

Programme

The future of UK household payments (and what it means for Universal Credit)

Thursday 15 February 2018, The Millennium Hotel London Mayfair

The ability for households to make payments however and whenever they like is the key to successful income collection, new research into UK bill payment trends shows.

Flexibility really is the future with mobile payments catching up fast with cash, cards and Direct Debit. But it's the ability to offer a diverse range of payment options to different demographics that will ensure the rent gets paid with the launch of Universal Credit full service on our doorstep.

With a focus on NPA and future trends, the day will explore how housing associations, local authorities and other organisations can use new approaches to maximise income, reduce arrears and improve customer engagement.

09:30 Registration and refreshments

10:00 Chair's welcome and introduction
Jon Land, HQN

10:10 Universal Credit update and hot topics Q&A
Elaine Baker and Steve Pilmoor, Department for Work and Pensions

11:15 The New Payment Architecture
Paul Horlock, NPSO

11:30 The financial inclusion challenge
Sian Williams, Toynbee Hall

11:45 Refreshments and networking

12:00 What housing providers need from the New Payment Architecture
Workshop led by Paul Horlock, NPSO and Sian Williams, Toynbee Hall

12:45 A lean approach to Universal Credit – a case study
Jen Barfoot, Homes in Sedgemoor

13:15 Lunch

14:15 The payment of household bills – now and in the future
Ross Macmillan, allpay

15:00 Managing the impact of Universal Credit – a case study
Mark Walker, Optivo

15:30 Close