

Victoria Forms

Personal Budget Support Case Management System

Background

As Universal Credit claimants switch from direct payment of rent to their landlords and from weekly or fortnightly benefit payments to a single monthly payment, it is expected that significant numbers of claimants will struggle to manage their finances.

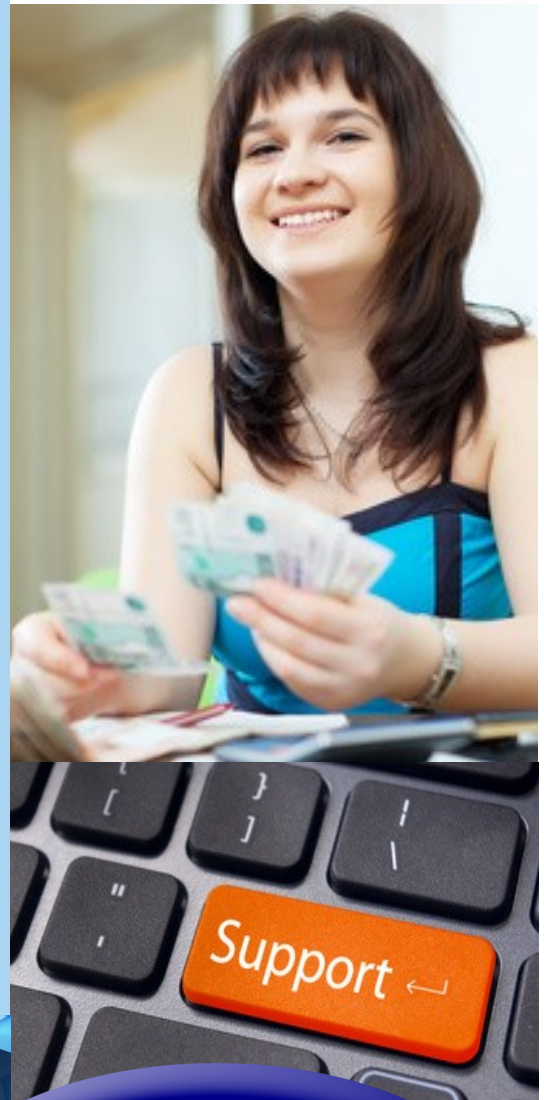
When a claim is made for Universal Credit, an individual can be identified as someone who is likely to experience difficulties with the new type of payment arrangement. These individuals will have their rent paid direct to their landlord. They will also be referred to Local Councils who will be expected to directly or indirectly provide help (Personal Budget Support) to them. The eventual aim is to get these individuals self-organised so that they can be put on to a single monthly Universal Credit payment.

Wigan Metropolitan Borough Council was the second Universal Credit pathfinder, going live in July 2013. In preparation for this, amongst the four North West pathfinders, Wigan Council was selected by the DWP Universal Credit team to develop a system and accompanying processes to deal with Personal Budget Support cases.

As a long standing customer of Victoria Forms, in December 2012 Wigan Council selected us to develop a system which would assist local Councils, manage PBS cases.

The system has been developed, tested, and improved with Wigan over the last 18 months, and is now available to any Local Authority taking on a the role of assisting Universal Credit Claimants.

UC Universal
Credit



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Forms**

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Creating a Case

A case is created after an authorised user logs in. Data is entered and validated in a web-form. The data capture form is based on the specification of the DWP PBS team for data that will be provided to Local Authorities when a UC claimant is referred for help.

Data can be entered by either an authorised member of Council staff or an authorised member of DWP staff (a specific user type has been setup for this purpose)










The next stage will be to automate this case-creation process so that data can be received direct from the DWP, in the same way that data is sent to Local Authorities in the ATLAS project.

[illegible]

Accessing Cases

All the cases within the system are accessed from a single screen – where cases can be searched, sorted, and organised. There is a basic workflow as forms move from categories of “new” through to “ongoing” through to “completed”.

