

# Landlord Portal

- Currently 62 landlords registered
  - Streamline communication
  - You can:
    - View details of the current weekly Housing Benefit entitlement
    - Search and check for payments made
  - Future developments to include:
    - Inform us of a change of circumstance that may affect the claim
    - Add notes to a claim
    - View previously notified changes in circumstance
    - Developing an online registration process
- Confident Place, Confident People.



# **Landlords Forum Universal Credit**

September 2013

# Universal Credit Pathfinder

- Pathfinder runs from July – October 13
- Went live in Wigan on 1 July
- New claims for single claimants
- Universal Credit is available to claimants in the following JobCentres:
  - Ashton under Lyne
  - Oldham
  - Warrington
  - Wigan
- Service Centres are in Bolton and Glasgow

# Universal Credit Pathfinder Scope

## Universal Credit is for

- Single People
- Couple when an existing UC Claimant joins a household
- Age 18-60 Years
- British Citizen
- New Benefit claimant
- Living in postcodes WN1 – WN6

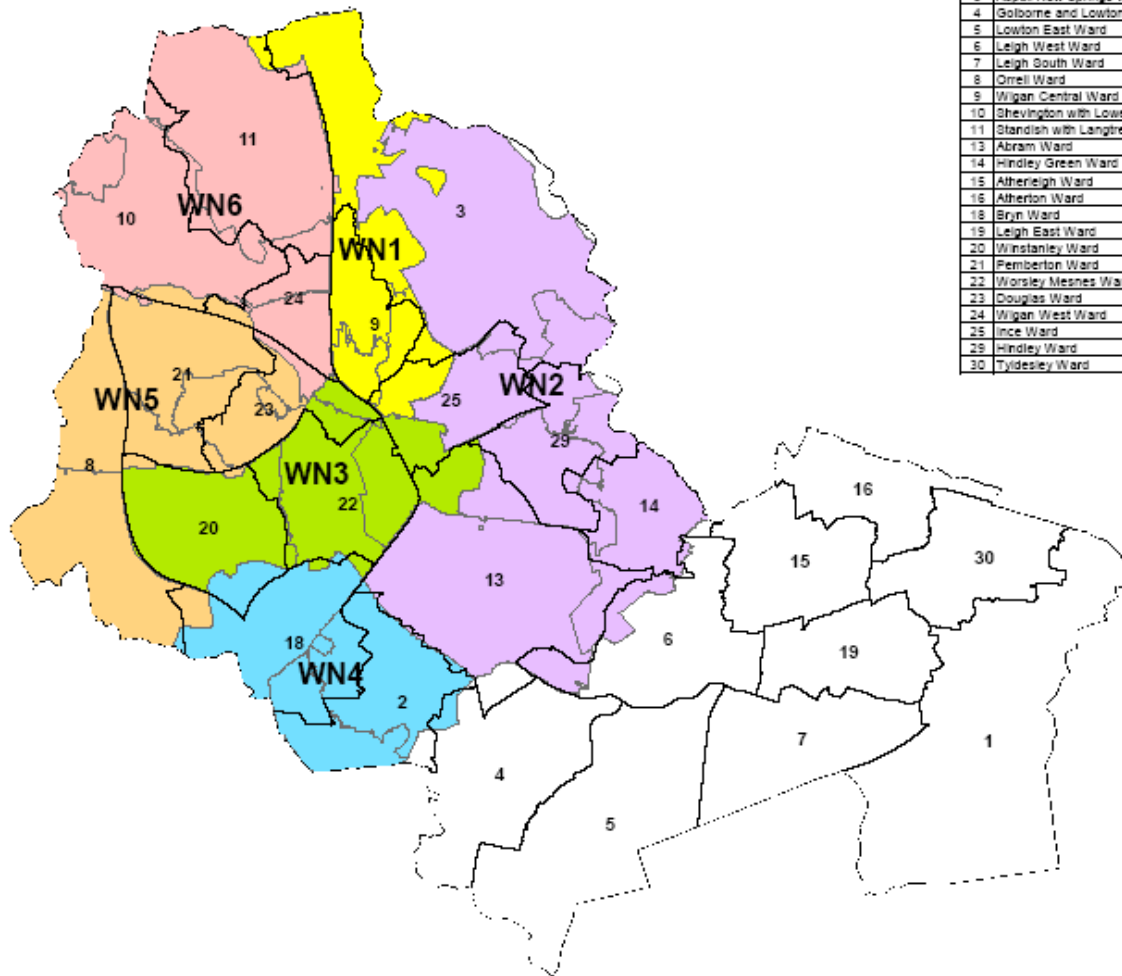
## It isn't for

- Homeless or in Temp accommodation
- People in Supported housing
- Those that have dependent children living with them some or all of the time
- Pay maintenance through CSA
- Receive DLA or PIP (even if zero award)
- Unfit for work (statement/sick note)
- Pregnant or given birth in last 15 weeks
- Unpaid Carer
- In Education or training or expect to start in next month
- Self Employed
- Expecting to take home less than £330 in next month
- Have savings or share capital of £6k
- Not receiving a current benefit that fall under UC
- Not awaiting an appeal or a decision on an existing UC benefit

