



## WELFARE REFORMS: CROSS ALMO / BITMO ACTION PLAN 2011 / 2012

NR	ACTION CODE & TITLE	DUE DATE	TASK OWNER	MILESTONE DESCRIPTION	MILESTONE DUE DATE	MILESTONE COMPLETED	COMMENTS
<b>Issue: General</b>							
1	Review Income Management Staff Structures within each ALMO in anticipation of increased demand.	31/03/2013	SS, SK, DR	Review current structure and potential increased workload.	30/06/2012		All organisations.
			SS, SK, DR	Draft new structure and seek approval	30/09/2012		All organisations.
			SS, SK, DR	Implement new structure if appropriate	31/03/2013		All organisations.
2	Review rent arrears procedures across Leeds to ensure prompt action to be taken on Customers falling into arrears.	30/04/12	SS, SK, DR	Review current process	31/10/2011		Pre NISP completed Oct 2011
			SS, SK, DR	Draft new process and letters	31/01/2012		Pre NISP completed Oct 2011. Meeting 10.11.11 to review Post NISP.
			SS, SK, DR	Implement new procedures	30/04/2012		
3	Review working practices within each ALMO to ensure most effective way of delivering new procedures are implemented.		SS, SK, DR		30/06/2012		AVH & WNVH

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4	Develop communications strategy to ensure customers and staff are fully informed on changes in a timely manner.	31/05/12	SS, SK, DR & ABCL Comms Team	Review Migration schedule & Welfare Reform Timetable and develop comms strategy to publicise changes.	28/02/2012		All organisations and ABCL Communications Team to be involved.
<b>Issue: Financial Inclusion</b>							
5	Ensure Financial Inclusion Support is available for customers.	30/04/12	SS, SK, DR	Change role and job description for existing Benefit Advisors to become Financial Inclusion Officers.			Ongoing discussions with Benefit Advisors regarding training requirements. (AVHL specific)
6	Ensure each ALMO remains updated with Financial Inclusion implications of reforms.	Ongoing	SS, SK, DR	Ensure representation on local Financial Inclusion and financial literacy forums.			Each ALMO to continue attending the strategic meetings.
7	Fuel poverty - increasing numbers of customers are experiencing fuel poverty. Undertake a series of co-ordinated campaigns to highlight the issue and other advice to customers to minimise the impact.	Ongoing	SS, SK, DR	Pre payment meter campaign	31/10/2012		To organise city wide campaign highlighting issues associated with PPM's.
			SS, SK, DR	Fuel saver campaign	31/03/2012		To organise city wide publicity on fuel saving options/changing benefits to reduce fuel costs.
<b>Issue: Universal Credit</b>							
8	Engage with DWP to start to build a working relationship to introduce processes for communication, data protection. Are there any opportunities for the ALMO's, e.g. offering to deal with enquiries for DWP?	30/09/12		Arrange meeting with DWP Manager for Leeds.	31/01/2012		ENEHL to organise.
				Agree working protocols/data sharing etc.	31/07/2012		
				Establish how enquiries are to be dealt with.	30/09/2012		

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9	Use the migration schedule and Welfare Reform Timetable to target priority groups in order, to ensure customers who are affected first are contacted first. These groups could have no online access, communication or support needs	31/03/12	SS, SK, DR	Review Welfare Reform Timetable. Review migration schedule due to be released by DWP December 2011.	31/01/2012		Awaiting Schedule to be issued
				Plan target groups and commence target awareness campaigns.	Linked to above		
				Work with Customer Sounding Boards/ Focus Groups to agree a communication plan for leaflets, articles, website, letters, posters etc	Linked to above		
				Review and promote Lone Parent conditionality requirements. Most lone parents, where youngest child is 5 or 6, will be migrated from IS to JSA and expected to engage in work related activity. Sanction Regime is strengthened for failure to meet requirements.	Linked to above		

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9	Use the migration schedule and Welfare Reform Timetable to target priority groups in order, to ensure customers who are affected first are contacted first. These groups could have no online access, communication or support needs (Cont'd)		SS, SK, DR	Publicise and prepare for localisation of Council Tax support - Council Tax Benefit is to be abolished March 2013 and replaced by locally developed schemes of support for Council Tax with 10% less funding from central government.	30/04/2013		
				Review Housing Benefit cap. Total weekly amount of benefits to be capped at around £500 pw for couples and £350 pw for single people. Cap to be applied by LA's by reducing HB entitlement until benefit below caps.	30/04/2013		More work will be undertaken in 2012 to confirm position.
				Refer to Welfare Reform Timetable - October 2013 for all new claims for a 'replaced benefit'.			
10	Ensure that staff receive training so that the appropriate help is given to customers regarding their rent payments, financial advice and support.	31/03/12	SS, SK, DR & ABCL Training	Review migration schedule due to be released by DWP December 2011.	31/01/2012		Training Manager's to develop training programme for staff.
				Plan staff training	Dates to be linked to migration schedule		
				Deliver staff training			

