

DWP Partner Update April 2022

Count of customers – Universal Credit and Legacy benefits (Stats Xplore 12/04/22)

Universal Credit – Number of People on UC by Age Group at February 2022 (all conditionality groups)

Jobcentre Plus	18 – 24	25 – 39	40 – 49	50 – 59	60+	TOTAL
Campbeltown	111	337	183	151	92	874
Dunoon	148	450	246	219	97	1160
Helensburgh	169	476	244	194	110	1193
Oban	221	680	340	284	161	1686
Rothesay	76	232	139	123	79	649
TOTAL	725	2175	1152	971	539	5562

Universal Credit – Number of People on UC by Conditionality Group at February 2022

Jobcentre Plus	C'town	Dunoon	H'burgh	Oban	Rothesay	TOTAL
Searching for work	234	355	275	526	18	1408
Working – with requirements	152	181	195	256	111	895
Working – no requirements	173	180	246	345	78	1022
No work related Requirements	279	370	392	459	226	1726
Planning for work	9	24	23	31	21	108
Preparing for work	34	59	54	82	31	260
TOTAL	881	1169	1185	1699	485	5419

Jobseekers Allowance as at August 2021 – Argyll & Bute

Male	126
Female	73
Total	199

Employment & Support Allowance as at August 2021 – Argyll & Bute

Phase of claim	
Assessment phase	113
Work Related Activity Group	331
Support Group	2238
Total	2682

Income Support as at August 2021 – Argyll & Bute

Statistical Group	
Lone Parent	70
Carer	122
Total	174

Way to Work was launched on 28th January, a national drive to get half a million people who are out of work into jobs in the next five months. Nationally there are over 1 million vacancies to fill, so lots of opportunities, many of which need no prior experience.

Work Coaches are offering increased face-to-face time, tailoring support and improving the work coach's understanding of their customers needs and their suitability for certain roles.

Employer Advisers will be working closely with employers, providing a named point of contact within their local Job Centre and will work with employers to help fill their vacancies. This offer can include actively promoting vacancies to matching customers, pre-screening, offering Jobcentre Plus offices to conduct interviews as well as working with customers and employers to secure Sector-based Work Academy Placements, Work Trials or Work Experience where appropriate.

We are encouraging employers to make use of Job Centre facilities to promote their vacancies, introduce customers to employers. There is also space in each Job Centre for employers to conduct interviews.

We are also hosting Recruitment Events in Job Centres:

Oban has hosted events two date to support employers fill their vacancies which resulted in 9 possible job offers.

Campbeltown hosted an event on 31st March to gain some insight into the challenges they face in their recruitment and how we can support employers.

Dunoon Job Centre had a Recruitment Event on 7th April and Rothesay Job Centre will host an event on 14th April to support employers in those areas.

Provision

DWP purchased provision for 10 customers via DPS to upskill them in customer service roles such as hospitality or retail which ran from 21st February to 11th March 2022. Through this provision, customers obtained certification in Food Hygiene, Personal Licence Holder, Health & Safety as well as accredited Customer Service Level 2. This provision was delivered remotely to customers across Argyll & Bute. A second 3-week course is due to start on 25th April for a further 6 customers.

DWP has also purchased provision a Construction course for 6 customers in the Helensburgh area which is started on 28th March and will run for 4 weeks. Through this, customers will have the opportunity to attain a CSCS card, Asbestos Awareness, Traffic Marshall and other certification to improve their prospects of finding work in this sector.

Support for energy bills and the cost of living

This week, the Chancellor announced support to protect households from rising energy bills. Millions of households will receive up to £350 to help with the cost of living, following the rise to the energy price cap. All domestic electricity customers will get £200 off their bills, and 80% of households will receive a £150 Council Tax rebate from April. Factsheets on the support available can be found on [GOV.UK](https://www.gov.uk).

Helping parents and carers with their childcare costs

Thousands of families are using Tax-Free Childcare to pay for childcare and benefiting from the 20% government top-up. But there are thousands more families across the UK missing out on the chance to save money on childcare. The childcare top-up is available as part of the Government's Tax-Free Childcare scheme. Eligible working families can receive up to £500 every three months (or £1,000 if their child is disabled) towards the cost of accredited holiday clubs, before and after-school clubs, childminders and nurseries, and other accredited childcare schemes. Tax-Free Childcare is available for children aged up to 11, or 17 if the child has a disability. And for every £8 deposited into an account, families will receive an additional £2 in government top-up.

