

# Programme

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

Thursday 24 May 2018 | Cardiff

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  
**Graham Roberts, UC Programme Devolved Administration/Welsh Local Government, DWP**

**11:30** DWP question time and discussion  
**Graham Roberts, 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)  
**Rebecca Hunt, Income Services Manager, Newport City Homes**

**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**