

Programme

Universal Credit: Where do we go from here?

Thursday 14 November 2019 | thestudio, Leeds

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 refreshments

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
Elaine Baker, DWP

11:15 DWP question time and discussion
Elaine Baker, DWP

12:00 Refreshments and networking

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

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

13:05 Lunch

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

Peter Hudson and John Doyle, 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&A)
Natalie Patten, Court Officer, Ipswich Borough Council

15:55 Close and evaluations
Tony Newman, HQN