

# Scotland's Housing Network Welfare Reform Forums

East, West & North Events  
February 2021

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**February 2021**

# Topics for Today

1. SHN Updates (SHN)
2. Universal Credit Update (DWP)
3. Welfare Reform & Social Security in Scotland (Scottish Government)
4. SHN WR Forum Survey Findings
5. Open Forum Discussion

# SHN Updates

- Change of postal address “virtual office”

## **Scotland's Housing Network**

64a Cumberland Street

Edinburgh

EH3 6RE

- Future WR Forums 2021/22
- ‘Blended’ delivery in future?
- Virtual breakout sessions
- SFHA input

# SHN Updates: UC Figures Scotland

- In Scotland 475,000 **people** on Universal Credit (November 2020)
- Doubling in caseload since January 2020 – mainly COVID but also ‘migration’ of legacy benefit claimants
- Growth in caseload across all working age groups – at least 90% increase in all groups
- Glasgow City largest absolute growth (37,363 or 111%) people but City of Edinburgh largest %age increase (24,106 or 191%)
- 394,089 **households** on Universal Credit (August 2020)
- Single people and single (with child dependent) remain largest proportion of ‘in payment’ group according to UC Official Statistics
- Benefit Cap: Between January (3,300) and August 2020 (6,400) numbers affected nearly doubled – 97% affected households contain children (with 66% Lone Parents)

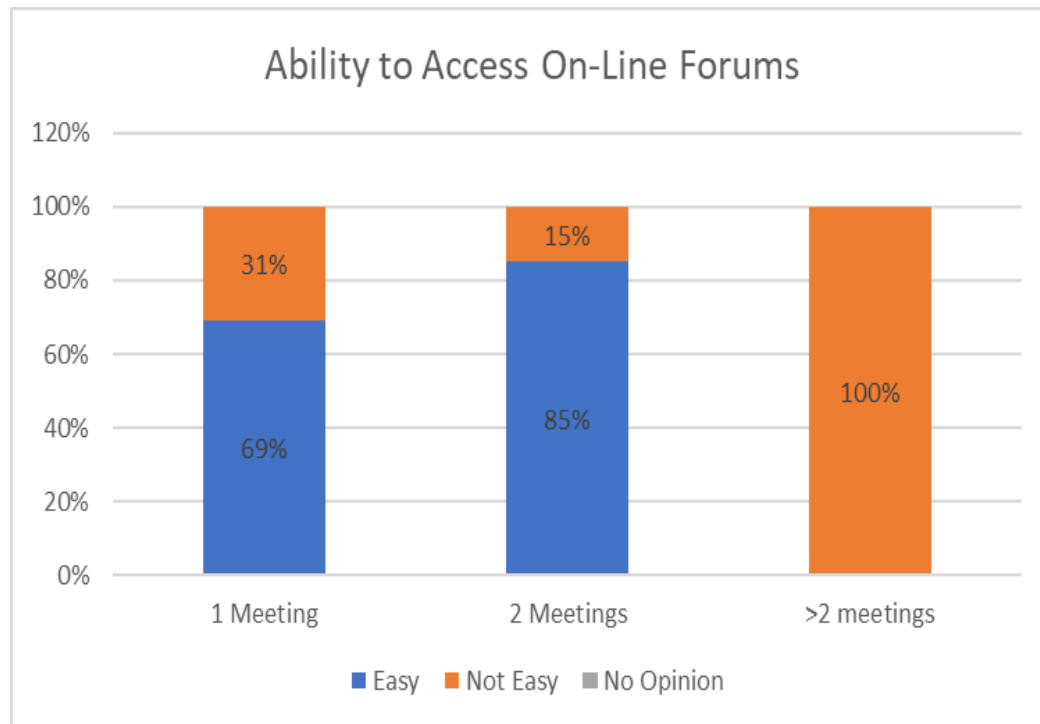
[Universal Credit Scotland dashboard: December 2020 - gov.scot \(www.gov.scot\)](https://www.gov.scot)

# SHN Forum Feedback Survey

- 31 Returns (30 valid and about 33% of recent attendance at forums)
- Focus on:
  - Ease of Access
  - Overall rating and information available
  - Comparison with 'traditional' face-to-face forums
  - Future priorities and topics

