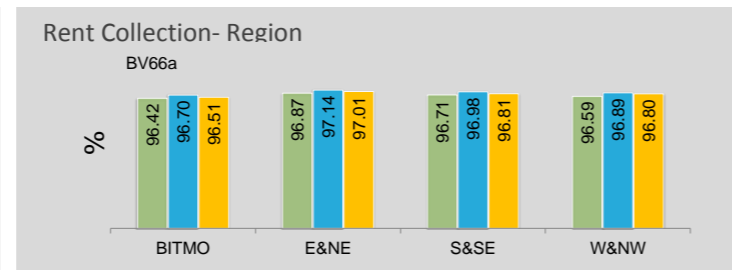
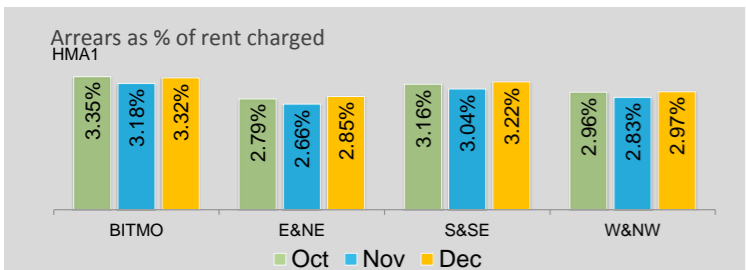
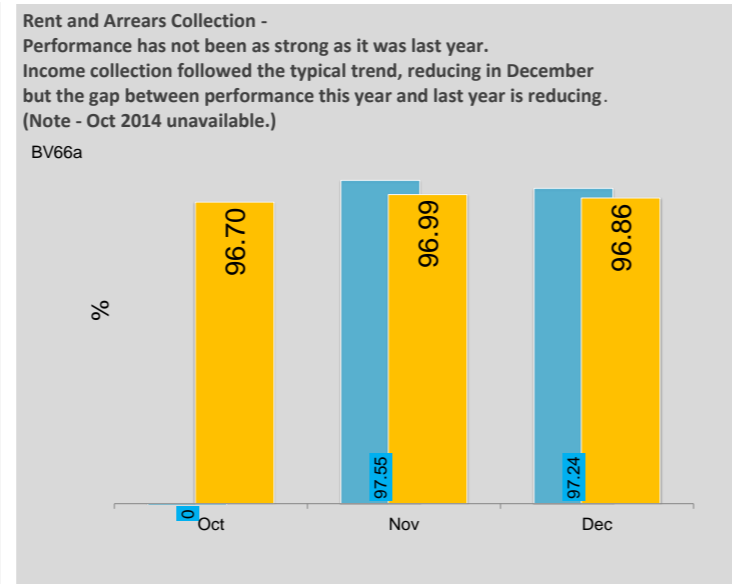
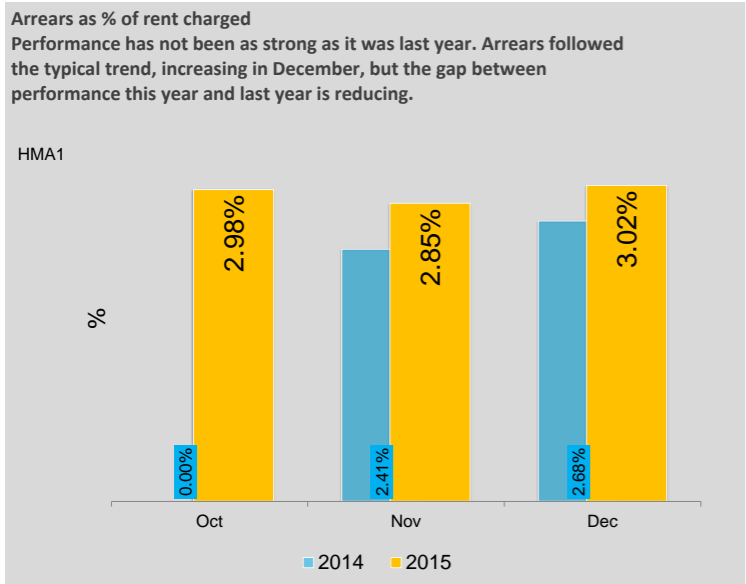


