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# Universal Credit Roll-out in the Western Isles

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A Registered Society under the Co-operative and Community Benefit Societies Act 2014 : 2644R(S)

Registered Property Factor:PF000183



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# The Western Isles

- Housing Stock covers the Butt to Barra
- Approx 2,200 HHP tenants
- Approx 43% of HHP tenants on Housing Benefit
- Current arrears at less than 2%
- 4% of tenants have no bank account, 11% have only a basic account.
- 3% require assistance reading & writing.
- 65% have access to the internet.





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## Universal Credit (DWP stats)

- Go Live - Monday 11<sup>th</sup> May 2015
- One case in the first week
- 55 Universal Credit cases as at 4 September
- No information available on Housing Costs



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## Universal Credit at HHP

- Only a handful of confirmed cases
- Two claim letters (UC179) received to date
- One letter requesting verification (UC182)
- All cases are Isle of Lewis. None in the Southern Isles.



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# Alternative Payment Arrangements

- Two APAs requested in August 2015
- One awarded in part
- One outcome awaited



## HHP Examples

### Example One

- In credit of £22.55 before claim
- Arrear of £382.39
- No payments received to date

### Example Three

- Current arrears of £909
- Awarded a partial APA
- No information on claim date or when APA will be paid

### Example Two

- Arrear of £168 before claim
- Arrear now of £457.21
- Has paid by Standing Order one month rent

### Example Four

- Current arrears of £756
- Contacted on 27/8/15 asking for verification
- No information on claim date or when APA response



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## Local Meetings

- Meetings arranged between DWP, Housing Benefit and HHP:
  - 14 May, 11 June & 9 July 2015
  - Attended by HHP Housing Manager, Housing Officers, DWP Work Services Manager and Housing Benefit staff.
- Meetings purpose - to agree the local process for claims
- Additional meetings required to agree data sharing protocols



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## IT Issues

- No improvements to system by IT provider
- Bespoke changes to be devised by HHP staff
- The challenges:
  - *Where do we record Universal Credit information ?*
  - *How do we differentiate between UC arrears and others*
  - *What information will be expected to report?*





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# Any questions?

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