# SHN Forum Feedback Survey

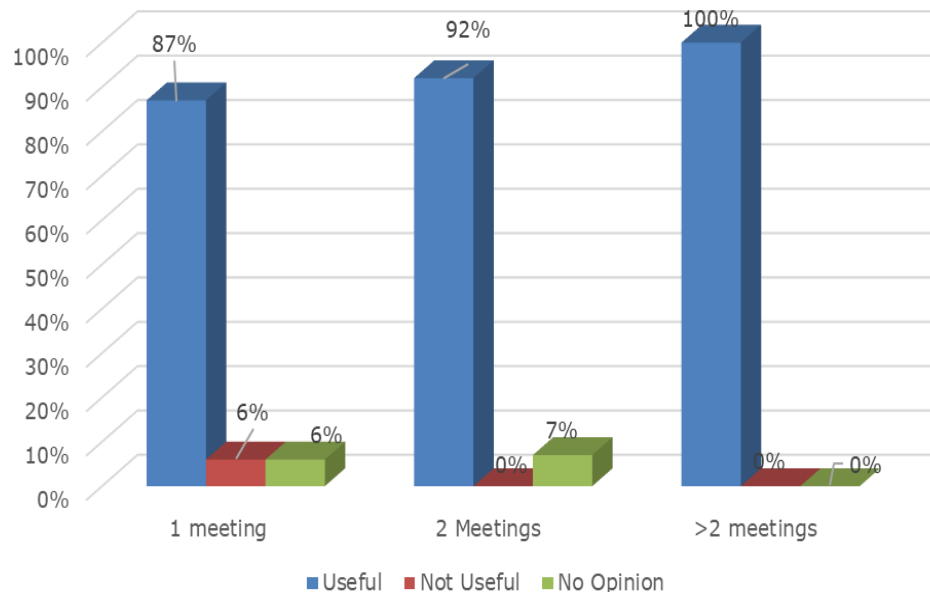
- Overall 73% found it “easy” to access meetings
- 27% found it “not easy” to access meetings



# SHN Forum Feedback Survey

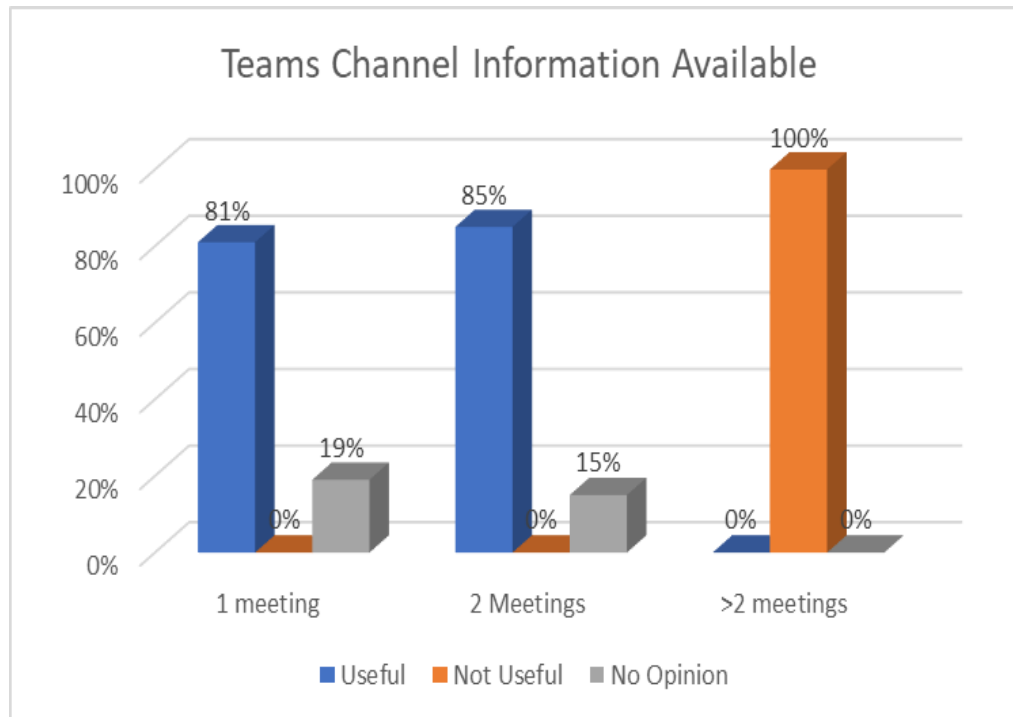
- Overall 90% found events “useful”
- 3% (n=1) “not useful” and 7% (n=2) “no opinion”