Priority 2, Rents and Benefits, Qtr 3

Performance: How well are we collecting rent

Arrears as % if rent charged 3.02% **rent and arrears collection 96.86%**

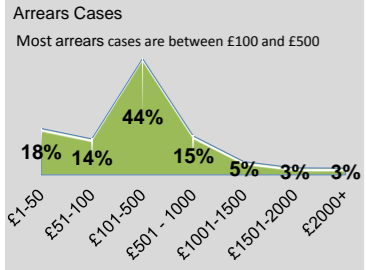
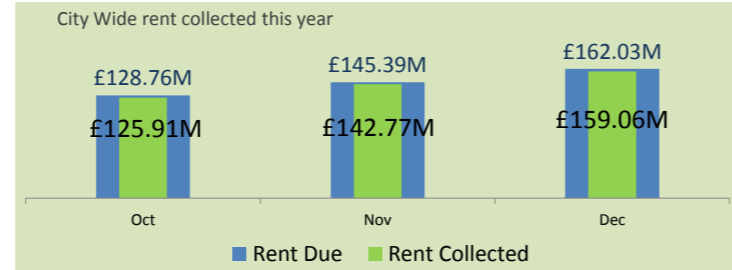
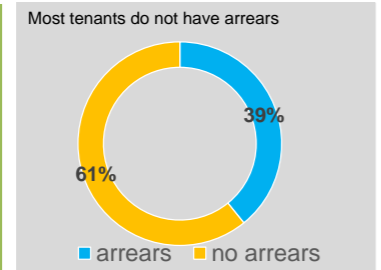


City Wide rent arrears
arrears are increasing.

£6,671,081

Arrears level by region

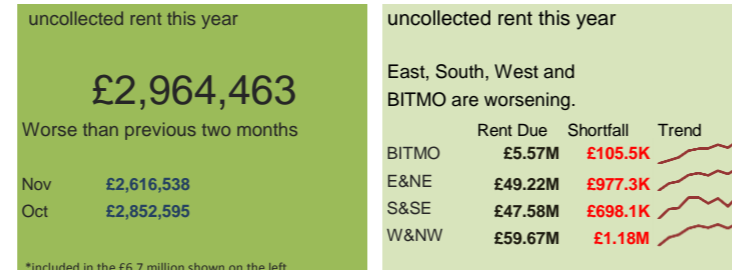
BITMO	£250,226
E&NE	£1,914,879
S&SE	£2,085,787
W&NW	£2,420,189



Quick Arrears Profile

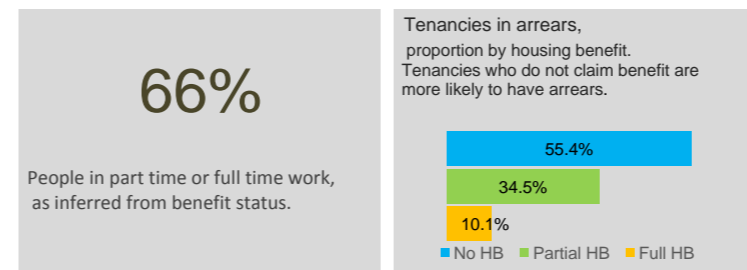
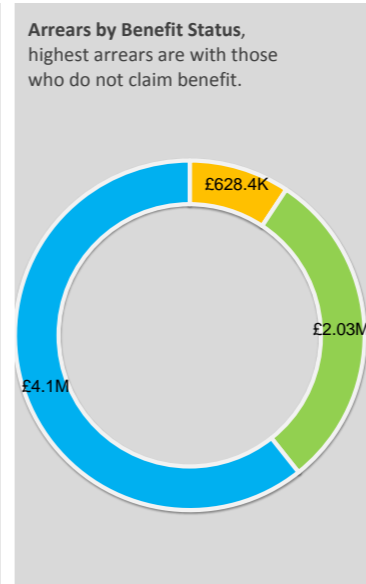
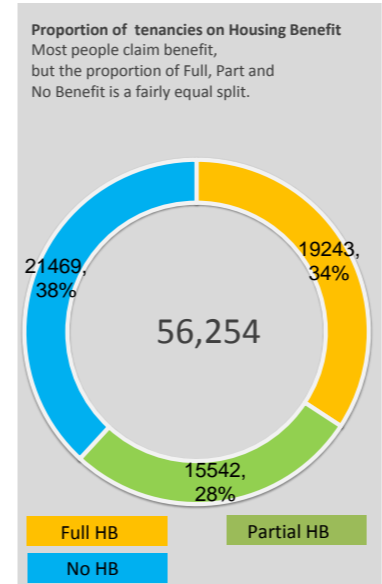
No noticeable differences between age and gender were observed.

