

## Income Focus Group

22<sup>nd</sup> November 2019

### Notes of Meeting

Present:

Simon Putt (SP), Jenny Oliver (JO), Chris McPhillips(CM Keith Ducker (KD)) Elaine Ridge (ER)

Action

#### 1 Welcome

SP Welcomed all to the meeting.

#### 2 Apologies

Beryl Chapman (BC), Yvette Raimo(YR)) 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

None.

#### 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 October 2019 compared to the targets, as follows :

	Targets 2019/20	31/10/19
Current Arrears	N/A	£670k
KP4 – Collection Rate	98.60%	99.42% YTD
KP5 – Current levels of arrears	2.60%	2.05%
Current number of tenants in arrears	N/A	1667
% of arrears over 7 weeks	N/A	4.58%
Former tenants arrears	£440K	£409k
CAB take up %	25%	48%
Number of evictions – due to arrears	0	20 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

#### Housing Benefit Fraud

SP No further information at this time.

#### Welfare reform update

#### Universal Credit

5 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.

6 SP advised the number of UC claimants had now reached almost 921, and that 59% of claimants were in arrears. The total UC arrears now represented 52.5% 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.

SP also gave an update on a new very helpful initiative the Income Team were involved in which was promoting the new Complex need Champions that are being launched by the DWP, and the team would be promoting this service. In addition the Officers are going over to meet the DWP staff involved in this initiative to improve working relations etc, and then the team from DWP will come over to the Civic

### **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 1.88% 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 1.79% of the total arrears.

### **Local Housing Allowance cap**

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

### **7 CAB Update**

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

48% attended  
25% failed to attend  
8 15% Changed their mind  
8% No contact  
4% W.I.P

### **Outcomes**

8% arrears cleared in full  
75% made arrangements  
17% 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.

### **Any Other Business**

No any other business this time.

9

### **Date of next meeting**

The next meeting will take place on Friday 21<sup>st</sup> February 2020 at 10:00am in the Civic centre room to be advised on the display Board