

A One Day National Conference

Welfare Reform

Monday 27th January 2014 – Central London



Chair: Katie Shaw
Head of Welfare Policy
Citizens Advice

Speakers include:

Lord David Freud
Minister for Welfare Reform
Department for Work and Pensions

Christine Goodfellow
Personal Independence Payment and
Benefit Delivery Programme Director
Department for Work and Pensions

Graham Cadle
Director of Customer, Transformation
and Communication Services
Croydon Council

Alison McKenzie-Folan
Director Customer Transformation
Wigan Council

Sinead Butters
Chief Executive
Aspire Housing

Gerri Scott
Strategic Director of Housing and
Community Services
Southwark Council

Steve Swan
Director of Welfare to Work
Tomorrow's People

Contributors



Department
for Work &
Pensions

CROYDON
www.croydon.gov.uk

 **Papworth Trust**
equality choice independence

Welfare Reform

Monday 27th January 2014 – Central London

About the Event

Our well established **Welfare Reform Conference** takes place at a crucial time as we are entering the next stage of the transition to the new the benefit system.

A number of key provisions from the Welfare Reform Act are now in place, including the introduction of the under occupation of social housing regulation and the benefit cap, reform of the Disability Living Allowance (DLA) and progress of the Universal Credit Pathfinders. The Government has now made **plans to roll out the next stage of reform**, focussing on **cultural shift, improved access to digital services and expansion of the Universal Credit Pathfinders**.

With our trailblazing line up of **speakers from the pilots and pathfinders**, you will get up to date information, practical guidance and the opportunity to question face to face those at the forefront of delivering welfare reform.

Key issues to be addressed at this timely conference include:

- Update on the **further roll out of the welfare reform agenda**
- Developing **models for the Local Support Services Framework** and improving partnership working
- **Mitigating the impacts of the benefit cap and under occupation penalty**
- Delivering the **Personal Independence Payment (PIP) assessment**

Attend to ensure that you **make necessary preparations for the fast approaching full implementation of the changes**.

Benefits of Attending

- Receive an update on how the **reform is progressing** and the **roll-out of the next stage**
- Hear from one of the **first Universal Credit Pathfinder** areas to tackle challenges early and better **prepare for the full transition**
- Learn how to **establish an effective partnership** with your local delivery partners to **support claimants with complex needs**
- Gain insight from the Personal Independence Payment Implementation Programme Team on the **national roll out of PIP**
- Discover how a **local authority** is supporting their residents **through the benefit cap** changes
- Take away practical advice on how to **support claimants affected by the under occupation penalty through discretionary housing payments**
- Explore initial findings from one of the 'Digital Deal' projects on **improving digital inclusion amongst claimants**



Who Should Attend

Representatives from Local Authorities, Housing Providers, Community Sector and Health and Social Care and Private and Voluntary Sectors including:

- Chief Executives and Senior Management Teams
- Councillors and Council Leaders
- Welfare, Revenues and Benefits Teams
- Employment Development Teams
- Financial Inclusion Teams
- Income Management Teams
- Customer Service Teams
- Rent Management Teams
- Regeneration and Housing Teams
- Supported Housing Teams
- Supporting People Teams
- Housing Advice and Options Teams
- Disability Partnerships
- Equality and Diversity Teams
- Access and Inclusion Teams

Forthcoming Events

Housing Chief Executives Forum – Thursday 28th November – Central London

Supported Housing – Monday 2nd December – Central London

Tackling Child Poverty – Monday 9th December – Central London

Sponsorship and Exhibition Opportunities

We offer a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Matt Turton on 020 7960 7717 or email matt.turton@capita.co.uk

