

# Universal Credit in 2018: The Next Steps for Implementation

Taking place at [Etc Venues 1 Drummond Gate, SW1V 2QQ](#) | Thursday 29th March, 2018

## 10.15 Registration & Morning Refreshments

## 11.00 Chair's Introduction

⇒ **Sam Windett**, *Head of Policy and Communications, ERSA*

## 11.05 Morning Session: Moving Towards Full Service Roll-Out

- Universal Credit in 2018: Preparing for the full service roll-out and next steps
  - The impact of Universal Credit so far and emerging issues
  - The Government's plans and timescales for further implementation
  - What have the barriers to successful roll-out been so far, and how can they be overcome?
  - Supporting claimants making the transition to Universal Credit
  - Tackling waiting times for first payments to be made
  - The key role of employment support organisations in supporting claimants from welfare into work
  - Ensuring safeguards within the system
- ⇒ **Deven Ghelani**, *Director, Policy in Practice*
- ⇒ **Paul Howarth**, *Senior Consultant, The Welfare Reform Club*

## 13.15 Networking Lunch

## 14:00 Afternoon Session: Learning From Experience and Preparing for the Future

- Assessing the progress made and the challenges faced by authorities where Universal Credit has been introduced
  - Key lessons learned so far from local authorities, housing associations and other agencies
  - Supporting claimants with IT skills and managing their claims
  - The impact of Universal Credit on employment
  - Success stories of effective partnership working
- ⇒ **Julia Pitt**, *Director of Gateway and Welfare, Croydon Council*
- ⇒ **Paul Garlick**, *Enablement Service Manager, Croydon Council*

## 15.30 Event Close

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