When viewing a single case all the case information is available on one screen. Case details may be edited by an authorised user.

Case ID	Referral Type	Surname, First Name	III Number	Referral(s) Details	Date Created	Last Updated	Delete
1176	Self Referral	tgdfgtgfdg , dtgdfg	JA234567A	TheBridk - MoneyManagement - New 	02-04-2014	02-04-2014	
1176	Self Referral	tgdfgtgfdg , dtgdfg	JA234567A	TheBridk - MoneyManagement - New 	02-04-2014	02-04-2014	
1173	DWP PBS	smith , jhon	NR123123D	TheBridk - MoneyMgmt  UnityCreditUnion - BankAccountSDirectDebitpayments - New  Rooney Referrals - MoneyAdviceCourse - New  WiganCommunityCollege - DebtManagement - New 	01-04-2014	02-04-2014	

Records per page:
Add New - Records: 1-3 of 3 - Pages:








Outcome Completed (0)
Deleted Cases (1)

Managing Providers

The system allows the Council to manage one or more Provider Organisations (which can include support teams within the Council). Their details, along with the courses/services they provide are registered on the system.

Provider Name	Provider Services	Notification Method	Email	Contact Number	Full	Status	Delete / Duplicate
OverseasHealthCareCentre	Money Management Courses and Individual Debt Advice	Email	janetfish@ahcc.org.au	0799515000		Active	
OverseasHealthForum	Individual Debt Advice	Email	peggy@overseasforum.org.au	01942486933		Active	
Overseas	Money Advice Course	Email	lee.ross@overseas.org.au	01942486472		Active	
OverseasReferrals	Money Advice Course and On-Line Tutorials	Email	jane@overseas.org.au			Active	
ReferralsReferrals	Individual Debt Advice	Email	jane@overseas.org.au			Active	
ReferralsUnderTheReferralsOfOverseas		Email	jane@overseas.org.au			Active	
Referrals	Money Mgmt.	Email	sales@referrals.com.au	11		Active	
ReferralsManagement	Money Management	Email	louis@referralslink.org.au			Active	
ReferralsLink	Bank Account & Direct Landlord payments	Email	Duncan.Bayne@referralslink.com.au	01942701708		Active	
ReferralsCAR	Money Money Advice Course Bank Account & Direct Landlord payments Debt Management Money Management Courses and Individual Debt Advice Money Mgmt.	Email	sales@referrals.com.au	0122123113		Active	
ReferralsCommunityCollege	Debt Management	Email	sales@referrals.com.au	800111		Active	

Users with the relevant authority can activate and de-activate the provider organisation user accounts and edit the account details. Each user within the organisation that accesses the system is registered separately, allowing individual restrictions to be placed on access.

Provider Name	<input type="text"/>	
Provider Service	<div>Select Service(s) </div> <div>Add new Service</div>	<div>Selected Services</div> <div></div>
Main Contact Name	<input type="text"/>	
Main Contact Email Address	<input type="text"/>	
Notification Method	<div>--Select-- </div>	
Notification Email	<input type="text"/>	
Address	<div><input type="text"/></div> <div></div>	
Contact Number	<input type="text"/>	
Notes	<div><input type="text"/></div> <div></div>	





Making Referrals

When a PBS case comes in and either a DWP user or Council staff user has input the case into the system, a Council staff member can refer a case onto one or more of the provider organisations, for a specific course or service.

Provider-Service

Details

The organisation is notified of the new case by email, and they can view the case details by logging into the system. They can then decide whether or not to accept the case, and if so, provide details of what they intend to do with the client.

☒ Accept ☐ Decline

Start Date

Delivery Method

Notes

Case Management for Providers

Service Providers can report on the progress of each case – they can add notes as they undertake activities with the client e.g. recording telephone calls, booked appointments, missed appointments, interviews, courses attended, etc. This record is useful for both the Provider and the Council in tracking what is happening with each case.

