

Universal Credit Full Service - Communications Log				
Event / Activity	Audience	Purpose of activity	Target date or completion date	Status
Email briefing - South Denbighshire go live	Elected members, City, Town & Community Cllrs	Provide an overview of UCFS and postcode start dates	11th October 2017	Completed
Finance Staff Conference	All staff in Finance service	Provide an overview of UC, UC Board roll out dates and impact on DCC services	10th October 2017	Completed
Soft press release via social media & Denbighshire today - South Denbighshire go live	Residents in impacted postcodes areas, primarily South Denbighshire	To alert relevant residents to the support available	12th October 2017	Completed
Leader briefing	Cllr Hugh Evans, Leader of DCC	Provide an overview of UC, UC Board roll out dates and impact on DCC services	16th October 2017	Completed
Management Accountants Team Meeting	All service management accountants	Go through risks / issues for their service area. (UCFS overview already provided at Finance conference)	25th October 2017	Completed
Corporate Safeguarding Board	Nominated safeguarding reps from all DCC services	Provide an overview of UC, UC Board roll out dates and impact on DCC services and residents	8th November 2017	Completed
Economic & Business Development Team Meeting	EBD colleagues	Provide an overview of UC, to understand UC from employer & employee perspective	23rd November 2017	Completed
Homeless Team Session	Homeless Team	To understand the issues and risks specific to this area so that the service can mitigate as far as possible	24th November 2017	Completed
Landlords Forum	Private landlords	Provide an awareness of UC so private landlords have better engagement with their tenants who go onto UC	29th November 2017	Completed
Webpage on DCC website - create	Residents, customer facing staff both DCC and non DCC	Provide essential information and signposting to support our residents and all agencies who support our residents with clear information on UC	Dec-17	Completed
Webpage on DCC website - development & review & promotion of the website	" "	Provide essential information and signposting to support our residents and all agencies who support our residents with clear information on UC. DCC services / teams signposting to the webpage from their own materials, eg letters to parents from Catering dept	Ongoing	Ongoing
Social Media	Residents	Promotion of support mechanisms to help those claiming UC eg website, digital support, CAD	Ongoing	Ongoing
Members Area Groups (MAGs)	All elected members	Provide an overview of UC, UC Board roll out dates, anticipated impact on DCC services & preparation to date	Ruthin 4th Dec 17 / Dee Valley 18th Dec 17 / Denbigh 8th Feb / Elwy 15th Feb, Prestatyn & Meliden 6th March, Rhyl 19th March	Completed
Universal Credit Awareness Sessions	All / any DCC staff	Provide a basic understanding of Universal Credit and the challenges for DCC and customers	24th Jan & 25th Jan 2018	Completed
Lets Talk Money	DCC staff impacted personally by UC	Money advice from Citizens Advice Denbighshire to include UC	Q3 & Q4 of 2017/18	Completed
Dinas Bran & Brynhyfryd Schools Cluster Meeting	Headteachers from those clusters	Raise awareness of UC and the possible impact on families / children and the support available	7th Feb 2018	Completed
Corporate Safeguarding Board	Nominated safeguarding reps from all DCC services	Update to presentation / briefing given on 8th Nov 2017	22nd Feb 2018	Completed
Education & Children's Joint Managers Team meeting	All managers from the Education & Children's Services	Raise awareness of UC and the possible impact on families / children and the support available	26th Feb 2018	Completed
Council Tax Booklet	DCC Residents	Raise awareness of UC and the support available	Mar-18	Completed
Video clips of support mechanisms in place - for use on website, social media etc as needed	" "	To illustrate the support available through Citizens Advice Denbighshire & DCC Libraries	Mar-18	Completed
DWP Service Centre engagement	DWP Service Centre Managers & Staff	Initial meeting with Bangor Service Centre to understand their operations and understand how best to build a good relationship with Service Centre.	13th March 2018	Completed

School Business & Finance Managers Meeting	School Business & Finance Managers	Provide an overview of UC so they can support families in signposting to the support available and also so schools understand impact on some processes eg need to apply free school meals	19th March 2018	Completed
Strategic Planning Team Meeting	Strategic Planning Team	Provide an overview of UC to support SPT's role in corporate and service business planning and performance	22nd March 2018	Completed
DWP Universal Credit Showcase of support event	Frontline staff from DWP, DCC and key partner organisations	To showcase the support available for UC claimants and raise UC awareness	23rd March 2018	Completed
Email briefing - part 2 - Denbighshire Full Service 11th April	Elected members, City, Town & Community Cllrs	Reminder of UCFS and the support available so elected members able to respond to Denbighshire residents	9th April 2018	Completed
Contact Centre Team Meeting	DCC Contact Centre Staff	Provide an overview of UC and overview of support mechanisms for customers	10th April 2018	Completed
Payslips	DCC staff impacted personally by UC	To promote support mechanisms in place for staff including schools	April 2018 payslips	Completed
DCC website - 'spotlight' on UC webpage for 11th April	Residents in Denbighshire	To promote support mechanisms in place for residents	10th April 2018 onwards	Completed
Denbighshire Full Service 11th April - Soft press release via social media	Residents in Denbighshire	To alert relevant residents to the support available	11th April 2018	Completed
Denbighshire Today	DCC staff impacted personally by UC	To promote support mechanisms in place for staff	11th April 2018 (+ additional dates in April)	Completed
Standing agenda item at DCC Tackling Poverty Operational Group	Tackling Poverty Operational Group members - key internal and external partners engaged in tackling poverty	Update on the UC Board, latest UC updates and further develop collaborative working in the context of the wider government welfare reform	Ongoing	Ongoing
Briefing for Lead Member	Lead Member	Additional briefing on UC for Lead Member, to provide latest updates on the following - UC Board, possible impact on DCC services and residents and actions / preparations taken to date	17th April 2018	Completed