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11	Explore the possibility of increasing the method of payment options such as introducing self service payment kiosks within housing offices.	31/03/12		Research and obtain quotes	31/12/2011		Visits undertaken.
				Present report for decision.	31/01/2012		
12	Estimate impact of Universal Credit though loss of Housing Benefit direct.	31/12/12		Obtain data on housing benefits and analyse	30/06/2012		Currently investigating data available.
13	Develop partnership with Jobs & Skills to encourage customers on benefits to undertake training to lead into work/education opportunities.	31/12/12	SS, SK, DR & ABCL Training	Arrange ALMO meeting with ABCL training/Jobs & Skills to discuss options.	30/04/2012		
				Develop and implement strategy and new opportunities for customers on benefits.	31/12/2012		
14	Ensure Customers are able to claim Universal Credit easily.	31/10/13		Claims will be administered online.	31/10/2013		Review data on customers who do not have online access.
				ALMO's to take part in customer trials when approached by DWP			Awaiting details from DWP.
15	Ensure Customers effected by Universal Credit are aware of rental liability and legal action.	30/04/12		Plan and deliver Rent First campaigns on website and in newsletters.	Autumn and Winter 2012; Spring and Summer 2013		Will need home visits to customers affected to discuss methods of payment, implications, put on direct payment if possible.
				Involve focus groups.		Winter 2012 & Summer 2013	Review communications strategy/public city material within group.

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16	Ensure Leeds Bad Debt provision reflects impact of welfare reforms.	Ongoing		Engage with Strategic Landlord on work around write offs.	30/06/2012		The Council may need to increase its bad debt provision significantly to take account for a likely increase in Former Tenancy arrears due to increased legal action, evictions and abandoned properties due to increased rent and arrears. Until the detail of the Universal Credit and the Under Occupation penalty are known it is difficult to predict by what amount the bad debt provision
17	Produce publicity on bank accounts and financial services such as budgeting, direct debit as a rent method and Credit Union.	31/03/13	SS, SK, DR & ABCL Training	Review current publicity material	31/08/2012		Winter, Spring & Summer campaigns.
				Produce new material, highlighting changes on UC, importance of rent first.	31/01/2013		Winter, Spring & Summer campaigns.
				Regular campaign in newsletters, website and mail shot.			Winter, Spring & Summer campaigns.
<b>Issue: Under occupancy Caps to Housing Benefit</b>							
18	Ensure that staff receive training so that the appropriate help is given to customers regarding their rent payments, financial advice and support.	31/12/12	SS, SK, DR & ABCL Training	Changes due to come in April 2013			
				Once impact known, training to be planned and delivered.	January/ February 2013		City wide training to be delivered via ABCL training.

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19	Review direct let lettings, successions, assignments and advise customers of the potential impact under occupancy will have on increasing rent payments from April 2013	31/12/11	ALMO Lettings Lead Officers	Changes due to come in April 2013			
				Lettings and Leeds Homes Team to begin work on this.			Awaiting confirmation from DWP on what is to be implemented.
20	Gather and analyse data on under occupied accommodation within each ALMO, using the customer profile and data from LCC to match against accommodation size	31/12/11	SS, SK, DR, Lettings Lead Officers & Leeds Homes	Changes due to come in April 2013			Awaiting confirmation from DWP on what is to be implemented.
				Need to check data we hold, and model what the impact will be.			
21	Review best practice on under occupation.		Lettings Lead Officers & Leeds Homes	Changes due to come in April 2013			Awaiting confirmation from DWP on what is to be implemented.
				Can commence working to best practice on under occupation now to minimise impact in April 2013			Awaiting confirmation from DWP on what is to be implemented.
22	Use data to plan timely consultation and advice sessions with all customers affected. Work across ALMO's and LCC to review the lettings policy to take the changes into account.	31/03/13	Lettings Lead Officers & Leeds Homes	Analyse data and customer	31/03/2012		Awaiting confirmation from DWP on what is to be implemented.
				Review and amend Lettings policy.	30/06/2012		
				Undertake consultation with affected customers.	31/12/2012		

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23	Engage in discussions with LCC regarding the Localism Bill which could change Tenancy Agreement conditions.	31/03/12	Lettings Lead Officers	Changes due to come in April 2013			
24	LCC currently have a downsizing incentive of £1000 per room, ALMO's need to work together to see how this can be utilised, prior to the changes. Also need to assess any impact on void and repair performance and costs.	31/03/12		Changes due to come in April 2013			
25	Minimise impact of Under Occupancy, particularly to new/potential customers.	31/12/12		Engage in city wide projects to review direct let lettings, successions, assignments and advise customers of the potential impact under occupancy will have on increasing rent payments			
				Refer to Welfare Reform Timetable.	30/04/2013		
25	Ensure customer effected by Under Occupancy is aware of rental liability.	30/04/12		Plan and deliver Rent First campaign on website and in newsletter.			

**Key:** SS Simon Swift  
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