

Community Housing Cymru

Joint Welfare & Housing Management SDG

How we measure and report on rent arrears and related metrics

1. Task & Finish Group
2. Breakout discussion

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Measuring & reporting: context

- Workplan priority for both the Welfare and Housing Management SDGs
- WG increasingly interested in data collection and monitoring
- CHC have previously run surveys to produce benchmarking of key metrics
- Some challenges identified in establishing comparable data, e.g. interpretation of key terms; varying monitoring cycles; different measurement tools

1. Task & Finish Group: Data Alignment

Why?

- Reliable, benchmark-friendly data will give confidence and weight to our work
- Allows better comparison of best practice, regional differences etc
- Transparency around definitions (e.g. evictions, ACEs)
- Tells the story and provides evidence for future influencing work

Expressions of interest

- Details and EOI invite will be circulated after this meeting
- Time commitment = at least two meetings, plus some work outside of this
- Welcome EOIs from across the HA sector (not just these two SDGs)
- EOIs and queries to be directed to Sarah-Scotcher@chcymru.org.uk

Proposed scope

- Discrete piece of work
- Outputs = recommendations on:
 1. What HAs should be measuring in order to -
 - a. ensure a clear view of income collection in a post-UC world
 - b. provide a reliable & robust picture at different levels
 2. How HAs can standardise the collection of relevant housing management data
 3. How to ensure a meaningful approach which involves others as necessary

Questions the T&F Group might consider

- What is measured, collected, defined and/or interpreted the same way across the sector? What isn't? Which of these can we address?
- Are we measuring the wrong things? What should we be measuring?
- What are our reasons for measuring the things we measure?
- How are we capturing customer journeys?

Proposed timeframes

Late Nov/early Dec 2020	T&F Meeting 1
Jan 2021	Updates at SDG meetings
Late Jan 2021	T&F Meeting 2
Late Feb/early Mar 2021	Proposals/recommendations
Later	Wider discussion & testing with sector (e.g. finance, regulation/governance, data)

2. Breakouts

Feedback 3 key points

Breakout groups to consider

- What should we measure to get a clear view of income collection in a post-UC world? How does this compare to what you currently collect/report?
 - Organisational impact (arrears, collection, bad debt)
 - Individual/tenant impact
 - Specific UC/welfare reform impact
- What forward-looking measures do you have in place, and how do you use these in practice?
- How can we balance quantitative and qualitative data to provide useful feedback to DWP and information for CHC to use for lobbying purposes?
- How do you capture and collate individual stories or qualitative information?