

The City of Edinburgh Council Early Universal Credit Experience

Services for Communities, Service Support Unit
Rent Service Redesign Project Manager
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Council Tenant UC Position

UC

- Around 64 known tenants

Arrears

- At the start £70,000

APA

- 36 (56%) APAs requested

Managing UC Roll Out

- Tailored training
- UC champions dealing with roll out
- Support tenant through the transition to UC and establish rent payment method
- Central Hub providing PBS and shared role with landlord for council tenants
- Separated workload and system changes
 - provide proof of rent and track UC cases
- Referrals and data matching

New Claims/Housing Costs

- Providing standard rent pro-forma
- Not always receiving notifications of UC
- Limited access to UC service Centre
- Tenants are confused, time consuming
- Housing cost calculation not known
- No housing costs, less UC than expected
- Trial with local job centre to get right information at the start

Alternative Payment Arrangements (APA)

- Forms - missing, not scanned correctly
- Very rare – APA at start of claim
- Post - delays and no response to escalation
- 33 days from application submission to decision
- 9 confirmed in writing, 3 payments received
- Prioritise APA and 20% arrears as standard

Help & Support for Landlords

- Improved communication and data sharing
- Landlord end to end processes of UC Claim and APA process and letters
- Direct line for landlords to UC Housing Team
- UC Service Centre site visit
- Landlord process changes & PAR compliance
- Landlord forum with DWP

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