

***Hackney Advice Forum***

**HSCF Forum meeting – Welfare Reform Update- Action notes**

**Thursday 8th March 2017, 10am – 1pm**

Hoxton Job Centre Plus, 30 Drysdale Street, N1 6LT

**Chaired By:** Stephen Hanshaw – DWP (SH)

**Attendees:**

* Amy Stanley – One Housing (AS)
* Cathy Murphy – HAF (CM)
* Elise Evans - St Mungo's (EE)
* Finn Keaney – City & Hackney Mind (FK)
* Jackie Brett – Hackney CVS (JB)
* Joan Foley – POHWER (JF)
* Michael Posen - Agudes Israel Community Services (MP)
* Monika Chebda - The Stroke Project (MC)
* Philip Hamilton - City & Hackney Mind (PH)
* Ray Cross - One Housing (RC)
* Rehana Akram – DWP (RA)
* Shamima Aktar – HSCF (SA)
* Susan Janes – Guinness (SJ)

**Actions**

**Universal credit**

* SH to send SA to send to all the list of exemptors for waiting days.

**Other Changes in the benefit system**

* Child Benefit & Child Tax Credit for people with 2 children or more from April 6th 2017 – *RA to share the update and the exemption information with SA to send to all*
* Bereavement Support Payment – *RA to share the update with SA to send to all.*
* Update on ESA Permitted work – *RA to share update with SA to send to all.*
* Tax Free Childcare – *CM to share the information update with SA to send to all.*

**Other Actions**

* DWP employed recently Community Engagement Partner whose name is Louise Milles, part of her role is to begin to draw together all of that wider support network around all the support work out there and in job centres to make sure that support and understandings of need is met- *SH invite her to meeting in September to introduce her role to all.*
* SH to share with SA to send to all DWP structure chart of the internal Job Centre Process to show how it should work.
* Personal Independent Payment - *RA recommended to invite Atos to future meeting regarding PIP concerns.*

**Some of the concerns raised by colleagues:**

* MC raised a concern and gave an example of a client who is homeless, has lost documents and is refused for statutory support – JB suggested MC to write up this case anonymously and send it to JB on [jackie@hcvs.org.uk](mailto:jackie@hcvs.org.uk) to share at the Safeguarding Board.
* JF raised a concern about an experience she had with a service user at the assessment centre, the service user who has learning disability was being asked so many generic questions – *RA suggested JF to email RA on* [*REHANA.AKRAM@DWP.GSI.GOV.UK*](mailto:REHANA.AKRAM@DWP.GSI.GOV.UK) *what happened at the assessment centre.*
* JF had a service user who had 14 appointments cancelled regarding work capability assessment – RA suggested JF to email her the details.
* CM raised a concern around most clients being asked to renew their forms although nothing changed in their situation the payments are being stopped, when these claims are taken on mandatory reconsideration and when it gets to appeal the payments are then made, this is happening a lot – *RA suggested CM to email her the details.* SH suggested he will think about who he should talk to about looking into doing local data analysis as to why this is happening.
* CM raised a concern about people being randomly contacted either by phone saying if they want to carry on with the appeal and mandatory consideration – PH recommended for RA to find out if the calls are scripted, if the phone calls are scripted it will therefore mean it is a local issue and then organisations can advise the clients about these calls. *RA will find out from disability centre why that happens, what happens when it goes to decision makers and if the calls are scripted.*
* FK raised a concern about how long it takes Mandatory reconsideration had one client where it took 7 months to have the mandatory reconsideration after which 2 weeks later he was called for reassessment because the claim finished.

**Any Other Business**

Update from JB:

**Create Your Future**

* There are places on the new employability course for BAME women in Hackney, as part of the Create Your Future programme.
* The course is free and to be eligible: participants 25 years+ must be unemployed for over 12 months.  Under 25s must be unemployed for over 6 months.
* Click link below for information about ‘Create Your Future’ - <http://www.hcvs.org.uk/index.php?category=14&sec=67&page=448>

Copy of flyer – 

**Supported Employment Network**

* Hackney CVS has a supported employment network set up if anyone is interested to attend email [jackie@hcvs.org.uk](mailto:jackie@hcvs.org.uk)

**HSCF Forum Meeting – Transformation of Health and Social Care in Hackney**

HSCF are hosting a meeting on the Transformation of Health and Social Care in Hackney.

Date: Thursday 15th June 2017 Time: 2pm-4pm  
Venue: Pembury Community Centre, 1 Atkins Square, Dalston Lane, London, E8 1FA

Come along to:  
•    Find out what is happening with the  Transformation of Health & social Care in Hackney  
•    Find out how decisions are being made and what changes there will be in commissioning  
•    Meet our Voluntary & Community Sector  representatives  
•    Find out how you can get involved

Click [here](http://hscf.us5.list-manage1.com/track/click?u=59ad6457ab55e17bdac2c42b7&id=a4e3f54ddf&e=f382e1cfa5) to book (*if you are unable to book please email* [shamima@hcvs.org.uk](mailto:shamima@hcvs.org.uk))

Update from CM

**Hackney Advice Forum (HAF)**

Date: Tuesday 27th June 2017 Time: 2pm-4pm Venue: Hackney CVS, The Adiaha Antigha Centre, 24-30 Dalston Lane, E8 3AZ

CM requested all to save the date for the next HAF meeting. The agenda is currently being drafted- *once drafted to send to all*

**Date of next meeting**

* SA to set up 2 meeting dates on doodle poll for July and September.

Click here <http://doodle.com/poll/f6ek9sduk8xsb9c7> and tick the dates/times which suit you best for July:

Click here <http://doodle.com/poll/v4z34qtwzmxwb3mr> and tick the dates/times which suit you best for September:

**Topic for next 2 meetings**

* Agreed by all to discuss the changes on Welfare Reform in the July Meeting. (the June election may reflect the changes on the benefit system)
* Invite someone from Atos to come to hear about the concerns on PIP and Louis Miles from DWP to meet this group- *September Meeting.*