



# Charnwood Action Group

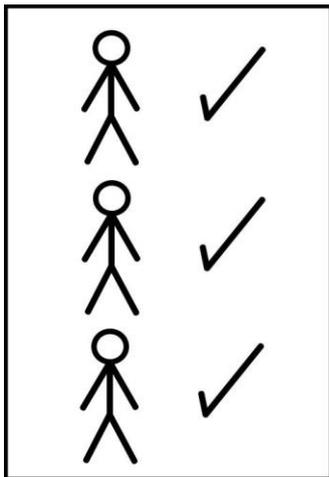
## Notes from our meeting

Friday 25 January 2019



**Glebe House**  
**Woodgate Chambers**  
**Old Magistrates Court**  
**80 Woodgate**  
**LOUGHBOROUGH**  
**Leicestershire LE11 2TZ**

### Present - People who came to the meeting



|                    |                               |
|--------------------|-------------------------------|
| Alix Glazier       | Chair Person                  |
| Jon Stonebridge    | Mencap RTWC                   |
| Jane Parr          | Quorn                         |
| Ann folks          | Glebe House                   |
| Sheetal Couchan    | Glebe House                   |
| Paul Maddison      | Glebe house                   |
| Russell Lacey      | North West Leicestershire     |
| Jenny Lacey        | North West Leicestershire     |
| Jo Simmons         | North West Leicestershire     |
| Nicola Mannion     | Leicestershire Police         |
| Emma Mayne         | Department of Work & Pensions |
| Pretesia Patel     | Department of Work & Pensions |
| Amy McManus        | Leicestershire Adult Learning |
| Louise Marriott    | Glebe House                   |
| Simon Goodyear     | Homefield Day Service         |
| Aaron Deguchi      | Homefield Day Service         |
| Daiman Hassal      | Homefield Day Service         |
| Rueben Aldied      | Homefield Day Service         |
| Paula Ray          | Homefield Day Service         |
| Tracy Parrott      | Homefield Day Service         |
| Pat MacCall        | Thera Trust                   |
| Phil Lingood       | Carer                         |
| Alix Glazier       | Charnwood Action Group        |
| Amin Kafai         | Downs Syndrome Group          |
| Peter Warlow       | Glebe House                   |
| Claire Summerfield | LD Partnership Board          |
| Jordan Cassie      |                               |

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|  | <p>Graeme Harrington<br/> Phil Wright<br/> Clare Clarkson<br/> Scott McWilliams<br/> Lorraine<br/> Jo Weston<br/> Will Pattison<br/> Mat Richardson<br/> Elaine Newitt<br/> Wayne</p> <p><b>Apologies:</b></p> <p>Trudie Exon<br/> Sue Atwood</p> | <p>Leicestershire County Council<br/> Loughborough Police<br/> Glebe House<br/> Glebe House<br/> Shared Lives<br/> Shared Lives<br/> Charnwood Borough Council<br/> Charnwood Borough Council<br/> Loughborough<br/> Loughborough</p> <p>Leicestershire County Council<br/> Glebe House</p> |
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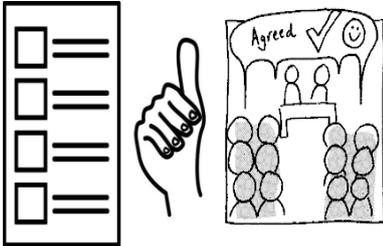
|   |  |
|---|--|
|  | <p><b>We used the red and yellow cards</b></p> |
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|  | <p><b>Word Police</b></p> <p><b>Graeme and Ann</b></p> |
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|  | <p><b>Someone to write down the minutes</b></p> <p><b>Marie Moore</b></p> |
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|  | <p><b>People to do the washing up and teas and coffees</b></p> <p><b>Glebe House Staff</b></p> |
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|  | <p style="text-align: center;"><b>Notes from the last meeting</b></p> <p style="text-align: center;">The notes from last meeting were right</p> |
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|  | <p><b>Notes Arising from the Minutes</b></p> <p>Minutes were agreed.<br/>Alix was given her First Aid Certificate.</p> |
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| <br><br><br><br> | <p><b>3. Universal Credit</b></p> <p>Emma Mayne from DWP introduced herself and explained that she was here to talk about Universal Credit.</p> <p>This is the Government's new benefit that came into Loughborough in April last year and will take at least two years to This new benefit replaces:</p> <ul style="list-style-type: none"> <li>• Income Support</li> <li>• Income Related</li> <li>• ESA</li> <li>• Income Based JSA</li> <li>• Housing Benefit, Child Tax Credits</li> <li>• Working Tax Credits.</li> </ul> <p>If you are receiving Job Seekers Allowance, and actively looking for a job, and then became ill, you would normally move over to Income and Support Allowance but now you will remain on Universal Credit . Unless you have a significant change of circumstances you will remain on Universal Credit.</p> <p>The reason for change is because the current system is very complicated, this is now an online system to make a claim and you can either do it yourself or get the person who supports you to help.</p> <p>Everything can be done by the Job Centre so will be in one place. They will be happy to help if you have no one else or if you are housebound, or it is a complex case, they can send someone to see you in your home.</p> |
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Online system makes it a lot easier for a majority of our customers. If you have a Support Worker they do not have to ring several places. Support Workers can go on to your online account and see that you are being paid and any issues that you are experiencing. I can confirm that 99% of people manage their account on line, we also take phone claims.

