



Government
Events

The Future of Universal Credit Conference

Tuesday 17th September 2019

Event Guide





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How to Claim Your CPD Points

Regarding CPD credits, it is the individual delegate's responsibility to evaluate their learning and record it appropriately into their CPD portfolios according to your institute's requirements.

For this Conference, you are entitled to 8 CPD points.



Wi-Fi

Username: HCC

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Welcome Letter

Dear Delegate,

Welcome to The Future of Universal Credit Conference.

Universal Credit is the largest reform to the British welfare system since the 1940s, with the government expecting £8 billion net return on investment a year once fully rolled out. Universal Credit has been put forward as a streamlined, accessible benefit which encourages people to seek work through a tapered system. However, the rollout of Universal Credit has not been smooth, with the initial rollout deadline of 2017 being pushed back to 2023, and the 2019 rollout to 3 million people was reduced to only 10,000 amid concerns that the system is causing financial hardship.

Today you will have the opportunity to hear speeches from key organisations and charities on the front line of the delivery of Universal Credit to gain an update on the future and the challenges of universal credit.

The key outcomes will be to get a detailed overview of recent updates together with high-level presentations and case studies giving best practice advice on implementing innovative solutions.

If you have any questions or queries please ask our onsite management team, who will be more than happy to help you. They are located at the registration desk.

We hope you have a rewarding and enjoyable day.

Yours Truly,

David Blake
Government Events



Agenda AM

09:30-09:40

Chair's Welcome Address

Professor Jane Millar, Department of Social & Policy Sciences, University of Bath

09:40-10:05

Keynote Address: The Impact Of Universal Credit On Local Authorities

CLlr Nick Forbes, Senior Vice Chair, Local Government Association

10:05-10:30

The Current And Future Impacts Of Universal Credit Policy

Stephen Evans, Chief Executive, Learning and Work Institute

10:30-10:55

Question and Answer Session

10:55-11:30

Refreshment and Networking Break

11:30-11:55

Keynote Address: Ensuring Universal Credit Supports Low Income Working Families

Joesphine Tucker, Head of Policy and Research, Child Poverty Action Group

11:55-12:15

Case Study: Developing Systems For Digital Inclusion To Support Vulnerable Universal Credit Claimants

John Fisher, Chief Executive, Citizens Online

12:15-12:35

Case Study: Tackling Poverty Among Universal Credit Claimants Through Financial Advice And Support

Mayor John Biggs, Tower Hamlets Council

12:35-12:55

Question and Answer Session

12:55-13:40

Lunch and Networking

*Programme Subject to Change



Agenda PM

- 13:40-14:00** **Keynote Address: Universal Support: Effectively Supporting Universal Credit Claimants**
Rebecca Jeffrey, Head of Universal Support – Help to Claim Implementation, Citizens Advice
- 14:00-14:20** **Case Study: Ensuring Universal Credit Prevents And Ends Homelessness**
Jasmine Basran, Senior Policy Officer, Crisis
- 14:20-14:40** **Case Study: Food Bank Use And Universal Credit: Providing The Essentials**
Emma Revie, CEO, Trussell Trust
- 14:40-15:20** **Question and Answer Session**
- 15:20-15:40** **Refreshment and Networking Break**
- 15:40-16:00** **Case Study: Nudging Down Rent Arrears Using Behavioural Insights**
Corin Hammersley, Training, Policy and Welfare Rights Services Manager, Royal Borough of Greenwich and Representative for London, National Association of Welfare Rights Advisers (NARWA)
- 16:00-16:20** **Case Study: Mitigating The Impact of Universal Credit Through Developing Effective Universal Credit Claimant Support**
Angela Corner, Senior Tenancy Support Services Manager, Thirteen
- 16:20-16:40** **Case Study: Using Analytics to Understand the Impact of Universal Credit**
Richard Lister, Head of Income and Financial Inclusion, One Manchester
- 16:40-17:00** **Question and Answer Session**
- 17:00** **Chair's Summary and Close**
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Our Future Events

Please look at our website, www.GovernmentEvents.co.uk,
to view our future events. These include:

[Achieving Revenue and Income in Local Government Through Online and Digital Commercialisation](#)

Wednesday 25th September 2019, etc.venues The Hatton

[Combatting Fraud and Error in the Public Sector](#)

Thursday 17th October 2019, Central London

[Tackling Child Poverty: The Way Forward](#)

Wednesday 13th November 2019, Central London

[The Changing Shape of The Welfare System](#)

Thursday 14th November 2019, Central London

For any enquiries, please call 0330 0584 285 or email Enquiries@governmentevents.co.uk



Speaker Biographies

Professor Jane Millar

Department of Social & Policy Sciences, University of Bath

[Jane Millar](#) OBE, FBA, FAcSS is Professor of Social Policy in the Institute for Policy Research at the University of Bath. Her research interests include the design, implementation and impact of social policy and comparative research on family policy, social security and employment policy, with particular reference to gender and changing family patterns. Her [current research](#) examines the impact of Universal Credit on couples, focusing on labour market decisions and family budgeting. She is chair of the Social Sciences Main Panel for the Research Excellence Framework, 2021.



