



# DEVELOPING A NEW VISION TO ADDRESS THE ISSUES OF UNIVERSAL CREDIT

---

LANCASTER CITY COUNCIL

# NEW VISION

---



Transformation



Expanding



Working more closely with other teams



Primary objectives:



Prevent and reduce rent arrears



Prevent and reduce legal action



Build successful relationships



CHANGE IN FOCUS

# IMPROVEMENTS ACHIEVED & CHALLENGES OVERCOME

---

Renewed  
ambition

Providing  
Support

Investing in staff

Being  
compassionate  
and  
understanding

Upskilling

Swift problem  
solving

Cross team  
working

Common sense  
approach

# BUILDING RELATIONSHIPS WITH TENANTS

---



EARLY CONTACT



VULNERABILITY  
ASSESSMENTS



SUPPORT



GUIDANCE

1

Decreasing rent arrears – 30%+  
second consecutive year

2

Decreasing court and warrant  
applications. 30% 2018/19 51%  
2019/20

MEASURING OUTCOMES

# KEY PERFORMANCE FORECAST

PROVIDED BY HOUSEMARK

*“Your arrears position has remained mainly below average, including June 2020-21. Over the first quarter of 2020-21 arrears rose above expected levels for much of the sector, however your arrears fell.*

*We predict your arrears rate is yet to reach its maximum and will peak at 2.11% by June before falling to 0.93% by March 2020-21. This is 0.39 percentage points below your predicted outcome (assuming no COVID-19 impact) and 3.6 percentage points below the average figure.”*

Identify why the tenant cannot pay – can't pay or won't pay

```
graph TD; A[Identify why the tenant cannot pay – can't pay or won't pay] --> B[Won't pay - prompt and concise action]; B --> C[Can't pay - early intervention and support];
```

Won't pay - prompt and concise action

Can't pay - early intervention and support

**WHAT WE DO THAT IS DIFFERENT-  
RECOVERY ACTION**



# BECOMING A BEACON OF GOOD PRATICE

---



HQN ACCREDITATION  
ACHIEVED IN 2018



ANNUAL REVIEW CONFIRMS  
GOOD PROGRESS



LANCASTER CITY COUNCIL IS  
USED BY HQN AS AN EXAMPLE  
OF GOOD PRACTICE

ANY  
QUESTIONS?