Universal Credit can be adjusted very easily and is helpful for those whose hours fluctuate.

Our systems actually speak to one another and all sorts of information is fed through which goes from one system to another.

### **Changes to Claimant**

- Make a claim on line
- Housing cost paid direct to Claimant.

### **Digital Support**

- A lot of people are not capable of going on line and when it comes to making a claim many need support to do this.
- There are people in the Job Centre who will sit down with you to talk you through the claim and answer any questions.



### **Budget Support**

To help people manage their money on a monthly basis. As soon as someone makes a claim they can ask for advance on that claim, interest free, and 12 months to pay it back.



### **Housing Costs**

Will go directly to the landlord. The claimant can ask for this to be made directly to them or the Support Worker can ask for this.



**Question: Who will hold appointee if they need help?**

A Visiting Officer can help and six months is given to allow people to transfer over. You can get support from Charnwood Borough Council when making a claim. Family members can also help if struggling to complete.

**Question: Does the online form time you out and is it suitable to do small amounts and save and go back into later?**

I have been told it is possible to do small amounts and continue later.

**Universal Credit Journal** for talking between the customer, Work Coach and Case Manager.

**Complex Needs Plans** is a document on the computer which gives help with such things mental health issues and will tell you what support is available.

**Explicit Consent**

The customers own the claims and appointments and if someone is helping the person to complete the application then the claimant can give consent for people to be given their information.

**Support for claiming Universal Credit**

It might be useful to go on line which will give you advice <http://ucpp.dwp.gov.uk/universal-credit-preparation/>



Universal Credit is very people friendly and easy to use, although some may need assistance.

Your PIP (old Disability Living Allowance) will not be affected by Universal Credit.

From 16 January 2019 people who live alone and receive a Severe Disability Premium will not claim Universal Credit.

If you are on ESA now, we will be contacting you at some time in the future to carry out application.



4.

#### COFFEE BREAK - 15 minutes



#### 5. MENCAP'S – Round the World Challenge

Jon Stonebridge introduced himself and explained that he had come along to tell everyone about Round the World Challenge.

There are 1.4 million people taking part in this challenge in the UK.

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
Phone Number \_\_\_\_\_

You will be asked to complete a simple application form and when you have registered you will receive a Tshirt and passport. You, or your support, can complete when you have done the activity and there is no need to have it countersigned. Paper applications can be sent out to people.



We need lots of people to take part and we are going to launch next Wednesday. We want to have maximum impact in the area and there is a group of people who are going to be running the programme.

- You can do round the world in 20 hours
- Round Europe in 40 hours
- Round the World in 100 hours

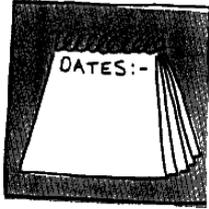


This is for people to get active and then to continue these activities on their own.



#### 6. Any Other Business

Graeme informed the meeting of the proposed visit to the Houses of Parliament and asked those who would like to go to email Alix as soon as possible. It will be a very early start and there will be some walking involved.



**Date of next meeting**

**Friday 29 March 2019  
10:15 - 12:00**

**Mountsorrel Memorial Centre  
105 Leicester Road  
Mountsorrel  
LE12 7DB**

**All dates and venues for 2018 meetings can be found on the betterlives website**

**If you need to talk to someone about these meetings you can email Alix Glazier at [charnwoodactiongroup@gmail.com](mailto:charnwoodactiongroup@gmail.com) or Glebe House 01509 218096**