

Welfare Reform & Rent Arrears in 2018: Managing Risks & Maintaining Collection Rates

[1 America Square, 17 Crosswall, London, EC3N 2LB](#) | Tuesday 6th February 2018

10.15 Registration & Morning Refreshments

11.00 Chair's Introduction

⇒ *Cllr Ric Pallister OBE, Leader, South Somerset District Council*

11.05 Policy Developments, Welfare Reform & Future Trends

- Latest policy developments in welfare reform
- Impact of the benefit cap and spare room subsidy
- Update on the implementation of Universal Credit and timetable for future changes
- Addressing concerns about how long UC claimants have to wait before receiving benefit payments and improving payment timeliness
- Steps DWP are taking to improve UC for landlords, including the roll out of the landlord portal
- Responding to the challenges posed by direct payment
- Alternative Payment Arrangements for UC & 'Trusted Partner Status'
- Anticipated future trends in arrears

⇒ *Paul Howarth, Senior Consultant, The Welfare Reform Club*

⇒ *Dominic Cain, Director of Exchequer, London Borough of Southwark*

⇒ *Paul Wilding, Revenues & Benefits Programme Manager, Oxford City Council*

⇒ *Matthew Foreman, Director of Customer Service, Your Homes Newcastle*

13.00 Networking Lunch

13.45 Managing Risks & Maintaining Collection Rates

- Planning & preparing for a tougher collection environment
- Proactively identifying vulnerable households and providing support
- Working in partnership to prevent arrears
- Steps to maintain collection rates
- Writing off debts: identifying when arrears are unlikely to be recovered
- Working within the Pre-Action Protocol for rent arrears

⇒ *Cath Davies, CD Consulting*

⇒ *Duncan Brown, Managing Director, The Rental Income Consultancy*

⇒ *Donna McCarthy, Partner, Devonshires*

15.30 Event Close

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