



Department
for Work &
Pensions

Scottish Housing Network

21st/22nd/23rd June 2022

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Annual Rent Changes

Report Tenants Housing Costs

- Following the Annual Rent Changes, the 'Report Tenants Housing Costs' to-do will be reintroduced at the end of June (beginning of July at the latest). This was removed during the Annual Rent Change to avoid duplication of notification and this was communicated in the Annual Rent Change notification to landlords and on Understanding Universal Credit on Gov.uk

[Understand-UC-content-ARC-2022v.8-002.pdf](#)
[\(understandinguniversalcredit.gov.uk\)](#)

Absent Joint Tenants

- Work is still underway on the Absent Joint Tenants process following the changes made during the annual rent increase to enable verification via portal for absent joint tenants— more information to follow.

[Changes-to-AJT-March-2022-v.2.pdf](#) [\(understandinguniversalcredit.gov.uk\)](#)

Help to Claim

- 2022-23 - Help to Claim will be delivering a digital and telephony service this year. Face to face support can be provided in our Jobcentres.
- We are currently looking at the service for 2023 – 24.
- A Market Engagement event was held in May to test the market for the service after March 2023.
- We will factor in an increased number of claims as a result of Move to UC.
- As with any change, we consider the operational impact of that change and that work is ongoing, as we develop the service during ‘move to UC discovery’ work.

Advanced Customer Support Senior Leader update

Andrew Weir

How to contact an Advanced Customer Support Senior Leader (ACSSL)

When all business as usual escalations have failed to resolve the issue AND the customer is in crisis or at risk of harm or abuse, there is now one single gateway to request ACSSL help in Scotland:

acssl.escalationscotland@dwp.gov.uk

If the ACSSL for your area is not available, another ACSSL will take ownership for providing support.

In addition to providing the customer details, your referral should include:

- What the problem/issue is
- What steps have already been taken to resolve the problem
- How the customer is at risk of harm
- What steps you have taken to manage the risk

Questions for Andrew



Move to UC

- 'Discovery' work has restarted to design and deliver a service for people to move to Universal Credit, taking a controlled approach to this to iterate our learning as we go. We will build the service that both meets user needs and is sustainable in the longer term.
- We have written to 500 people (250 in each area) in Bolton and Medway local authority areas.
- We will take a multi-location approach across the country and will control the numbers of people that are asked to move to Universal Credit in selected areas, starting with small numbers.
- We may then ask more people to move in selected areas, to iterate and refine what we have learnt, or we may take these lessons and ask people to move in another area of the UK.

Any further questions you may have regarding Move to UC should be sent to: -

universalcredit.engagementteam@dwp.gov.uk

New Cost of Living Payment from 14th July

[Over-eight-million-households-to-get-new-cost-of-living-payment-from-14-july](#)

This is part of the government package to help families with cost of living pressures.

- Millions will receive the first of two cost of living instalments, totalling £650 from 14 July 2022, part of the £1,200 support package this year
- Initial automatic instalment will be £326, with the rest to follow in a second instalment in the autumn.
- The first instalment for qualifying low income households in will land in bank accounts from 14 July 2022, continuing to the end of the month.
- [The guidance on GOV.UK\(link is external\)](#)

DWPs response to situation in Ukraine - Expiry of Temporary Visas

Scotland, England and Wales

- From **6 June 2022**, the Home Office has been sending e-mails to those who were given 6 months Leave Outside the Rules (**LOTR**) telling them what they need to do, to get their leave extended this letter includes the link they should access to do this.

Universal Credit Roll-out Constituency Data.

- Information on Universal Credit rollout constituency data can be found on the House of Common Library pages.
- This dashboard has statistics on Universal Credit by constituency in Great Britain, including the Library's estimate of how far caseload rollout has progressed. Please note that the dashboard is updated monthly and that the latest estimates of legacy benefit caseloads are subject to future revision, as and when new caseload statistics are published

<https://commonslibrary.parliament.uk/constituency-data-universal-credit-roll-out/>



Any Questions?