

Income Focus Group

21st February 2020

Notes of Meeting

Present:

Simon Putt (SP), Jeni Oliver (JO), Chris McPhillips(CM) Terry Sweeney (TS) Beryl Chapman (BC),

Action

1 **Welcome** SP Welcomed all to the meeting.

2 **Apologies**

Yvette Raimo (YR) Jean Grindall (JG) Keith Ducker (KD)) Elaine Ridge (ER)

3 **Notes of Last Meeting**

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

4 **Matters Arising**

None.

5 **Income Management Performance Update**

SP Discussed with members current KPI figures in respect of the Financial year end for 2019/20 and also the figures up to the end December 2019 compared to the targets, as follows :

	Targets 2019/20	31/12/19
Current Arrears	N/A	£733k
KP4 – Collection Rate	98.60%	99.17% YTD
KP5 – Current levels of arrears	2.60%	2.24%
Current number of tenants in arrears	N/A	1757
% of arrears over 7 weeks	N/A	5.04%
Former tenants arrears	£440K	£420k
CAB take up %	25%	37.5%
Number of evictions – due to arrears	0	30 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

6 **Housing Benefit Fraud**

SP No further information at this time.

7 **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 963, and that 59% of claimants were in arrears. The total UC arrears now represented 51% 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.

8 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 1.83% of the total arrears.

9 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 1.11% of the total arrears.

10 Local Housing Allowance cap

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

11 CAB Update

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

45% attended

23% failed to attend

14% Changed their mind

8% No contact

10% W.I.P

Outcomes

7% arrears cleared in full

77% made arrangements

16% 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.

12 Any Other Business

CM raised a query concerning access to a utility cupboard for her neighbour, and SP took the details and advised he would get the caretakers to call her to discuss in more detail.

BC raised a query concerning the changes to the TV licence fees, in that the over 75's no longer receive free TV licence, and she enquired how this would impact on the over 75's in the sheltered schemes.

SP advised that he would refer the matter to Stuart Long and that he would ask him to publicize once the outcome was known.

TS asked on the progress of the Complex Needs Champions, SP to get update for next meeting

Date of next meeting

The next meeting will take place on Friday 22nd May 2020 at 10:00am in the Civic centre room to be advised on the display Board