



Report to Safer and Stronger Communities Scrutiny & Policy Development Committee 8th December 2016

Report of: Challenge for Change Tenant Scrutiny Group

Subject: Challenge for Change: The Council Housing Service's preparation for the implementation of Universal Credit

Author of Report: Challenge for Change Tenant Scrutiny Group

Summary:

The customer scrutiny panel known as Challenge for Change (C4C) was set up in 2011 to perform an independent review of services delivered by the Council Housing Service. This report covers the group's project on the Council Housing Service's preparation for the implementation of Universal Credit. The overall purpose of the project was to see how well prepared the Council Housing Service is for the gradual implementation of Universal Credit and to check how it compares with similar organisations

The Group's report, including findings and recommendations is attached.

The report has been presented to the Housing and Neighbourhoods Advisory Panel (HANAP) and the Council Housing Service's "Community Engagement Partnership Group". Managers responsible for the Income Management service will report back to the C4C group on their progress in implementing the recommendations.

Type of item: The report author should tick the appropriate box

Reviewing of existing policy	X
Informing the development of new policy	X
Statutory consultation	
Performance / budget monitoring report	
Cabinet request for scrutiny	
Full Council request for scrutiny	
Community Assembly request for scrutiny	
Call-in of Cabinet decision	
Briefing paper for the Scrutiny Committee	
Other	

The Scrutiny Committee is being asked to:

Support the recommendations made in the Challenge for Change report

Background Papers:

List any background documents (e.g. research studies, reports) used to write the report. Remember that by listing documents people could request a copy.

Category of Report: OPEN