

# Universal Credit Roll-out: 'Where we are now'

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# Housing Statistics

- Wide Geographic spread
- 13,718 housing stock
- 33% of households in arrears
- Average rent arrear £286
- 63 % of households are HB claimants
- Benchmarking
  - Below average gross rent arrears
  - Average rent charges

May 2015	Total cases	No in arrears	% in arrears	Average net arrear
All HC UC cases	88	74	<b>84%</b>	<b>£965.26</b>
Receiving Universal Credit (main stream)	77	63	<b>81%</b>	<b>£772</b>
Temporary Accom	11	11	<b>100%</b>	<b>£2138</b>

## UC - APA Requests since October 2014 – May 15

Requested	Awarded
68	40

## ‘Where we are now’

- Keeping up to date with changes
- Improved local communication with DWP – The ‘HOF’
- Service Centre communications
- Alternative payment arrangements (APA’s)
- Automation of payments & notifications (expected June 15)
- Verification of housing costs
- DWP - dedicated housing costs team
- Support for vulnerable people
- Personal Budgeting Support
- Assessing the impact – Income, arrears & service
- ‘Smith’ Commission

**IDEAS**

**+ ACTION**

**= CHANGE**



**Any questions?**