

BW 09

Ymchwiliad i Fudd-daliadau yng Nghymru: opsiynau i'w cyflawni'n well

Inquiry into Benefits in Wales: options for better delivery

Ymateb gan: Cyngor Bwrdeistref Sirol Torfaen

Response from: Torfaen County Borough Council

- We support the devolution in a considered way of social security benefits to Wales, to bring benefits administration closer to the people that it serves, mitigating the worst excesses of the current system and having a positive impact on Welsh households
- Any new devolved administrative provision should be closely linked to local authority benefits services
- Applications processes for benefits should be accessible to all claimants, preferably online but not digital by default
- The dignity of individuals should be at the heart of any new devolved system
- Devolved benefits service administration should be easy to contact for claimants and for stakeholders
- The Welsh Government should adopt the same progressive approach to UC flexibilities as is the case in Scotland
- The Welsh Government should not outsource any devolved benefits services to the private sector
- The Welsh Government should maintain the current Council Tax reduction scheme at 100 per cent liability and continue to review and improve the scheme to support low income households within Wales