# Universal Credit Pathfinder

## Pathfinder Postcodes - Ward

- WN1
- WN2
- WN3
- WN4
- WN5
- WN6



Ref	Ward
1	Astley Mosley Common Ward
2	Ashton Ward
3	Aspull New Springs Whiteley Ward
4	Golborne and Lowton West Ward
5	Lowton East Ward
6	Leigh West Ward
7	Leigh South Ward
8	Orrell Ward
9	Wigan Central Ward
10	Shevington with Lower Ground Ward
11	Standish with Langtree Ward
13	Abram Ward
14	Hindley Green Ward
15	Atherleigh Ward
16	Atherton Ward
18	Bryn Ward
19	Leigh East Ward
20	Winstanley Ward
21	Pemberton Ward
22	Worsley Mesnes Ward
23	Douglas Ward
24	Wigan West Ward
25	Ince Ward
26	Hindley Ward
30	Tyldesley Ward

**Wigan Council**

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Other Sources: Office of the Deputy Prime Minister, Indices of Deprivation 2010

Ordnance Survey

Produced by the Planning & Performance Team  
Tel: 01942 538831

# Pathfinder so far.....

## Across 4 Pathfinders

- 2257 claims
- 97% online
- 287 claimed advances
- 218 been paid – 42 refused
- 344 referred for a UC sanction. 192 applied, 152 not applied

## Wigan

- 637 claims
- 457 have accepted claimant commitment
- 97% online
- 41 advances – 31 paid

# Pathfinder so far.....

- Standard rate is around £311.55 per month (over 25s)
- Housing costs on top
- 10% of claimants have housing costs

# Universal Credit post October

- Wigan will continue as is
- Further 6 Local Authorities
  - Hammersmith - End Oct
  - Inverness and Rugby – End Nov
  - Harrogate and Bath – End Feb
  - Shotton
  - Claimant commitment will be in **all** job centres from March 2014
- Continue with same scope until April 2014, possibly March 2015
- Some criteria needs to be met before expansion
  - Reduce micro management activity
  - Security accreditation
- Hammersmith testing intensive activity programme



# Conditionality and Sanctions

## Higher Level Sanction

Failure to take up an offer of paid work



## Medium Level Sanction

Failure to undertake all reasonable action to obtain work



## Lower Level Sanction

Failure to undertake particular, specified work preparation action

# Conditionality and Sanctions

- Claimants put into four conditionality groups which determine what work related requirements are expected of them and what level of sanctions would apply if they do not comply
- Daily amounts of sanctions applied ranging from £1.80 to £9 per day
- The daily reduction amount will be set to the standard allowance amount included in the maximum amount i.e 31 days
- Where the claimant is in receipt of the maximum amount, sanctions will never reduce Universal Credit below the amount in the maximum amount for housing, children or disability
- When receiving less than a maximum amount, sanctions may reduce UC below the maximum amount for housing

# Alternative Payment Arrangements

- Alternative Payment Arrangement made
- 3 types
  - Split payment
  - More frequent payments
  - Housing costs direct to landlord
- Time limited and aspiration to reduce Alternative Payment Arrangements
- Personal Budgeting Support put in place for short period (Local Authority and Partners)

