

Universal Credit – Lessons Learned So Far...

An update on the progress of UC Full Service focussing on housing costs for social housing tenants.

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What I will cover today....

1. The nature of the challenge
2. Our experience so far
3. New developments
4. How can we best work together to support your tenants/our claimants?

1. What's the challenge for Social Landlords and DWP?

UC aims to be transformational and nowhere is this more pronounced than in the treatment of social housing costs.....

...not re-building Housing Benefit...

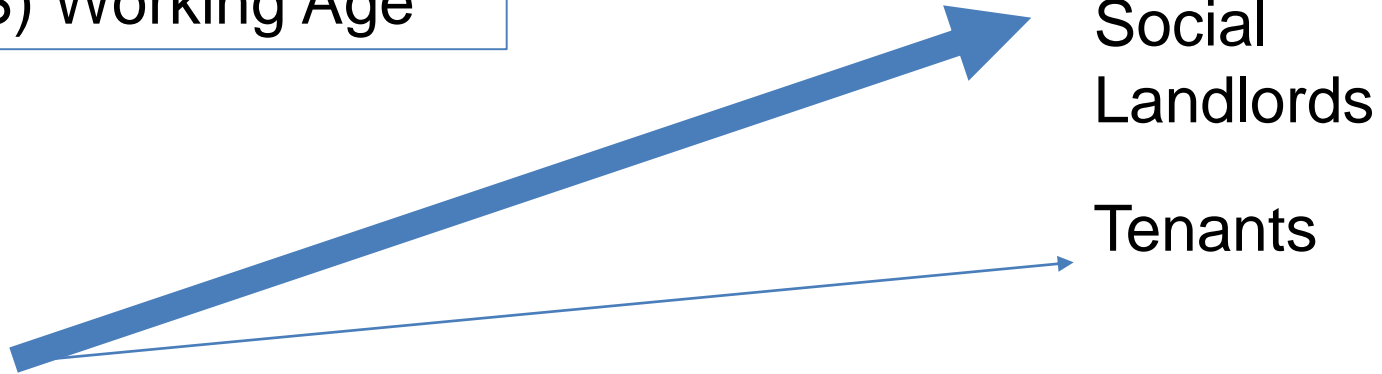
1. Who we pay the money to.
2. The assessment and payment cycle.

Why?

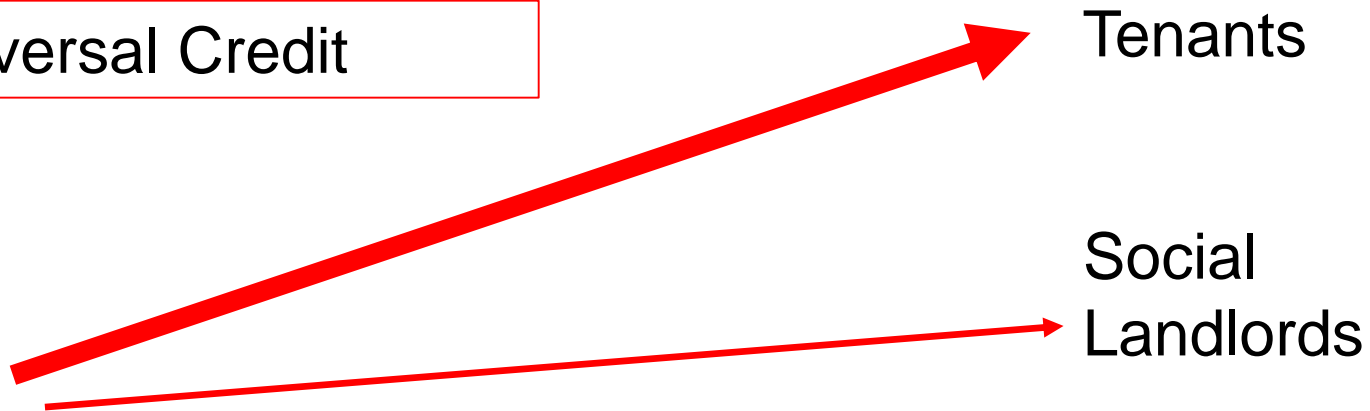
To create a welfare system that replicates the world of work, encouraging people to take greater responsibility for their finances so that they are ready and prepared for the move into work.

Who We Pay the Money to...

