvement</p> <ul style="list-style-type: none"> • Do not allow the audience to discuss specific case studies • Presenters should recognise there is a different policy context in Wales • Produce event and delegate materials in Welsh as well as English • Would be useful to look at issues and problems people might face and positive and negative effects • Dull exhibitions 	

4. Delegates

<i>Name</i>	<i>Organisation</i>
Nazir Ali	Newport City Council
Bethan Allan	Newport City Council
Ashley Aske	Cardiff County Council
Mike Bailey	Shelter
Rachel Berry	Newport City Council
Sioned Birchall	Welsh Language Board
Jayne Blenkin	RNIB
Louise Bolam	Coastal Housing Group
Charlotte Bonner-Evans	ITEC Training Service
Amanda Boyce	Pembrokeshire County Council
Donna Broughton	Rhondda Cynon Taff County Borough Council
Scott Bryant	Monmouthshire Housing Association
Julie Bush	Wales Council for Voluntary Action
Anne Capel	Coastal Housing Group
Bob Chapman	Neath Port Talbot Citizens Advice Bureau
Marion Clucas	Herefordshire Citizens Advice Bureau
Andrew Cook	Tydfil Training Pontypool
Carol Crowther	Pembrokeshire Care Society
Clive Curtis	Vale Centre for Voluntary Services
Michael Curties	Welsh Assembly Government
Janet Davies	Merthyr Tydfil County Borough Council
Lisa Davies	Highfield Associates
Louise Davies	Capital Training Group
Marion Dellimore	People Business Wales
Andrew Desmond	Charter Housing Association
Katija Dew	Wales Co-operative Centre
John Dyer	Fairbridge
Siobhan Eccles	Welsh Assembly Government
Julie Edwards	Penrhys Partnership
Lucy Egan	Hafod Housing Association
Rosemary Elias	Social Care, Health & Housing
Christine Evans	Monmouthshire
Delyth Evans	City & County of Swansea Council
Judy Evans	City & County of Swansea Council
Julie Ann Evans	Cynon Valley Citizens Advice Bureau

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Lesley Evans	St David's Foundation Hospice Care
Nicola Evans	Cymorth Cymru
Sharon Evans	Carmarthenshire Family Adviser Service
Philip Fiander	Wales Council for Voluntary Action
Karen Foley	Voluntary Action, Merthyr Tydfil
Nicola Gale	Linc-Cymru Housing Association
Gavin Gleed	Gwalia Care & Support
Tony Goodchild	Neath Port Talbot Citizens Advice Bureau
Leila Gouran	Torfaen County Borough Council
Rachel Hazell	Disability Powys
Lyn Heal	Newport Housing Trust
Des Hebson	Vale of Glamorgan Citizens Advice Bureau
Allan Herbert	South Riverside Communities First Team
Kay Holland	Aneurin Bevan Health Board
Marcus Hopkins	Linc-Cymru Housing Association
Mark Hopkins	Family Housing Association Wales
Anna Howell	Careers Wales
Richard Hywood	TSW Training Limited
Rajni Jagmohan	Caerphilly County Borough Citizens Advice Bureau
Catherine Jenkins	Merthyr Tydfil College
Samantha Johnson	Shelter Cymru
Jon Jones	Turning Point
Ken Jones	Denbighshire County Council
Lynn Jones	Cartrefi Cymru
Pippa Jones	Vale of Glamorgan Council
Sian Jones	City & County of Swansea Council
Rick Jones Abbas	Denbighshire County Council
Sarah Keane	Citizens Advice Merthyr Tydfil
Penny Kegie	Newport CAB
Damian Keogh	Wrexham Social Services
Martyn Lyddon	Institute of Welfare
Jackie Lynch	Taff Housing Association
Natasha McCarthy	Rhondda Housing Association
Nick McNeill	Welsh Assembly Government
Cathy McShane	Pembrokeshire Care Society
Iain Marshalsay	Ceredigion County Council
Gareth Matthews	Serco & Rhyl City Strategy
Melvina Mellin	Mencap Cymru
Gareth Morgan	Welare Rights Advisers Cymru

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Lesley Morris	Cardiff Council
Paul Napier	ITEC Training Solutions
Steve Nelson	Bron Afon Community Housing
Nicola Nicholls	Wales Council for Voluntary Action
Patricia Otley	Ystrad Mynach College
June Parkinson-Lewis	Carmarthenshire County Council
Heather Patterson	Lisieux Trust
Rachel Pavett	Capital Training Group
Rhiannon Perry	Act Training
Darran Pike	RCTCBC
Lisa Pinney	RCT Homes
Rebecca Preece	Training Solution Wales
Sarah Price	Merthyr Tudfil County Borough Council
Victoria Pulman	Working Links Wales
Uma Ray	Merthyr Tydfil County Borough Council
Andrew Regan	Older People's Commission for Wales
Daryl Resting	Age Concern Gwent Hospital Discharge
Kathy Rivett	Elite Supported Employment Agency
Tony Rogers	Motability
Michael Rosser	Charter Housing
Terry Rowlands	BTCV Employment Services
Lynne Schofield	Welsh Assembly Government
Helen Sullivan	Blaenau Gwent County Borough Council
Frances Thyer	Oxfam
Mike Vigar	Cymorth Cymru
Melanie Welch	Cadwyn Housing Association
Debra White	Neath Port Talbot County Borough Council
Justin Wigmore	Melin Homes
Annie Williams	Welsh Assembly Government
Lleu Williams	RNID
Marie Williams	Carmarthenshire County Council
Ian Willox	Welsh Assembly Government
Ansley Workman	RNIB Cymru
Officials	
Kim Archer	Pension, Disability & Carers Service
Diane Ashby	DWP Change Programme
Jerry Ashworth	ATOS
Linda Badman	Jobcentre Plus
Joss Barker	Jobcentre Plus

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Jayne Bennett	Jobcentre Plus
Martin Betts	DWP Young People & Employment Division
Martin Brown	Jobcentre Plus
Rhian Connolly	DWP Corporate Services
Phil Cottam	Pension, Disability & Carers Service
Jan Davies	Pension, Disability & Carers Service
Margaret Davies	Pension, Disability & Carers Service
Jayne Dingle	Jobcentre Plus
Gail Evans	Jobcentre Plus
Linda Francis	DWP Communications
Jill Gillatt	DWP Communications
Mike Greenhalgh	DWP Information Management Project
Mike Hodge	DWP Communications
Reuben Homes	DWP Jobseekers & Work Programme
Steve Hutcheon	DWP Information Management Project
Wendy Jones	Pension, Disability & Carers Service
Janet Lambe	DWP Communications
Mick Lavery	DWP Information, Devolution & Governance
Graham Millward	DWP Internal Communications
Phil Miller	Jobcentre Plus
Clare Mitton	DWP Benefit Strategy Directorate
Nick Moon	DWP Working Age Benefits Division
Ann-Marie Mulcahy	DWP Information Management Project
Gaynor Powell	Jobcentre Plus
Roger Pugh	DWP Communications
Sue Salisbury	Pension, Disability & Carers Service
Kirsty Scholefield	Jobcentre Plus
Mike Simonson	Jobcentre Plus
Nick Smith	Pension, Disability & Carers Service
Luke Staniland	Jobcentre Plus
Adam Taylor	DWP Benefit Reform Division
Gillian Treseder	DWP Information, Devolution & Governance
Erin Tyler	Jobcentre Plus
Fiona Walshe	Pension, Disability & Carers Service
Paula Young	DWP Communications