09.20 Registration Tea and Coffee

09.50 Chair's Opening Remarks

Katie Shaw, Head of Welfare Policy, Citizens Advice

Ministerial Address

10.00 Update on Welfare Reform

Lord David Freud, Minister for Welfare Reform
Department for Work and Pensions

10.20 Questions and Discussion

Lessons Learnt from Pilots

10.30 Implementation of Universal Credit

- Identifying main issues and testing more complex processes

Alison McKenzie-Folan, Director Customer Transformation
Wigan Council

One of the four Universal Credit Pathfinder Councils

11.00 Mitigating the Impacts of the Benefit Cap

- Providing support on budgeting and sustaining tenancies

Graham Cadle, Director of Customer, Transformation and
Communication Services, Croydon Council

*One of the first local authorities which implemented the
Benefit Cap*

11.30 Session Questions and Discussion

11.40 Networking Tea and Coffee Break

12.10 Promoting Digital Inclusion

- Lessons learnt from the 'Digital Deal' pilot
- Bringing the latest technology and community groups together to break the digital barrier

Fiona Cornell, Deputy Executive Director, A2Dominion
One of twelve 'Digital Deal' Projects

12.30 Questions and Discussion

12.40 Utilising the Discretionary Housing Payments (DHP)

- Cost subsidising vs DHP
- Social fund: supporting those in greatest need

Gerri Scott, Strategic Director of Housing and Community
Services, Southwark Council

One of the six Direct Payments Demonstration Projects

13.00 Creating Effective Local Delivery Partnerships

- Supporting claimants who have complex needs to help them make and manage their Universal Credit claims and prepare for work
- Developing a model for the Local Support Services Framework

Peter Gadsdon, Head of Customer Insight and Service Design
Lewisham Council

One of Local Authority led Universal Credit Pilot

13.20 Session Questions and Discussion

13.30 Networking Lunch

Delegates Choose Either Stream A or Stream B

Stream A: Disability Benefit Reform

14.30 Delivering Personal Independence Payment

- Lessons learned from PIP implementation
- Preparing for reassessment of all existing DLA claimants in 2015

Christine Goodfellow, PIP and Benefit Delivery Programme
Director, Department for Work and Pensions

14.55 Personal Independence Payment Assessment

- Update on PIP assessment

Dr Stephen Duckworth OBE, Chief Executive, Personal
Independence Payments, Capita and

Gary Gear, Client Executive for PIP, Atos Healthcare

15.20 Session Questions and Discussion

15.30 Meeting the Needs of Jobseekers with Disabilities or Disadvantages

- Delivering specialised initiatives to support the most vulnerable
- Equipping claimants with the right skills and promoting self-esteem and self-awareness
- Working with employers to meet both their needs and those of jobseekers with disabilities
- What will Work Programme 2 look like?

David Martin, Director of Strategy and Marketing
Papworth Trust

15.50 Questions and Discussion

16.00 Chair's Closing Remarks and Close of Conference

Stream B: Improving Access to Employment

14.30 Delivering the Claimant Commitment

- Supporting 'cultural transformation' that the new system brings
- Early lessons from the in-work conditionality pilot
- Encouraging claimants to progress to work
- Enhancing jobsearch support nationally

Stuart Bennett, District Manager
Department for Work and Pensions

14.50 Questions and Discussion

15.00 The Role of Housing in Improving Access to Work

- Delivering enhanced employment and skills interventions to tenants
- Achieving social and financial return on investment

Sinead Butters, Chief Executive, Aspire Housing

15.20 Questions and Discussion

15.30 Supporting Vulnerable and Disadvantaged Groups into the Job Market

- Reaching the most disadvantaged long-term unemployed people
- The importance of accurate assessment of level of need
- Developing approaches to intensive employment support

Steve Swan, Director of Welfare to Work, Tomorrow's People

15.50 Questions and Discussion

16.00 Chair's Closing Remarks and Close of Conference



Booking Form

Welfare Reform

Monday 27th January 2014 – Central London

BOOKING SOURCE CODE: SMMK

DELEGATE DETAILS (Please use BLOCK CAPITALS and complete in full)

Correspondence Address

Organisation
Address
Postcode

1st Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Department	
Email	
Telephone	
Dietary/Access requirements	




