

'Full Service': The Highland Experience



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Overview

- ❑ Stakeholders Conference Feedback
- ❑ Facts and figures so far
- ❑ Live vs Full Service – Ups & Downs
- ❑ Challenges
- ❑ Partnership Working
- ❑ Summary, Discussion & Questions



What have you learnt today?



Mind Boggling

REALITY OF UC

UC is not user friendly

UC PROCESS NOT EASY

UC still needs a lot of work

Better insight into UC **Complications of learning UC**







Better appreciation of the impact of UC on vulnerable people

Complicated subject, processes are challenging

Facts and figures so far

Period June – Sep 16	Live Service	Full Service
No of known mainstream tenancies	367	96
Average rent arrear per household	£627	£962
Percentage of cases in arrears	82%	96%
Percentage of APA's received during Sep 16	25%	



Live Service	Full Service	Impact
<ul style="list-style-type: none"> Gateway criteria – limited claimants/Straightforward cases 	<ul style="list-style-type: none"> All working age claimants – replaces six legacy benefits 	
<ul style="list-style-type: none"> Rent verification process UC182 	<ul style="list-style-type: none"> Rent verification process - SRS 	
<ul style="list-style-type: none"> Dedicated escalation path 	<ul style="list-style-type: none"> No dedicated escalation path – claimants must self serve through online journal 	
<ul style="list-style-type: none"> Implicit Consent / Data Sharing 	<ul style="list-style-type: none"> Implicit consent removed – tenant must be present 	
<ul style="list-style-type: none"> Dedicated email address 	<ul style="list-style-type: none"> Dedicated email address 	
<ul style="list-style-type: none"> Claims remain open for up to six months 	<ul style="list-style-type: none"> Claim closes as soon as earnings exceed UC 	

Challenges

- Keeping up to date with the changes!
- Third party notifications of changes in circumstances
- Rent verification
- Tenant engagement with housing
- Resource implications
- Increased rent arrears
- Monitoring claims
- Supporting customers



Partnership Working

- Highland Operational Forum (HOF) - regular meetings
- Joint working between Housing – DWP – Finance – Support Providers
- Social Landlord Projects to upskill tenants
- Ongoing training
- Benefit Cap Cases





Summary



Discussion



Questions