09:30-09:40

Cllr Nick Forbes

Senior Vice Chair, Local Government Association and Leader, Newcastle City Council

Nick Forbes is a Labour politician and became Leader of Newcastle City Council in 2011.

Nick has made economic growth a key feature of his council, securing new financial powers by negotiating one of the first round of City Deals with government and has been instrumental in securing a devolution deal for the North of Tyne. He has played a leading role in raising the profile of local government in a time of austerity and has been involved in national lobbying efforts for successive local government finance settlements.

Current roles include vice chair of Tyne and Wear Fire and Rescue Authority, Vice Chair of the Core Cities Cabinet and Business Competitiveness portfolio holder for the North of Tyne Combined Authority.

At a national level, Nick is the Leader of Labour in local government, heading up the Local Government Association (LGA) Labour Group, representing the views of more than 6000 Labour Councillors in Westminster. He is currently Senior Vice Chair of the LGA. He is also a member of Labour's ruling National Executive Committee.

Nick was born and brought up in the North East, graduating from Cambridge University in 1997, Sheffield Hallam University in 1999 and the Open University in 2010. He trained in the NHS and worked as Chief Executive of Involve North East, a regional health charity.



09:40 – 10:05

Stephen Evans

Chief Executive, Learning and Work Institute

Stephen became Chief Executive in 2016 after two years as Deputy Chief Executive, where he was responsible for Learning and Work Institute's research and development work. He joined from Working Links, a leading provider for employment and skills services, where he led on policy, strategy and business development. Prior to this, he worked for the London Development Agency as Director of Employment and Skills, commissioning programmes and leading the work of the London Skills and Employment Board; was Chief Economist at the Social Market Foundation; and spent six years as Senior Policy Advisor in HM Treasury, leading on policy to cut child poverty, increase employment and boost productivity.

Since joining, Stephen has helped develop the organisation's new strategic plan and further extended its reach and impact. At the London Development Agency he introduced a new approach to commissioning programmes that led to more people finding work and improved value for money by more than one third. At the Treasury, he developed a number of policy packages across learning, skills and employment, and led work on the independent Leitch Review of Skills. Across roles, he has published a range of research and policy papers.



10:05-10:30



Josephine Tucker

Head of Policy and Research, Child Poverty Action Group

Josephine Tucker is Head of Policy and Research at Child Poverty Action Group, where she oversees research and policy engagement on changes to the social security system and the operation and impact of universal credit in particular. She is responsible for CPAG's Early Warning System which provides frontline evidence on the impact of changes to benefits from thousands of welfare rights advisers around the country, and has undertaken work to model the effect of cuts to universal credit on child poverty. She will also draw on the experiences of a panel of low-income parents, children and young people who have been working with CPAG this year, and the results of an in-depth ongoing investigation into the impact of universal credit on both families and local authority and voluntary sector staff in Tower Hamlets. Before working at CPAG Josie spent 10 years at an international development think tank focusing on water and sanitation policy.



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11:35-11:55

John Fisher

Chief Executive, Citizens Online

John has been with Citizens Online since its formation in 2000, and with 19 years' experience working on Digital Inclusion is recognised as an expert in his field. He is responsible for business development, growth and governance. He has been a member of more steering groups and task forces than you can throw a stick at, and has also advised several UK Government ministers. He is currently Chairman of the One Digital Consortium and has chaired a number of Awards and Grant panels. Formerly a Director at Swindon Council and an RAF fast jet pilot. A long-suffering Forest Green Rovers supporter and learning the saxophone.



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11:55-12:15

Mayor John Biggs

Tower Hamlets Council

John Biggs was elected as the Executive Mayor of Tower Hamlets in June 2015, and re-elected in May 2018.

John was first elected to Tower Hamlets Council in 1988 and became Leader in 1994, before the Executive Mayor post had been created. In 2000 he was elected as the first Greater London Authority Assembly Member for City and East London, chairing the Assembly Budget and Performance Committee, but stood down in 2016 to concentrate on Tower Hamlets.

