

Income Focus Group

26th April 2019

Minutes of Meeting

Present:

Simon Putt (SP),
Members –Beryl Chapman (BC), Keith Ducker (KD), Chris McPhillips(CM), Terry Sweeney (TS), Jean Grindall (JG), Elaine Ridge (ER)

Action

1 Welcome

SP Welcomed all to the meeting.

2 Apologies

Yvette Raimo (YR) & Jenny Oliver (JO),

3 Notes of Last Meeting

The minutes of the last meeting were agreed as a true record.

Matters Arising

No matters arising, not covered on the agenda,

4 Income Management Performance Update

SP Discussed with members current KPI figures in respect of the February 2019 figures compared to the 2018/19 targets, as follows:

	Target 2018/19	28/02/19
Current Arrears	£577k	£624k
KP4 – Collection Rate	99.70%	99.20% YTD
KP5 – Current levels of arrears	1.77%	1.94%
Current number of tenants in arrears	N/A	1708
% of arrears over 7 weeks	N/A	4.56%
Former tenants arrears	£440K	£419K
CAB take up %	25%	47%
Number of evictions – due to arrears	0	23 YTD

5 Housing Benefit Fraud

SP No further information at this time.

6 Welfare reform update

Universal Credit

SP gave an update on UC and how it was impacting on our current arrears and that whilst we have mitigated the impact up until recently, we are now seeing an increase every month.

SP gave further update on UC, in terms of the expected migration of the existing benefit cases onto UC, which has further been delayed, and now the pilot is commencing July19, which is aiming at 10000 cases and depending on the outcome of the pilot the final migration process will

commence in January 2020 ending in December 2023.

SP also advised of other changes that were proposed, which included: Extending the advance payments repayment period, which will be extended from 12- a6 months w.e.f October 2021. Also the Maximum third party debt deduction will be reduced from 40% to 30% of the standard allowance, w.e.f October 2019.

There was also a very good discussion about other impacts of the UC, with discussions concerning the increase use of foodbanks, and the potential link to homelessness and rough sleeping.

Pay to Stay

SP advised nothing new to report on this however that again arrears collection in this area was very good, with the arrears representing circa 2.04% of the total arrears.

Capping

SP advised that despite the new capping regime, that the arrears had stayed very low as the numbers of residents impacted upon was very low. The arrears were just 1.01% of the total arrears.

Local Housing Allowance cap

No further update at this time, further update to be provided as more information becomes available.

CAB Update

SP provided update to the group, as follows as at the end of February 2019:

47% attended

28% failed to attend

15% Changed their mind

8% No contact

Outcomes

12% arrears cleared in full

74% made arrangements

14% Needed further action

1% tenancies terminated.

7 Any Other Business

KD raised the issues of promotion of the monthly prize draw for arrears free accounts, and SP agreed that he would arrange for further promotion in INSIGHT.

SP

There was a discussion around which member of the Focus Group would report back to the new Resident Officers Group, and after some lengthy discussion SP suggested that he provide a summary of the key points discussed at the Focus Group meeting, which would be produced at the same time as the minutes, and these would be sent to ER as the secretary of the Residents and Officers Group.

SP

8 Date of next meeting

The next meeting is due to take place on Friday 23rd August at 10:00am in Committee Room 2, Civic Centre.