

## Income Focus Group

30<sup>th</sup> July 2019

### Notes of Meeting

Present:

Simon Putt (SP),  
Member Keith Ducker (KD) Elaine Ridge (ER)

Action

#### 1 Welcome

SP Welcomed all to the meeting.

#### 2 Apologies

Beryl Chapman (BC), Yvette Raimo(YR) Jenny Oliver (JO), Chris McPhillips(CM)) Terry Sweeney (TS) Jean Grindall ( JG)

#### 3 Notes of Last Meeting

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

#### Matters Arising

SP confirmed that the monthly prize draws had been promoted in Insight.

#### 4 Income Management Performance Update

SP Discussed with members current KPI figures in respect of the Financial year end for 2018/19 and also the figures up to the end May 2019 compared to the targets, as follows :

	Target 2018/19	31/03/19
Current Arrears	£577k	£612k
KP4 – Collection Rate	99.70%	99.33% YTD
KP5 – Current levels of arrears	1.77%	1.91%
Current number of tenants in arrears	N/A	1801
% of arrears over 7 weeks	N/A	4.48%
Former tenants arrears	£440K	£414K
CAB take up %	25%	47.8%
Number of evictions – due to arrears	0	30 YTD
	Targets 2019/20	31/05/19
Current Arrears	N/A	£639k
KP4 – Collection Rate	98.60%	98.62% YTD
KP5 – Current levels of arrears	2.60%	1.96%
Current number of tenants in arrears	N/A	1717
% of arrears over 7 weeks	N/A	4.86%
Former tenants arrears	£440K	£429k
CAB take up %	25%	31.3%
Number of evictions – due to arrears	0	9 YTD

The figures prompted a very useful discussion on the arrears performance and the group were very pleased with the teams arrears performance, particularly in view of the problems with UC and the delays in receiving payments etc

## 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 n our current arrears and that whilst we have mitigated the impact up until recently , we are now seeing an increase every month. SP advised the number of UC claimants had now reached almost 900, and that 62% of claimants were in arrears. The total UC arrears now represented 53% of the total current arrears. A useful discussion took place concerning the impact that UC was having on the arrears, and the issues caused by delays to making the first payments, the problems with the housing element box being ticked on the application form.

### 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 2.09% 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 1.48% of the total arrears.

## 7 Local Housing Allowance cap

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

## 8 CAB Update

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

48% attended

27%failed to attend

15%Changed their mind

8% No contact

### Outcomes

11% arrears cleared in full

76% made arrangements

13%Needed further action

0% tenancies terminated.

The take up, and in particular the outcomes prompted very good discussion and the group were extremely pleased with the outcomes, in particular the percentage paid in full and the high level of arrangements that were made and being kept.

## 9 Any Other Business

No any other business this time.

### Date of next meeting

The next meeting will take place on Friday 22<sup>nd</sup> November 2019 at 10:00am in the Civic centre room to be advised on the display Board