Parents and carers can check their eligibility and register for Tax-Free Childcare on [GOV.UK](https://www.gov.uk).

[Find out more](#)

A range of communications tools to help promote Tax-Free Childcare are available to [download](#). [Read the press release](#)

Change to Permitted Period and Usual Occupation Rules

Previously, the permitted period a claimant could look for work in their preferred sector was for a maximum of 13 weeks. This has changed to a maximum of 4 weeks. [Press release on GOV.UK](#)

Special Rules for Terminal Illness update

Fast-tracked access to benefits will be extended to a year from six months for people nearing the end of life, under changes due to take effect from 4 April. This means that people who are thought to be in their final year of life will be able to receive vital support through the 'Special Rules' and given fast-tracked access to Universal Credit and Employment and Support Allowance.

Those who are eligible will not be subject to a face-to-face assessment or waiting periods, and in most cases, they will receive the highest rate of benefits. [Read full press release](#)

Tax credits customers encouraged to check if they could be better off on Universal Credit

A new Universal Credit campaign has been launched aimed at tax credit customers. The campaign aims to raise awareness that tax credits are ending in 2024 and that many tax credit customers could be financially better off on Universal Credit.

The campaign signposts to independent benefits calculators to help tax credit customers see if Universal Credit is right for them. It also encourages customers to seek independent advice before they apply. The campaign is being promoted through digital, social and radio advertising. A new webpage on the Universal Credit website for Tax Credit customers contains additional information to help people make the right decision for them.

Go to [Tax credits are ending - Understanding Universal Credit](#) for more details.

Eligibility criteria apply.

Further information about Universal Credit is being provided directly to tax credit customers as part of the tax credit renewals process. As with the campaign, the information signposts claimants to independent benefits calculators and encourages customers to seek independent advice before they apply to Universal Credit.

National Go Live – Adult Disability Payment (Scotland)

Adult Disability Payment (ADP) is the replacement for Personal Independence Payment (PIP) for customers living in Scotland. It will be rolled out in phases:

- **21 March 2022** – Dundee, Perth & Kinross, the Western Isles
- **20 June 2022** – (in addition) Angus, North & South Lanarkshire
- **25 July 2022** – (in addition) Fife, North Ayrshire, East Ayrshire, South Ayrshire, Moray, Aberdeen City & Aberdeenshire

ADP will then be launched nationally, across Scotland, from **29 August 2022**. From 29 August 2022 customers living in Scotland should no longer claim PIP but instead claim ADP. For further information and how to claim visit mygov.scot.

Support for those fleeing the conflict in Ukraine

People arriving in the UK from Ukraine can now find essential benefits information on a new web page set up by DWP.

The new web page is accessible via the Department's Understanding Universal Credit website, at [Support for those fleeing the conflict in Ukraine - Understanding Universal Credit](#).

People arriving in the UK from Ukraine because of the Russian invasion can apply for financial help immediately, as well as access tailored job support.

Ukrainians can apply for benefits and other types of financial support from the day they arrive in the UK. Translation services are available to help new arrivals with phone applications, and work coaches in DWP Jobcentres are on hand to support people making claims online.

DWP staff are also delivering additional face-to-face assistance to those who need it – including tailored support to find work and advice on benefit eligibility – and will continue to do so.

Also announced last week, people who sponsor a Ukrainian individual or family will not see their household benefit entitlements affected. [Read the full statement](#).

New money guidance from Money and Pensions Service

The Money and Pensions Service (MaPS) has launched new guidance to help people manage changes to the cost of living. Its focus is on people who have not yet missed payments on their bills or credit commitments, but who are at serious risk of doing so.

The guidance on its [MoneyHelper](#) website helps people manage their money in uncertain times. These resources and tools are aimed at people who:

- Are [struggling to keep on top of their bills and payments](#)
- Have experienced a [reduction in income or squeezed budgets](#)
- Are [self-employed](#)
- Have been or are worried about being made [redundant or losing their job](#)

For people who are already missing payments on their bills or credit commitments, then free debt advice services are available via MaPS' advice [locator tool](#).

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