

Item A5(ii)

# Welfare Reform Update

06/11/2018

# Understanding and Helping Our Customers

## Universal Credit Update

- Full service started on 17<sup>th</sup> October 2018
- Rules for 18-21 year olds to be abolished, awaiting legislation to amend this. Housing element will be awarded
- Homeless claims & Supported accommodation claims to be paid through housing benefit (HB).
- Large families and customers receiving certain disability benefits to remain on HB
- Two week extended payment of HB for new UC claims, currently a manual task, particularly for social tenants



**Kettering**  
*Borough Council*

# Understanding and Helping Our Customers

## Universal Credit Update

- How customers can claim
- Customer journey
- Timescales
- Expectations for customers

# Understanding and Helping Our Customers

## Universal Credit Update

- Universal Support
- Delivery mechanism
- Budget update.....

# Discretionary Housing Payments

- 350 Applications to date for 18/19
- Approx. £100k spent (£66k remaining)
- Impact of full UC as yet unknown
- Sufficient money left to cover the year based on historical levels