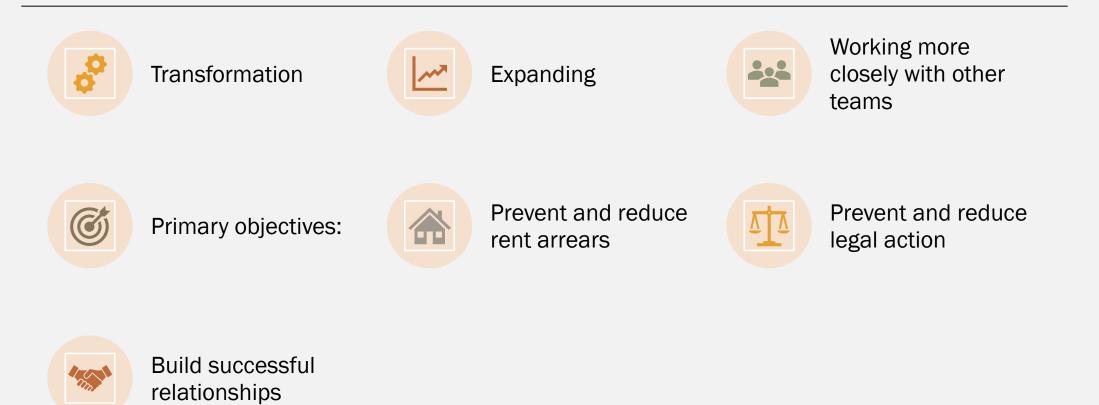


DEVELOPING A NEW VISION TO ADDRESS HE ISSUES OF UNIVERSAL CREDIT

LANCASTER CITY COUNCIL

NEW VISION



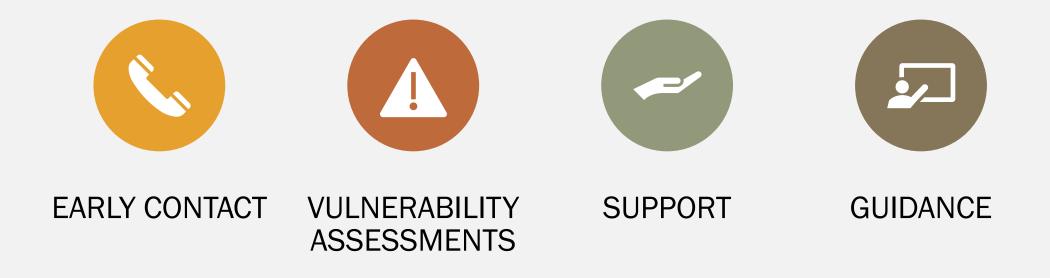


CHANGE IN FOCUS

IMPROVEMENTS ACHIEVED & CHALLENGES OVERCOME



BUILDING RELATIONSHIPS WITH TENANTS



1

Decreasing rent arrears – 30%+ second consecutive year

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

2

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

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?

