

QUESTION BY MEMBER OF THE PUBLIC

Please return your completed question form to Chief Executive's Business Support, Plymouth City Council, Ballard House, West Hoe Road, Plymouth, PL1 3BJ or email ChiefExecutiveBusinessSupportUnit@plymouth.gov.uk

Question to be submitted no later than 5 clear working days before the meeting.

Question submitted by: John Williams

To the Cabinet Member or Chair for: Finance and Economy

To be asked at the next City Council Meeting: 30th January 20, 2023

Question (to be no longer than 50 words):

According to the think tank *Policy in Practice*, the Department for Work and Pensions notifies local authorities when a citizen claims *Universal Credit*. Of course, not all such people are householders, but will the Authority contact *Universal Credit* claimants to encourage relevant citizens to claim Council Tax Reduction? (48 words)

Will you be attending the meeting in person to ask your question?

Yes

Response: (for completion by City Council officers and Cabinet Members / Chairs)

Plymouth City Council staff do adopt a proactive approach to both existing and new claimants for support. In the case of a new claimant, we will ensure their circumstances are understood and then direct them to the relevant channels to give them the advice and support as required. If they are an existing claimant and their circumstances change, as a result of a Universal Credit claim for example, we will be notified by the DWP and work through the revised support entitlement.