

Programme

Full speed ahead – are you ready for the Universal Credit roll out?

Thursday 14 June 2018 | Macdonald Burlington Hotel, Birmingham

Join us for an outstanding series of dynamic, practical seminars that focus on the real impact of UC and how to prepare for and manage in a full service environment.

These events will help housing providers deal with the realities – how to sustain collection performance, how to maintain excellent support and how to help residents to sustain tenancies.

10:00 Registration and refreshments

10:30 Chair's welcome and introduction
Tony Newman, HQN

10:50 Universal Credit – latest on the roll out programme and tips for engaging with DWP
Gary Jenkins and Sandra Robinson, DWP

11:30 DWP question time and discussion
Gary Jenkins and Sandra Robinson, DWP and Tony Newman, HQN

12:00 Refreshments and networking

12:20 Universal Credit in reality: How people are coping
Alison Markantonis, HQN Associate

13:00 Lunch

14:00 From the UC coalface: Collecting the rent – a housing association perspective (includes Q&A)
Nick Traynor, ForViva

14:40 Refreshments and networking

15:00 From the UC coalface: Collecting the rent – a local authority perspective (includes Q&A)
Duncan Brown, formerly London Borough of Hammersmith and Fulham

15:40 Discussion – lessons from the day
Tony Newman, HQN

15:55 Evaluation and close