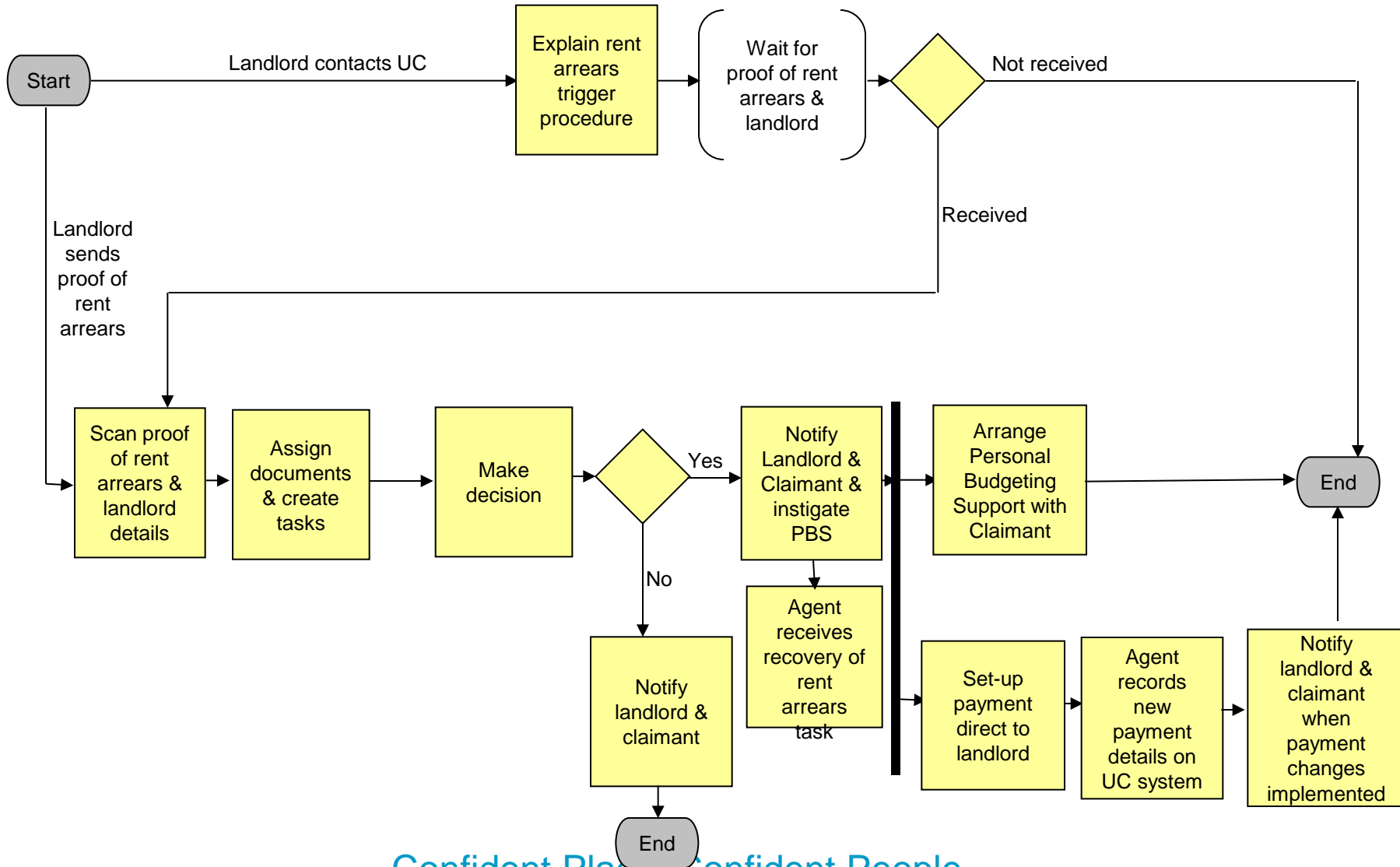
# Triggers for Payment Arrangement

- Rent arrears of 2 calendar months or more
- current rent arrears or at threat of eviction
- Drug / alcohol and / or other addiction problems e.g. gambling
- Learning difficulties including problems with literacy and/or numeracy
- Severe / multiple debt problems
- In Temporary and / or Supported 'exempt' accommodation
- Homeless
- Domestic violence / abuse
- Mental Health condition
- Currently in rent arrears / threat of eviction
- Claimant is young either a 16/17 year old and/or a Care leaver

# Triggers for Payment Exception

- An immediate referral can be made for someone in current rent arrears with the Landlord
- In order to instigate this request landlords will have to provide documented evidence of the rent arrears (inc bank details of where the rent should now be paid) and this will be scanned into the UC system.
- The scanned docs will result in a task for a UC agent to action the request and any recovery of rent arrears where appropriate.
- UC agent will notify the claimant and landlord of the change and then instigate PBS process with the claimant as already described.
- For future phases we will look to the possibility of a more automated process e.g. for landlords to request via other channels e.g. online.

# Process – Rent Paid Direct



# Process – Rent Paid Direct

- Contact DWP Service Centre for rent to be paid Direct – 0845 6000 723
- Local Authority (for Universal Credit cases only) – 01942 489009

# Help and Support

- Universal Credit preparation tool
- Get Online courses
- Money Advice courses
- One to one support for debt management and referrals
- Tenancy Courses
- Frequently Asked Questions



**Any Questions?**

Confident Place, Confident People.