

Local Housing Allowance

Implementation Project

Delivering for Glasgow



Agenda

- Project Team
- Objectives
- Challenges
- Unexpected Problems
- Resolutions
- Monitoring, Evaluation and Feedback
- Key outcomes
- Next steps

Project Team Role



Objectives of Initiative

- Implementing change ensuring GCC's Service Standards were maintained
- Promote the transparency of the new scheme
- Manage agreed LHA budget
- Develop a robust Communications Strategy
- Completion and Evaluation of Staff training
- Production of reports to measure the impact of LHA on the citizens of Glasgow
- Establish partnerships with Internal and External stakeholders

Challenges

- Communication
- Promoting Direct Payment
- Bank Accounts
- Producing an effective Safeguard Policy
- Ensuring Staffs understanding of new scheme

Unexpected Problems

- Contact with banks
- Attendance at Landlord Forums
- ‘Break in Claim’
- One Broad Rental Market Area
- Management Information

Resolutions

- Scotcash
- Ongoing Communication
- Web site development
- Liaison with other Council Departments
- Break in claim process agreed
- Management information framework developed

Monitoring & Position Statement

Management Information extracted from IT system

- 1487 LHA claims
- No Decrease in caseload
- 52% in receipt of Excess
- 6% in receipt of exact rental charge
- 42% receiving less than rental charge
- 12% of the above due to claimants age (under 25)
- Greatest impact on South and West areas of Glasgow

Stakeholder Evaluation & Feedback

- Claimants
- Landlords
- DWP
- Employees
- Welfare Groups
- The Rent Registration Service



Key Outcomes

- No increase in Homelessness due to LHA
- Improved service delivery and performance
- Resources realigned
- Safeguard requests fast tracked
- Provision of Debt Advice

Conclusion & Next Steps

- Further Opportunities currently being explored with:-
 - A full evaluation of implementation including customer consultation scheduled
 - Further development of the Safeguard Process
 - Ongoing analysis of Local Housing Allowance impact

Questions



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