



Scotland Housing Network's Welfare Reform Good Practice Forums

Edinburgh 02/11/2016

Glasgow 03/11/2016

Inverness 10/11/2016

Quick Recap

- Reduction of Benefit Cap
 - £26,000 to £20,000 couples (£13,400 single)
 - Phased in from November
- Rollout of ‘full’ service
 - 2 Job Centres so far
 - 3 more in November, 2 more in March 2017
 - Accelerated rollout July 2017 to September 2018
 - Legacy migration July 2019 to March 2022

APAs and the Benefit Cap

- DWP logic is if household has benefit cap and APA (Managed Payment to Landlord or MPTL)
 - If DWP paying MPTL, argument that tenant cannot apply for DHP, so,
 - DWP will discuss with claimant and if they wish cancel MPTL
 - Will refuse to reinstate MPTL
- But why not pay partial MPTL?

A Partial MPTL example?

- Family with 3 children on JSA renting 3-bed home at £75 per week – on a MPTL
- November 2013: Benefits £332 + Housing costs £75 = £408 (**£23 above benefit cap**).
- If MPTL left in place, family left with £310.
- But why not a reduced MPTL of £53 per week, leaving family to apply for DHP of £22 per week?

‘Full’ service issues

- Landlords being asked several times for rent verification: known issue around email processing and distribution to service centres by DWP.
- ‘Live’ service has landlord forum (held in NW England) – should the full service have something similar?
- Divergence of approach between ‘live’ and full service.

Full Service v. Live Service

Live Service	Full Service
Gateway criteria: handling the more straightforward cases	No gateway criteria: expected to handle claims from what would have been the six legacy benefits
Use implicit consent	No implicit consent – claimant has to be present with adviser
Service Centres have housing teams	Service centres do not have housing teams: all case managers to manage all UC claims, with a specialist within the team
‘Live’ Service centres have escalation route where threat of eviction: email, phone, Partnership Manager	No established escalation route, expectation that claimants online account will self-serve.

Consultations

- Scottish Government consultation on future of Social Security closed on 28/10/2016
- DWP consultation on exceptions to the [two-child limit rule](#) closes November 27th.
- DWP/DOH consultation on the [Work Capability Assessment](#) closes February 17th
- Consultation on LHA and supported housing still not published at time of writing.

And finally...

- Secretary of State for Work and Pensions appearing before Social Security Committee, Thursday November 3rd.
- SFHA new website up and running – check out the social security pages, including
 - [Summary of links](#) to DWP guidance
- Joint Scottish Women’s Aid, HSEU and SFHA event on [Supported Housing and the Benefits System](#) - November 21st.



Thank you

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