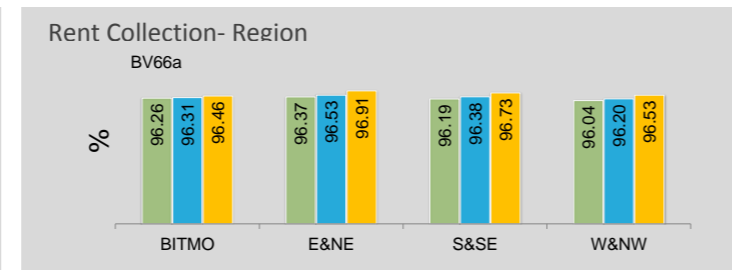
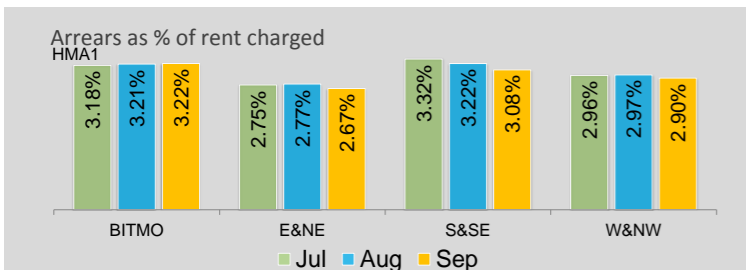
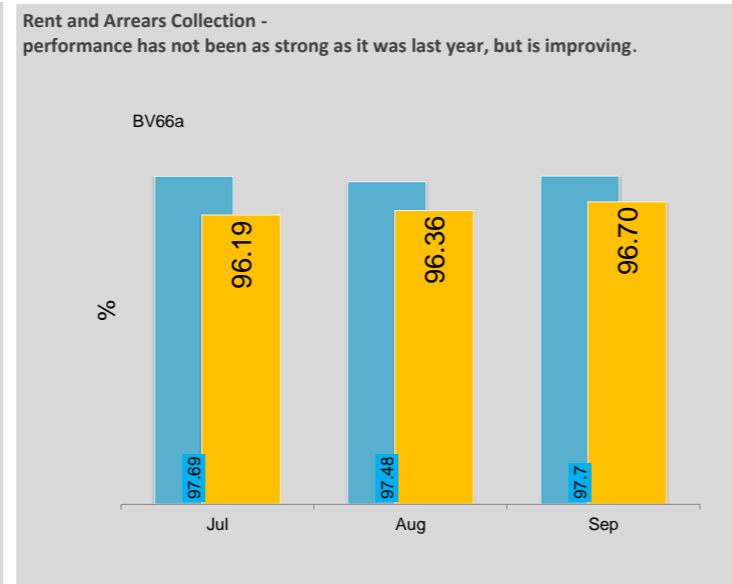
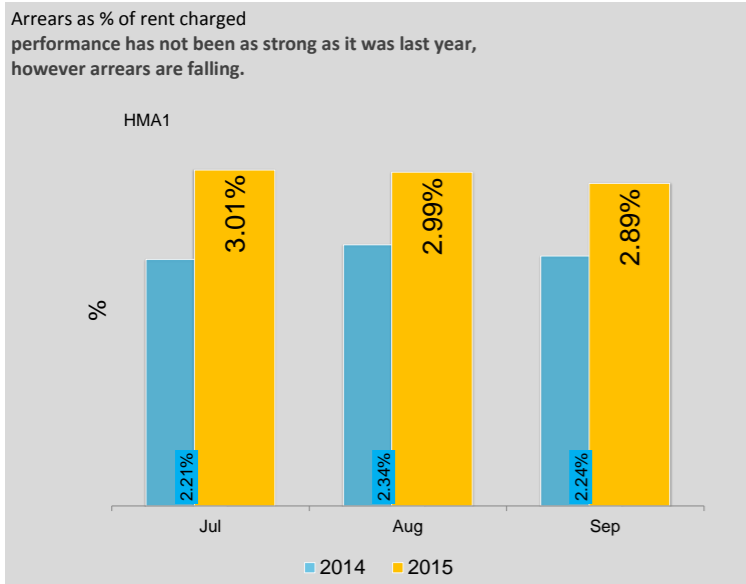


