

Programme

Universal Credit: Where do we go from here?

Thursday 17 September 2019 | Peterborough

We're once again partnering with DWP to bring housing providers a series of events that will provide practical help in managing the migration to UC. HQN Associate and RIEN Lead **Tony Newman** will chair each event and provide a summary of the key learning from UC so far, including the features of top performers and an updated UC action plan.

10:00 Registration and networking

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

10:45 Universal Credit – Latest on the rollout programme and tips for engaging with DWP
Andy Chiga, DWP

11:15 DWP Question time and discussion
Andy Chiga, DWP

12:00 Refreshments and networking

12:20 From the UC coalface: Collecting the rent – a housing association perspective (includes Q and A)
Paul Gilbert, Director of Customer Accounts, L&Q

12:50 Solutions for prioritising arrears cases and managing UC
Peter Steele, Head of Business, Mobysoft

13:05 Lunch

14:05 Behavioural science, data and AI to help landlords manage the risk of UC

Peter Hudson, Commercial Director and Stephen Johnson, Chief Behavioural Officer, Voicescape

14:30 APA/DP knowledge lab: Identifying and sharing best practice
Workshop session

15:10 Refreshments and networking

15:25 From the UC coalface: Collecting the rent – a local authority perspective (includes Q and A)
Natalie Patten, Court Officer, Ipswich Borough Council

15:55 Summary and close
Tony Newman, HQN

16:00 Close