Proportion of tenants by Benefit Status (Full Housing Benefit, Partial and Full Rent) did not change between Qtr2 and Qtr3.



Insight: What welfare do people receive?

62% of tenants receive full or part housing benefit



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 on large families.
Estimated tenancies affected

650*

Changes to be introduced April '16. Benefit Cap on under 35s due 2018.

*research carried out by Welfare and Benefits

Current Under Occupation cases

5054

Region	arrears	cases	in arrears
CITY	£803266	5054	53%
BITMO	£21606	142	55%
E&NE	£216771	1672	51%
S&SE	£266287	1414	52%
W&NW	£298601	1826	54%

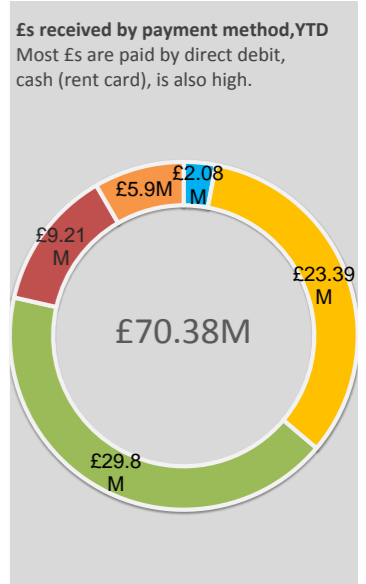
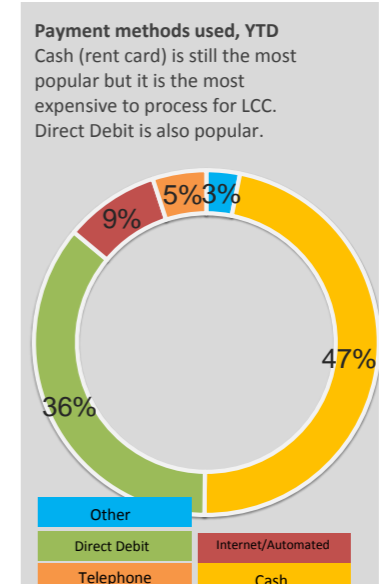
cases with no arrears at policy introduction, who now owe arrears.

1346

Arrears - **£262,285**

Insight: How do people pay?

Cash is the most used payment method



Service Commentary

Rent Collection and Arrears performance has improved significantly during Q3, and whilst performance remains lower than the same point last year, the gap between current performance and the same point last year has reduced from 1% at the end of Q2 to 0.38% at the end of Q3. However, the gap to year end target is 1.14% and there is a risk that year end performance will be below target.

Performance is being actively managed to minimise this risk as follows:

- Robust performance management of individual staff and team performance - individual performance information is available on a weekly basis and managers are using this to support / challenge officers to improve performance through 121s and team meetings.
- Income Recovery Action Plans have been implemented for all areas - these focus on training, support and robust management.
- Housing Manager Arrears Procedure workshops were held in June / July 2015, to overview procedure, protocols and performance management.
- An arrears refresher training pack has been developed to support Housing Managers and Team Leaders in training new staff.
- A programme of arrears management training has been delivered to all Housing Officers and Team Leaders by an external trainer, focusing on quality conversations, negotiation and recording quality data in a debt collection / performance environment.
- Christmas Rent Campaign was undertaken in December 2015.
- A Quarter 4 arrears campaign has started, with a service focus on increasing rent collection.
- Following recent recruitment, a further 42 housing officers were appointed during late 2015. This includes officers who will work as part of the Enhanced Income Team to support tenants in minimising the impact of welfare reform. Most of these officers have now started in post and will support performance improvements towards the year end.
- Univesal Credit preparations are well underway for go live on 1 February 2016 for single unemployed tenants.