Housing Benefit
(SRS) Working Age



Universal Credit



The Assessment and Payment Cycle

Housing Benefit

Universal Credit

Weekly Entitlement

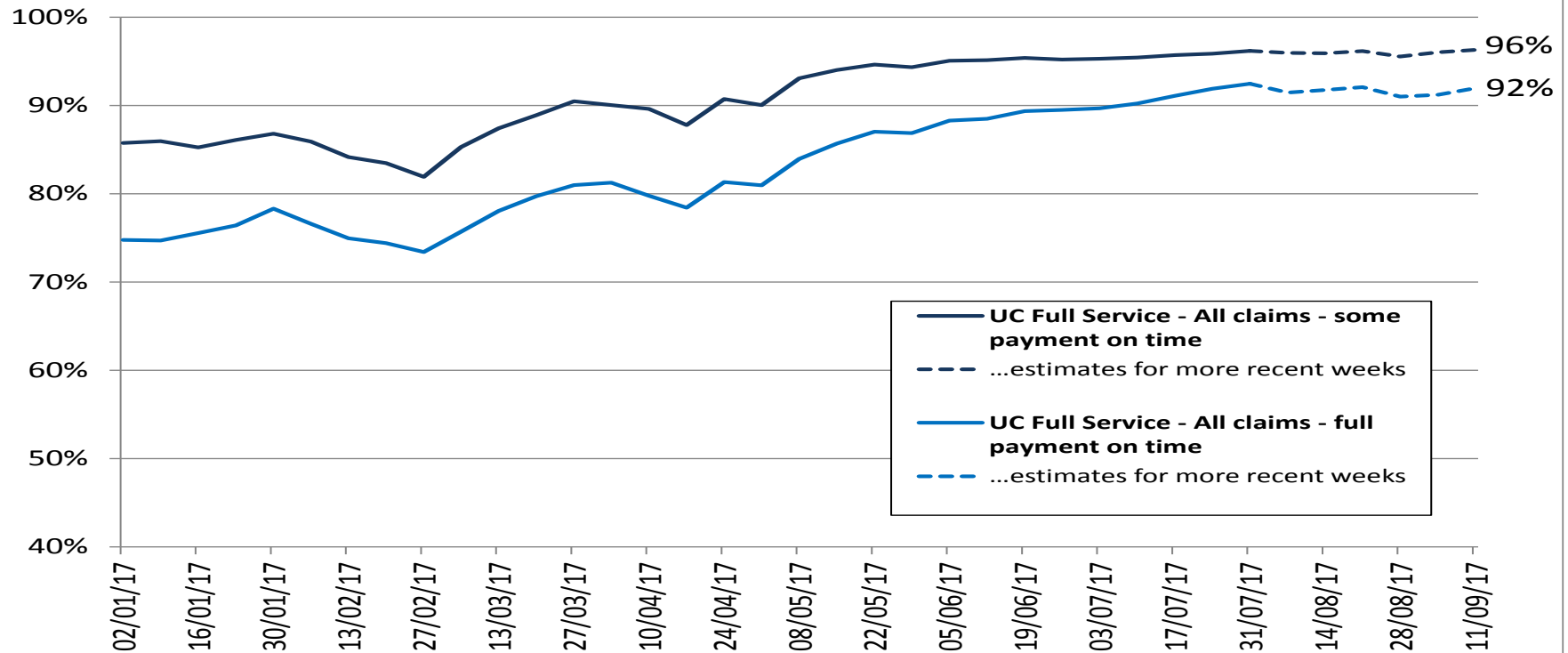
Monthly Entitlement

Different Payment Cycles

Monthly Payment
- first payment 35-45 days

2. Our experience so far

Proportion of claims to UC paid on time (payments due in week specified)



The measures:

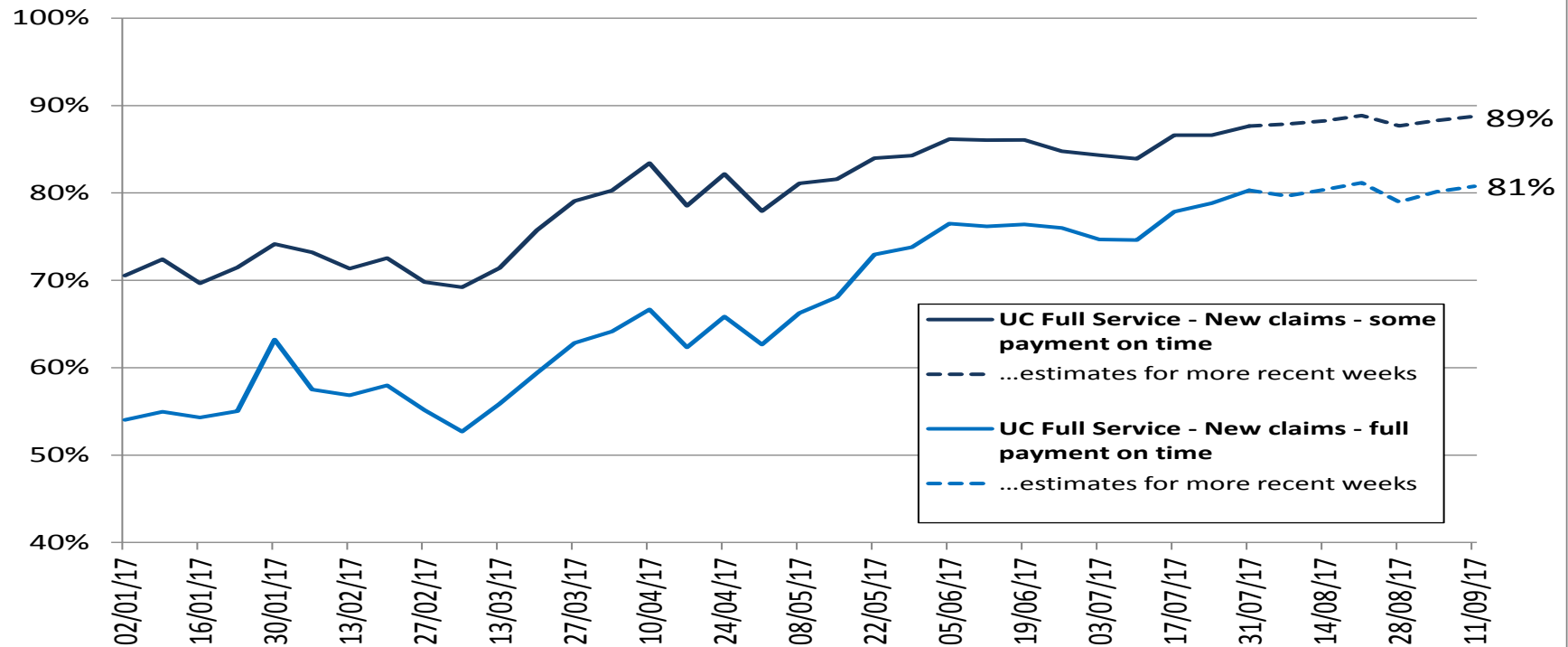
Claims are marked as 'some payment on time' if they receive a payment by the due date. This may not represent the claimant's full entitlement e.g. because some verification processes are yet to be completed, or because a claim is amended.

Claims are marked as 'full payment on time' if they receive a payment by the due date, and receive no further payments after the due date.

Source: DWP administrative data.

2. Our experience so far

Proportion of new claims to UC paid on time



The measures:

Claims are marked as 'some payment on time' if they receive a payment by the due date. This may not represent the claimant's full entitlement e.g. because some verification processes are yet to be completed, or because a claim is amended.

Claims are marked as 'full payment on time' if they receive a payment by the due date, and receive no further payments after the due date.

Source: DWP administrative data.

2. Our experience so far

- Within housing costs biggest challenge has been **verification of SRS housing costs in the first Assessment Period**. Number of issues which we believe we have now resolved:
 - Fundamental issue of how few claimants know their housing costs – indeed a prior issue that some did not realise they had housing costs....
 - Mis-match around 80+ %. Now have a feature to allow claimants to accept their landlords data.
 - Improved our processes so that the email is sent out ASAP; added a lookup feature to find landlord and email address.
 - Verification has improved substantially – latest internal figures for claimants declaring in May June July well into 70%s. Further improvements should raise this higher but still a clunky and inefficient process.
 - Strategic solution is the Landlord Portal.
- Looking at better solution for Alternative Payment Arrangement Payments.
- We are also looking to get a better understanding of the impact of UC on arrears.

3. New developments

Landlord Portal

Initial release allows social landlords to supply the required information to verify a UC claimant's housing costs. They may also request an Alternative Payment Arrangement (APA) and/or recovery of arrears.

Trusted Partner

- Key element in preventing arrears – who better than landlords to identify risk?
- Proposition: TP landlords get to put Alternative Payment Arrangements in place. In return, the expectation is that TP landlords will engage with tenants to identify those who need help with managing their rent and refer them to support where appropriate. Ultimately the aim is to get tenants off APAs and able to manage themselves.

Rollout

- Portal and Trusted Partner in tandem
- Largest landlords in “going-live” areas first
- Supported by UC Account Managers.

4. How can we best work together to support your tenants/our claimants?

EMBRACE THE LANDLORD PORTAL WHEN YOUR TURN COMES – LET US KNOW WHAT ELSE YOU WOULD LIKE TO SEE ADDED

FULLY ENGAGE IN THE TRUSTED PARTNER ROLE – SHARE LESSONS LEARNED AND BEST PRACTICE

EDUCATE AND SUPPORT TENANTS IN PARTNERSHIP WITH US – FOR EXAMPLE WE ARE WORKING WITH HOUSING FEDERATIONS INCLUDING CHC TO DEVELOP A PRODUCT TO SUPPORT LANDLORDS AS TENANTS MOVE ONTO UC.