2nd Delegate

Surname	Title
Forename	
Job Title	
Organisation	
Department	
Email	
Telephone	
Dietary/Access requirements	

3rd Delegate ***BOOK A 3rd DELEGATE @ 1/2 PRICE**

Surname	Title
Forename	
Job Title	
Organisation	
Department	
Email	
Telephone	
Dietary/Access requirements	

EASY WAYS TO BOOK

-  FAX your completed form to 0870 165 8989
-  EMAIL conference.events@capita.co.uk
-  POST your completed form to:
Capita Conferences Administration, 4th Floor,
Barnard's Inn, 86 Fetter Lane, London, EC4A 1EN

**Book a 3rd
delegate @
1/2 price**

**This offer may not be
used in conjunction
with other discounts**



ENQUIRIES 0207 227 6537

conference.events@capita.co.uk

PAYMENT DETAILS

- Public Sector @ £350.00 plus VAT** No. of delegates
- Private Sector @ £575.00 plus VAT** No. of delegates
- *Concessionary Discount @ £245.00 plus VAT** No. of delegates

*Only Charities Registered with the Charity Commission and OSCR are eligible for this discount.
Please provide registration number below.*

Please indicate which Stream you would like to attend Stream A Stream B

TOTAL NUMBER OF DELEGATES

Charity Commission/OSCR Registration No.

**Discounts cannot be combined.*

TOTAL COST £

Your Purchase Order/Reference Number

INVOICE ADDRESS

Surname	Title
Forename	
Job Title	
Organisation	
Address	
Postcode	Telephone
Email	

Payment terms are 30 days and payment must be received before the conference date.
We will issue an invoice upon receipt of your booking and payment can be made: online by credit/debit card; BACS or cheque.

**I have read the terms and conditions and understand the cancellation policy
Signature required**

Purchase of Delegate Pack Only

If you are unable to attend the event, but would like to receive supporting documentation please indicate below:

- PDF Electronic Version @ £95 – plus VAT
- Hard Copy Paper @ £95 – no VAT

Invoices issued after the event when order processed. See payment options below.

PAYMENT INFORMATION

Payments to CAPITA BUSINESS SERVICES LTD.
Bank: Barclays Bank Plc
Sort Code: 20-67-59
Account No: 60864978
Email remittances:
csremittances@capita.co.uk or fax
to 020 7504 3551

Please send payments, quoting conference code
ES01141, to: Capita Business Services
Ltd. Accounts Receivable, PO Box 212, Faverdale
Industrial Estate, Darlington DL1 9HN.

A VAT invoice will be issued on receipt of payment
VAT No: 618 1841 40

HOTEL ACCOMMODATION

The conference fees do not include accommodation.
For discounted accommodation rates, please
contact Capita Business Travel quoting the title of
the Conference, date of event and conference code
(in bold in paragraph above) on Tel: 0871 521 9816
or email capexternal@capita.co.uk.

TERMS & CONDITIONS

CANCELLATIONS confirmed in writing 14 days
before the conference date will be refunded, minus
an administration fee of £50.

We regret that no refund can be made after
that date, although substitutions can be made
at any time.

Capita are not able to offer refunds for
cancellations arising from events outside of
our control.

VENUE AND REGISTRATION DETAILS will
be sent within 14 days of the event date. We
cannot be held responsible for non arrival of this
information, if you have not received within
7 days of the event date, please call us on
0870 400 1020.

PROGRAMME AMENDMENTS Capita reserves
the right to alter the programme or venue without
notice due to unforeseen circumstances.

CHANGE OF DETAILS

Have your details changed, are they incorrect or
you do not wish to receive any future mailings?
Please email: conference.events@capita.co.uk.

DATA PROTECTION

Capita Business Services Ltd may use your
details to send you information about our
further conferences and services. If you
would prefer not to receive this information,
please tick this box.

© COPYRIGHT 2013.