Priority 2, Rents and Benefits, Qtr 2

Performance: How well are we collecting rent

Arrears as % if rent charged 2.89% **rent and arrears collection 96.70%**

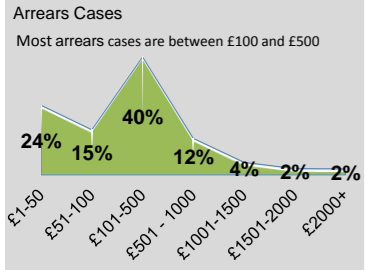
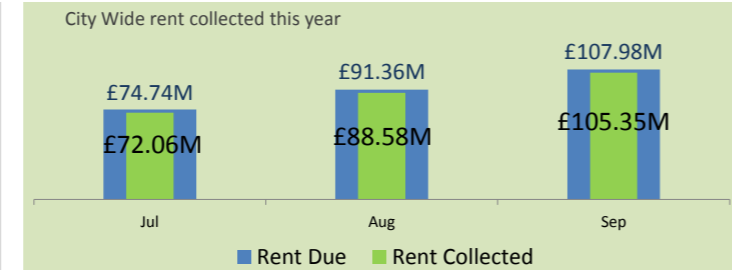
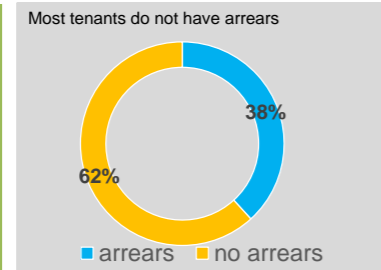


City Wide rent arrears arrears are falling.

£6,413,315

Arrears level by region

BITMO	£244,003
E&NE	£1,798,233
S&SE	£2,004,191
W&NW	£2,366,888



Quick Arrears Profile

No noticeable differences between age and gender were observed.

uncollected rent this year

£2,634,432

Improvement from previous two months

Aug	£2,782,580
Jul	£2,681,931

*Included in the £6.4 million shown on the left

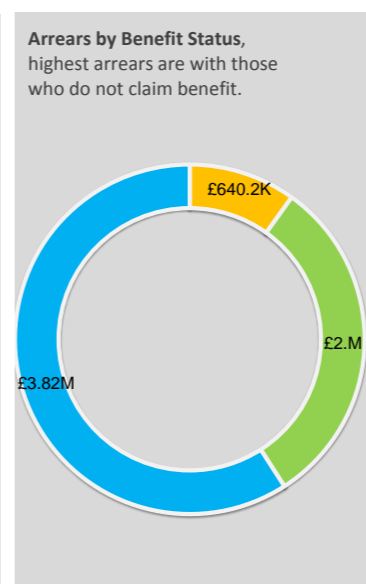
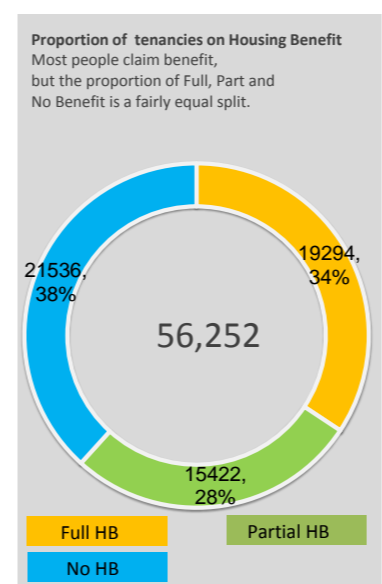
uncollected rent this year

Improvement in East, South and West but BITMO continues to climb.

