

Wheatley Group – How We Are Managing Welfare Reform

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Wheatley Group

/ Scotland's largest housing, care and property management group

/ Comprises four RSLs, a care organisation and two commercial subsidiaries

/ Spans 12 local authorities across Central Scotland, providing homes and services to over 100,000 customers

/ Firmly rooted in our local communities but use our scale to contribute to national outcomes in our sectors.



The Wheatley family

GHA – 41,500 affordable homes in Glasgow

Cube Housing – 3300 social homes across the West of Scotland

Loretto Housing – 1000 affordable homes in the central belt

West Lothian Housing Partnership – almost 400 affordable homes

Loretto Care – supporting over 1000 care clients and service users

YourPlace Property Management – over 25,000 customers

Lowther Homes – almost 500 mid and full-market apartments

Dunedin Canmore - With almost 5,300 homes for social and MMR in east & central Scotland

Impact of Welfare Reform on Wheatley



20,000

Number of tenants who will eventually be on Universal Credit

6000

Bedroom tax tenants

350

Tenants affected by the household cap at £20K

160

Tenants on UC by end October 2015

9,500

Number of customers in arrears, down from £23K in 2010.

27%

GHA Households in employment.

How We Prepared



- Our operating model
 - Small patches
 - Generic, empowered housing officers.
 - Range of wrap around services.
 - Transactional services managed centrally (Hub/ GDRT)
- Customer Insight
- Housing Options
- Links & Partnership Working

Support For Customers

- Universal Credit Champions in every office
- Range of Advice services
 - Welfare benefit advisors, fuel advisors, My Great Start, Epic 360
- Employability support
- Digital support
- Tenancy Support Services



- Service centre staff helpful but inconsistent
- Notifications of customers moving to UC not happening
- We are receiving APA payments but reference numbers an issue
- Learning as we go
 - 2 HB payments
 - Challenge customers moving to UC
 - 7 day waiting period



- Bank Account Launched
- Trusted Partner Status
- Digital tools for customers
- Tackling pay day lenders