Overall Rating of WR Forums



# SHN Forum Feedback Survey

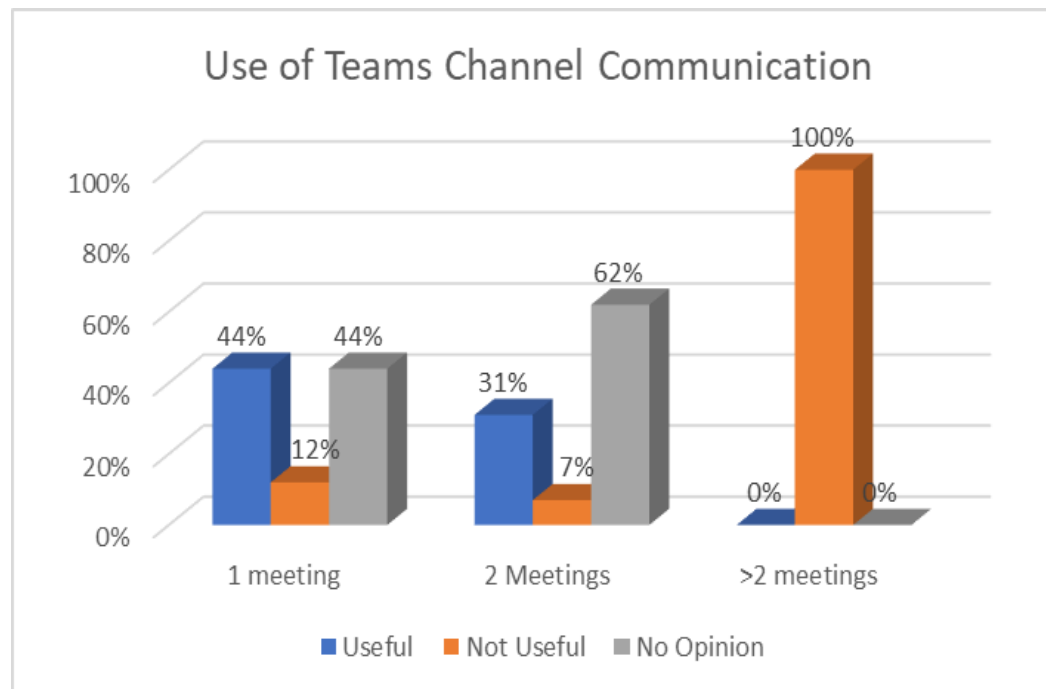
- Overall 80% found Teams Channel information useful
- 3% (n=1) “not useful” and 17% (n=5) “no opinion”





# SHN Forum Feedback Survey

- Overall 37% found Teams Channel communication useful
- 13% (n=4) “not useful” and 50% (n=15) “no opinion”



# SHN Forum Feedback Survey

All survey returns:

- 87% found DWP Presentations useful
- 90% found SFHA Presentations useful
- 90% found Scot Gov Presentations useful
- Small number of comments on duplication between presentations (but mainly SFHA & SHN!)

# SHN Forum Feedback Survey

- Top priorities for Housing Organisations:
- 59% ranked No.1 as Managing Rental Income
- 34% ranked No.1 to provide support/advice to tenants
- Others ranked no.1:
  - communication with DWP
  - measuring impact of UC on tenants
  - legacy benefits transition

# SHN Forum Feedback Survey

- Generally managing rental income (83%) and support/advice to tenants (79%) ranked top or 2<sup>nd</sup> top priority
- Medium priorities - specific policy/practice issues ie. Landlord Portal, APAs
- Lesser priorities included:
  - Understanding the impact of Scot Gov policy on welfare reform
  - Reviewing own policies/procedures
  - Staff training

# SHN Forum Feedback Survey

## Summary of Main Points:

- Fairly Positive on use of Microsoft Teams but a recognition of networking limitations
- Some issues with access to online forums
  - Link to join meeting didn't work
  - Unsure of reason
  - Don't have MS Teams
- Mixed views on Face to Face v On-line forums
- Loss of informal networking and more detailed discussions with fellow practitioners

# SHN Forum Feedback Survey

- Loss of interaction with others & easier to share practice in smaller face to face groups
- But for some more likely to attend on-line meeting – increased accessibility
- Saving on travel time and costs
- Breakout or more informal sessions to share practice?

# Open Forum Discussion Points

- Future forums – participant preferences?
- Communication channels with DWP – processes/operational practices landlords need to know more about to support tenants and other customers?
- Communication between landlords – LAs & HAs
- Any other issues?

# WR Forums Schedule 2021/22

<b>Location</b>	<b>June 2021</b>	<b>Oct/Nov 2021</b>	<b>Feb 2022</b>
East (Edinburgh)	Tuesday 08/06/21	Tuesday 26/10/21	Tuesday 15/02/22
West (Glasgow)	Thursday 10/06/21	Thursday 28/10/21	Thursday 17/02/22
North (Inverness)	Thursday 17/06/21	Thursday 02/11/21	Thursday 24/02/22





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