Region	Rent Due	Shortfall	Trend
BITMO	£3.71M	£88.4K	↑
E&NE	£32.83M	£836.3K	↓
S&SE	£31.67M	£623.K	↓
W&NW	£39.77M	£1.09M	↓

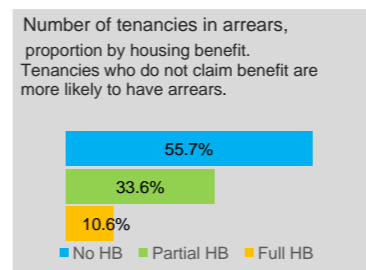
Insight: What welfare do people receive?

62% of tenants receive full or part housing benefit



66%

People in part time or full time work, as inferred from benefit status.



Universal Credit

First new claimants expected

Feb '16

At first, only new claimants who receive Jobseeker Allowance will receive the new Benefit, estimated to be **between 50 and 80 each month.**

Benefit Cap

estimated tenancies affected

650*

Changes to be introduced April '16

*research carried out by Welfare and Benefits

Current Under Occupation cases

5047

Region	arrears	cases	in arrears
CITY	£860975	5047	54%
BITMO	£25345	143	60%
E&NE	£265245	1692	54%
S&SE	£275411	1396	53%
W&NW	£294975	1816	55%

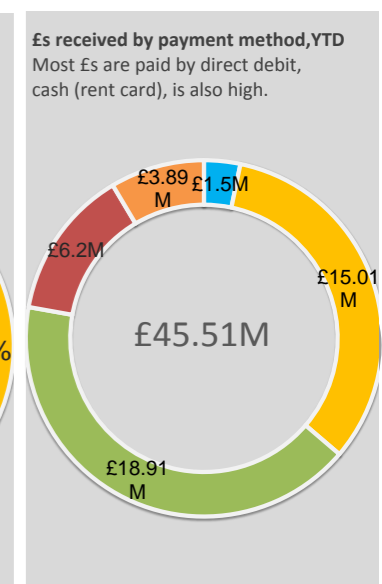
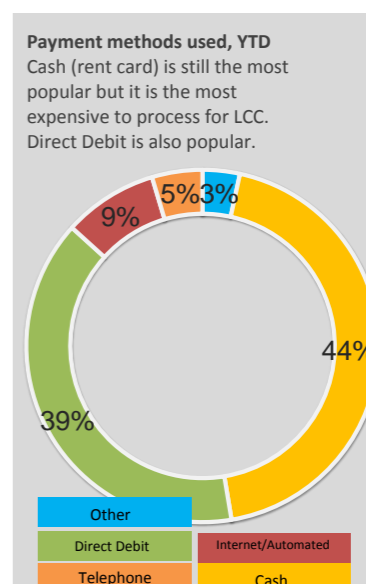
cases with no arrears at policy introduction, who now owe arrears.

3130

Arrears - **£285,167**

Insight: How do people pay?

Cash is the most used payment method



Service Commentary

Rent Collection and Arrears performance has improved during Q2, note that the direction of travel is positive, but the pace needs to improve at a faster rate, for the city to achieve 98% Collection year end target. Income Recovery Action Plans have been instigated, these focus on training, support and robust management.

Detailed performance information drilled down to local officer patch levels are shared weekly. Monthly Collection Milestones have been reviewed following Q2 performance and these are going through approval consultation with the Area Teams.

Actions Update:

Housing Manager and Team Leader Arrears Performance Workshops were held in June/July 2015, where an overview of best practice and guidance and the toolkit was launched to staff.

Housing Manager Arrears procedure workshops were held in June/July 2015, where an overview of the procedure, protocols and arrears actions were demonstrated and discussed. Feedback on both sessions has been very positive.

A programme of telephone training for Housing Officers and Team Leaders has been scheduled through September and December 2015. The first tranche of sessions are already underway. The training develops staff abilities around negotiation and recording quality data in a debt collection / performance environment.

Better case management has resulted from these programmes.

The second staff Induction took place during week commencing 21st September 2015, which involved a 2 hour overview around rental income management.

An arrears refresher training pack is being developed to allow Housing Managers and Team Leaders to be able to deliver this locally to staff who may require this.