Referral History						<input type="button" value="Add Referral History"/>
Date Created	Added by User	Event/Action	Date Of Event/Action	Details	Outcome	
05/09/2013	Barry Stevens (Wigan CAB)	Confirmed Interview	05/09/2013	Confirmed date of interview with client by telephone	Completed	
05/09/2013	Barry Stevens (Wigan CAB)	Interview	09/09/2013	Interview 1 with client. Worked on plan for getting finances in order. Client will setup bank account	Completed	

Referral Details		
Delivery Date	Method	Notes
09/09/2013	Face to face	3x interview sessions planned

Provider Outcome Reporting

When a case is completed, a report form is completed by the Provider. The Provider selects an outcome of the case; failed to attend, failed to complete, cancelled, completed or return to LA and completes the relevant sections. This captures the information that has been specified by the DWP PBS team, needed for the outcome report.

Outcome Report of LA Money Advice Provision

Claimant's Name:

NINr:

Local Authority:

Date this form completed:

Questions

Date you received the referral:

Were you able to contact the claimant? ☐ Yes ☐ No

Did the claimant attend their Money Advice session? ☐ Yes ☐ No

Channel of support:

Please provide details:

How many interviews did they have?

Face to face – how many?

Telephone – how many?

Other – how many (give details)?

What type of Money Advice did this claimant get?

1. Understanding the key Universal Credit financial changes ☐ Yes ☐ No

2. How to work out monthly income ☐ Yes ☐ No

3. How to work out monthly outgoings ☐ Yes ☐ No

4. How to complete a budgeting plan ☐ Yes ☐ No

5. How to maintain a budgeting plan ☐ Yes ☐ No

6. How to get a bank account ☐ Yes ☐ No

7. How to set up a direct debit ☐ Yes ☐ No

8. Understanding priority bills ☐ Yes ☐ No

9. How to cut back on non-essentials ☐ Yes ☐ No

10. Where to get more help ☐ Yes ☐ No

Did the claimant pass the Knowledge Check? ☐ Yes ☐ No

Did the claimant complete a Budgeting Action Plan ☐ Yes ☐ No

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Case Outcome Reporting

When a case has been completed, Council staff may enter summary information. This can give a judgement on how likely they believe the client will be at managing their own budget.

All of the data for a case is stored within a database, and can be extracted and put into EXCEL format where it can be analysed in all manner of ways. As the DWP PBS Team formulate their requirements for Councils to provide reports on their PBS services, we will be able to produce these; automatically Outcome reports are also essential for the Council's own auditing of performance.

Client Reporting

When course/service has been completed the customer can be emailed with a link to a reporting form (this form can be filled on a computer or smart-phone).

This allows the customer to report on their experience of the course/service. The survey form also provides an additional comment box.

As an alternative to self-service, this form can be completed by a member of staff, face to face or over the phone.

Ongoing Improvements

As we gain more customers, and gain valuable feedback from live use, there will be a very continual cycle of feedback, improvement, feedback, improvement.

Widening to Money Advice Assistance

Given the substantial gains of having a system to manage PBS cases, the system has now been extended to manage cases of people requiring money advice, but who have not come from via the Universal Credit claim route. The system is therefore be able to manage any type of money advice case.



Key Advantages

- Designed with DWP PBS team – system meeting *their* specification.
- Allows a Council to track all PBS cases in one place. System is capable of handling many thousands of cases. As UC volumes increase, work of Councils in dealing with PBS case, will continue to be manageable. This compares with a manual system (e.g. paper based, or Excel file) which becomes increasingly unmanageable and inefficient as volumes increase.
- Minimises the unnecessary interaction with Providers. i.e. automatic notifications, acceptance/rejection, case updates, outcome reporting, etc.
- All staff and Providers can access appropriate information at one place.
- Will meet all requirements of DWP for reporting/auditing on service provision.
- Extended to assist with general Money Advice provided by Councils.
- All web-based. Can be hosted in the Cloud for ease of setup and maintenance.
- Continual advancement as role of Councils in UC delivery over time.

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