Income Focus Group
4th August 2017

Notes of Meeting

Present:
Simon Putt (SP),
Members – Resident (BC), Resident (YR), Resident (TS), Resident (KD)

1 **Welcome**

SP Welcomed all to the meeting.

2 **Apologies**

Apologies were received from one resident.

3 **Notes of Last Meeting**

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

**Matters Arising**

SP advised the group that there were no further updates in respect of the LHA.
SP and the Group discussed the fact that Alf Cottee hadn’t attended a meeting for over a year due to ill health, and therefore it was agreed that he would no longer be part of the group. SP to speak to SR to see if a suitable replacement could be found for the Group.

4 **Income Management Performance Update**

SP Discussed with members current KPI figures in respect of the final performance figures for March 2017 (2016/17) and also as at the end of June 2017 (2017/18)

<table>
<thead>
<tr>
<th></th>
<th>Target 2015/16</th>
<th>Year End 2015/16</th>
<th>Target 31st March 2017</th>
<th>YTD 2016/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Arrears</td>
<td>n/a</td>
<td>£450k</td>
<td>£552k</td>
<td>£438k</td>
</tr>
<tr>
<td>KP4 – Collection Rate</td>
<td>99.70%</td>
<td>99.23%</td>
<td>99.70%</td>
<td>99.98%</td>
</tr>
<tr>
<td>KP5 – Current levels of arrears</td>
<td>1.77%</td>
<td>1.37%</td>
<td>1.70%</td>
<td>1.35%</td>
</tr>
<tr>
<td>Current number of tenants in arrears</td>
<td>n/a</td>
<td>1589</td>
<td>n/a</td>
<td>1730</td>
</tr>
<tr>
<td>% of arrears over 7 weeks</td>
<td>n/a</td>
<td>2.73%</td>
<td>n/a</td>
<td>2.79%</td>
</tr>
<tr>
<td>Former tenants arrears</td>
<td>400k</td>
<td>397k</td>
<td>440k</td>
<td>397k</td>
</tr>
<tr>
<td>CAB take up %</td>
<td>25</td>
<td>n/a</td>
<td>25</td>
<td>50.7%</td>
</tr>
<tr>
<td>Number of evictions – due to arrears</td>
<td>n/a</td>
<td>45</td>
<td>n/a</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target 2017/18</th>
<th>30/06/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Arrears</td>
<td>£580.5k</td>
</tr>
<tr>
<td>KP4 – Collection Rate</td>
<td>99.70%</td>
</tr>
<tr>
<td>KP5 – Current levels of arrears</td>
<td>1.77%</td>
</tr>
<tr>
<td>Current number of tenants in arrears</td>
<td>N/A</td>
</tr>
<tr>
<td>% of arrears over 7 weeks</td>
<td>N/A</td>
</tr>
<tr>
<td>Former tenants arrears</td>
<td>£440K</td>
</tr>
<tr>
<td>CAB take up %</td>
<td>25%</td>
</tr>
</tbody>
</table>
Number of evictions – due to arrears

0 12

5 **Housing Benefit Fraud**

SP No further information at this time.

**Welfare reform update**

**Universal Credit**

SP Confirmed that the further Universal credit “roll out” in Southend started on the 19th 2017 for certain postcodes, with the remaining postcodes being rolled out on the 20th September 2017, and it was too early to see the impact yet, as it would take circa 6-7 weeks to filter through. SP also advised that there was also a suggestion made that the final rollouts may not be until 2020/21 for existing claimants.

SP advised that the arrears collection on UC was very good, and it only represented circa 9% of the total arrears.

**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 6.5% 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 0.75% of the total arrears.

**LHA cap**

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

**CAB Update**

SP provided update to the group, who were very pleased at the take up which was 68% for this financial year. In addition he reported that the outcomes were extremely positive as follows:

- 10% cleared their arrears in full
- 80% had made arrangements to clear the arrears
- 10% required further action to be taken.

SP advised that they also monitor the arrangements after 3 months to see how successful they are, so he will be able to update at the next meeting.

6 **Service Plan – Feedback and Update**

SP There is no update at this time, everything on track.

7 **Any Other Business**

Group discussed the latest article in Insight re Universal credit, and how it had caused some concern amongst the more senior residents. SP acknowledged this, and advised that he was aware of this, and had taken steps with the Income Management Manager to address this, by putting an item on the website. Looking at producing a poster for the sheltered schemes and making sure the SHO’s were aware that UC only impacts on those of “working age”. SP will monitor the situation and report back at the next meeting.
Date of next meeting
Date of next meeting: 3rd November 2017 10.00am

Future meeting dates
TBA