

Preparing for Universal Credit in North Ayrshire

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PRESENTATION OUTLINE

- North Ayrshire Profile
- Timetable and Expected Numbers
- North Ayrshire Corporate Response
- Delivery Partnership Agreement – Customer Journey in North Ayrshire
- Housing Services Preparations
- Challenges



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NORTH AYRSHIRE PROFILE

- 12,841 Council Tenants
- 8,507 on Housing Benefit
- £13m Housing Benefit (working age tenants)
- 17.9% income deprivation in North Ayrshire compared to 13.4% in Scotland
- North Ayrshire is amongst the 5% most deprived areas in Scotland



ROLL OUT

- Go Live Date - 27th April 2015
- Working age single people making a new claim for Jobseekers' Allowance
- Long list of knock out factors
- DWP estimate 2,497 single people will claim UC from 27 April – 31 March 2016
- DWP estimate 10-15% will have housing costs

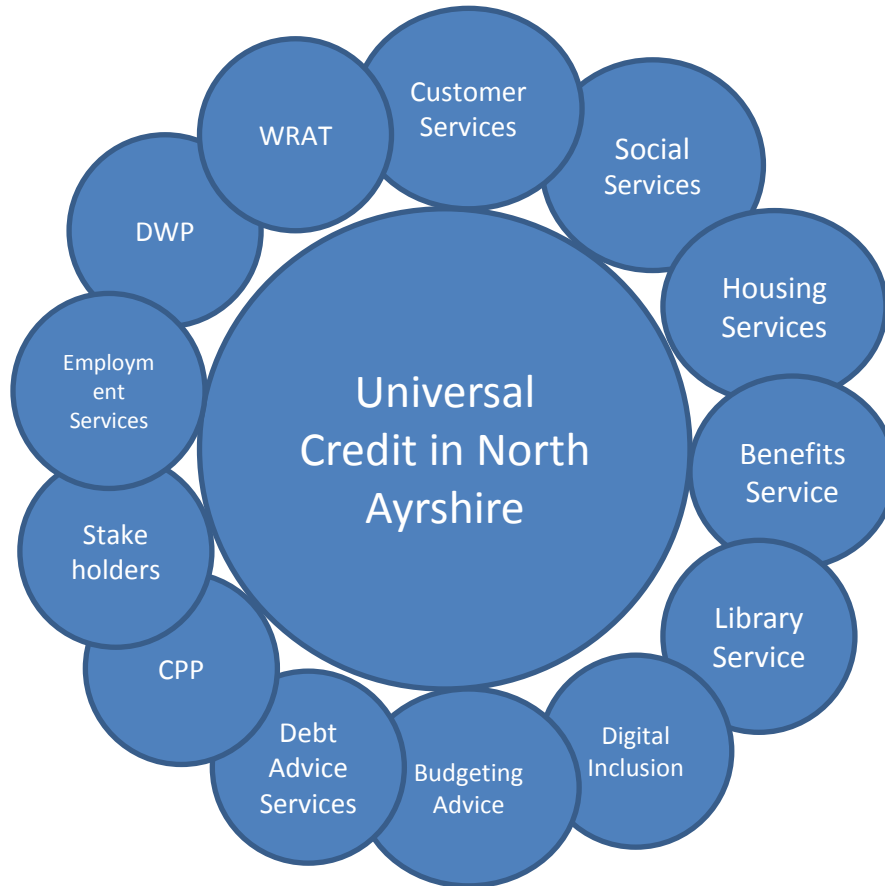




CORPORATE RESPONSE

- - Welfare Reform Corporate Working Group established 2012
 - Sub group now established and action plan developed for delivery of UC – DWP represented on group
 - Digital Agenda
 - Budgeting Advice
 - Employability Initiatives
 - Communication
 - Support and Training for staff
 - Delivery Partnership Agreement (DPA)





DELIVERY PARTNERSHIP AGREEMENT

- Universal Support - DWP will fund local support for claimants with complex needs who will need extra help when making the transition to UC
- Delivered locally in partnership with local authority, DWP and other partners
- Partnerships developed to provide claimants with:
 - Digital Access and Support
 - Budgeting Support
- Funding available
 - Set Up Costs
 - Co-ordinator post
 - Provision of digital and budgeting support costs (volumes)
- Customer Journey Agreed with RSLs and Third Sector
- Council still to sign agreement



STAFF TRAINING

- - DWP delivered a train the trainer programme to all Social Landlords in North Ayrshire on 13th February
 - DWP Training and Workshops to key staff March
 - UC update for private landlords at Landlord Forum 19th March 2015
 - DWP training to third sector/voluntary groups still to be arranged
 - DWP Local Resource Centre
 - Social Landlord Support Pack





COMMUNICATION

- - Information Leaflet in Annual Council Tax Billing and Rent Increase Notification
 - UC Leaflet for Single People
 - Digital Access Leaflet
 - Website Updated (interactive Tools)
 - Plasma Screens
 - Article in March Edition of Tenants Newsletter
 - Information on Facebook and Twitter
 - Tenant Groups
 - WRAT Team - Visits to all single tenants





HOUSING SERVICES PREPARATION

- - Welfare Reform Advice Team (WRAT)
 - Tenant Profiling Exercise - Survey and Matrix to identify vulnerable tenants
 - Mandate for Information Sharing
 - Credit Union Partnership
 - New Rent Summary and Statements/Statements online
 - Direct Debit Available on any day of the week





HOUSING SERVICES PREPARATION

- Sign-Up Process reviewed
- Early Identification and tracking of UC Cases on IT systems
- Northgate Features - Expected Payment Dates, Text Messaging
- Management of UC accounts
- Review of escalation policy and letters





HOUSING SERVICES PREPARATION

- - Alternative Payment Arrangements Guidance
 - Guidance for staff – DWP Resource Centre, on line toolkits, FAQs
 - Review of rent free weeks
 - Consider impacts of UC on temp accommodation
 - On going liaison with DWP
 - Partnership Working – Citrus Energy, CEIS, Job Centres, Employment Hub
 - Regular articles in Tenants Newsletter/Housing Facebook/Twitter





CHALLENGES



- Delivery Partnership Agreement
- Alternative Payment Arrangements
- DWP local staff v Delivery centres
- Discretionary Housing Payments (Scotland)
- Data Sharing
- Timescales





Questions?



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