In his role as Mayor of Tower Hamlets John is working to improve the openness and transparency of the Council, to increase the availability of affordable housing for residents, to improve access to employment and training opportunities for local people and has a focus on tackling poverty.

Tower Hamlets has the highest rate of child poverty in the country and despite its core funding from government being £148m (64%) less compared with 2010 the Mayor has invested £6.6m into a Tackling Poverty fund which includes support for residents on Universal Credit.



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12:15-12:35

Rebecca Jeffrey

Head of Universal Support – Help to Claim Implementation, Citizens Advice

Rebecca is currently the Improve Lead for Help to Claim where she oversees the evaluation and continuous improvement of the service to ensure it is meeting the needs of clients. Prior to this role, she led the work to design and implement the new service ahead of its launch in April 2019.

Before this, Rebecca had a number of policy research roles focused on welfare benefits at both national and local Citizens Advice. Most recently this included work monitoring the roll-out of Universal Credit, such as the publication Making a Universal Credit Claim.



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13:40-14:00



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Jasmine Basran

Senior Policy Officer, Crisis

Jasmine Basran is a Senior Policy Officer at Crisis, the national charity for homelessness. Jasmine leads on benefits and employment for Crisis, looking at the impact of welfare changes on homelessness and housing affordability. She most recently led the welfare work for Crisis' plan to end homelessness, Everybody In.

Jasmine previously worked in policy for the disability charity Sense on benefits and employment, and has also worked for the consumer association Which? on a range of policy areas including pensions, mortgages, and childcare.

She also has a background in international anti-poverty measures, having studied a MSc in Public Policy and Human Development, specialising in Social Protection, at the United Nations University in the Netherlands.



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14:00-14:20

Emma Revie

CEO, Trussell Trust

Emma Revie is the Chief Executive of the Trussell Trust, a charity that supports a network of over 1,200 food bank centres to provide emergency food to people in crisis, offer additional support and campaign for change. Previously she was Chief Executive at youth charities Ambition and Landmark, and Head of Donor Services at international aid charity Tearfund. She has also run her own freelance consultancy and training business, and is treasurer of The Centre for Youth Impact, a community of organisations working together to progress thinking in youth work.

Emma joined the Trussell Trust in February 2018.



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14:20-14:40

Corin Hammersley

Training, Policy and Welfare Rights Services Manager, Royal Borough of Greenwich and Representative for London, National Association of Welfare Rights Advisers (NARWA)

Corin has worked in welfare rights since 2007 in various organisations including private sector (under legal aid contracts) and in local government, and also as a freelance trainer. In Greenwich Corin manages the Welfare Rights Service and Universal Support services, and has been leading on the boroughs preparations for Universal Credit for the last few years. Corin is a committee member the National Association of Welfare Rights Advisers and for the Local Government Association Social Security Advisers Group.



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14:20-14:40

Angela Corner

Senior Tenancy Support Services Manager, Thirteen

Angela Corner, Senior Tenancy Support Services Manager - Thirteen

Angela has worked within the welfare and money advice arena for 20 years. She started with the Citizens Advice Bureau providing specialist advice around

benefits, debt and housing. She went on to manage large regional contracts providing training to frontline staff across the North East on Welfare and Financial Matters.

Angela has worked for Thirteen Group for 4 years, she is the lead on Universal Credit and is the senior manager of tenancy-related support activities looking after intensive tenancy support, money and welfare advice, Universal Credit support and anti-social behaviour.



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16:00-16:20

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Richard Lister

Head of Income and Financial Inclusion, One Manchester

Richard has worked in social housing since 1983, working across a number of social landlords in the North West and has specialised in income collection and financial inclusion for the last 10 years, leading One Manchester's award winning One Money Team. Before joining One Manchester in 2010, Richard spent a number of years working in Bolton, leading a team which managed Contour Homes housing activities. Prior to that Richard was the housing management lead for a local housing company in Preston, overseeing the multi million pound demolition and regeneration of one of the most deprived areas in the North West, close to Preston City Centre. Richard is particularly interested in finding new, innovative ways of working and driving change which makes a positive impact in organisations and communities.



Thank you for attending our conference.

We hope you found the day interesting and insightful. Speaker presentations will be made available to download on completing the post show survey which will be emailed to you within one week after the event.

We wish you a safe journey home.

Government Events, 90 Long Acre, Covent Garden, London, WC2E 9RZ

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