

Welfare Reform Forum

West Event (Glasgow)

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Topics for today

- Universal Credit roll-out in West Dunbartonshire (WDC)
- Universal Credit roll-out in North Lanarkshire (NLC)
- Universal Credit (DWP)
- SHBVN Updates (SHBVN)
- SFHA Updates (SFHA)
- Open forum



Updates – Priorities for Landlords

- Rental income risks (sanctions, split administration etc.)
- Managing arrears processes
- Customer profiling
- Managing communication flow with tenants and customers (not all affected at this stage)
- Different welfare systems under UC roll-out
- Roll-out of staff training (DWP and resourcing of this)



Updates – Priorities for Landlords

- Delivery Partnership Agreements & Universal Support Delivered Locally (resourcing support)
- Communication & data sharing with DWP
- Change management within organisations
- Staff re-structures (specialist/generic)
- IT and system changes
- Learning what works & sharing



Other Updates

- DWP commissioned work (Ipsos MORI) on supported accommodation landscape (also Scotland) – large scale survey
- Housing Benefit Reform Stakeholder Advisory Group (SG, Cosla etc.)



Updates – WR Library



The screenshot shows a web browser window with the URL <http://www.welfarereformscotland.co.uk/>. The page title is "Housing & Welfare Reform Scotland" and features a search bar with the placeholder text "Enter Search Keywords Here...". A navigation menu on the left includes links for Home, What's New?, Universal Credit, Housing Benefit Reforms, Underoccupancy Charge, Direct Payments, Local Housing Allowance, Discretionary Housing Payment, Benefits Cap, and Digital Inclusion. The main content area displays a featured article titled "Welfare Reform Toolkits" with the text: "SFHA has produced a number of toolkits, some of which are free to all landlords." A 3D bar chart with blue and red bars is positioned to the right of the text. A "Click here for more information" link is located below the text. The browser's address bar and tabs are visible at the top.

Housing & Welfare Reform Scotland

Welcome to the information portal dedicated to providing information on housing and welfare reform in Scotland and aimed at social landlords

Enter Search Keywords Here...

- Home
- What's New?
- Universal Credit
- Housing Benefit Reforms
- Underoccupancy Charge
- Direct Payments
- Local Housing Allowance
- Discretionary Housing Payment
- Benefits Cap
- Digital Inclusion

Welfare Reform Toolkits

SFHA has produced a number of toolkits, some of which are free to all landlords.

[Click here for more information](#)

