Benefits Update September 2011
- LHA Changes
Current LHA Rates

- Inner North & West London
- 1\textsuperscript{st} – 31\textsuperscript{st} October 2011
- Direct Gov - LHA

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Rate</th>
<th>Adjusted Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Room Shared Facilities</td>
<td>£89.50</td>
<td>(£387.83)</td>
</tr>
<tr>
<td>1 Bedroom Rate</td>
<td>£250.00</td>
<td>(£1083.33)</td>
</tr>
<tr>
<td>2 Bedroom Rate</td>
<td>£290.00</td>
<td>(£1256.67)</td>
</tr>
<tr>
<td>3 Bedroom Rate</td>
<td>£340.00</td>
<td>(£1473.33)</td>
</tr>
<tr>
<td>4 Bedroom Rate</td>
<td>£400.00</td>
<td>(£1733.33)</td>
</tr>
</tbody>
</table>
Current LHA Rates

- Outer North
- 1st – 31st October 2011
- Direct Gov - LHA

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Rate</th>
<th>Comparison Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Room Shared Facilities</td>
<td>£80.77</td>
<td>(£350.00)</td>
</tr>
<tr>
<td>1 Bedroom Rate</td>
<td>£173.08</td>
<td>(£750.01)</td>
</tr>
<tr>
<td>2 Bedroom Rate</td>
<td>£230.00</td>
<td>(£996.67)</td>
</tr>
<tr>
<td>3 Bedroom Rate</td>
<td>£288.46</td>
<td>(£1249.99)</td>
</tr>
<tr>
<td>4 Bedroom Rate</td>
<td>£350.00</td>
<td>(£1516.67)</td>
</tr>
</tbody>
</table>
Existing Claims from before April 2011 – no break in claim

• All have been subject to lower LHA rates since they claimed but transitionally protected for 9 months as long as there is no significant change to their claim

• From January 2012:
  – Transitional Protection begins to be removed when 9 months TP is up
  – 25-35 Year olds will be subject to Shared Room Rate from when 9 months TP is up
  – Sooner if they break their claim or have a change of address

• Removal of £15 excess from first anniversary after April 2011
New Claims since April 2011

• All have been subject to lower LHA rates since they claimed
• From January 2012:
  – 25-35 Year olds will be subject to Shared Room Rate from next Anniversary Date
  – Sooner if they break their claim or have a change of address
Customer Communications

• Initial Claimant mail shot explaining the main changes
• Initial Landlord mail shot
• Briefed at landlord forum
• Updated Haringey Website
• Include links to LHA Direct, DWP and Direct Gov sites, BACS take up and opening bank accts.
• Rolling Programme of Claimant Notifications of Transitional Protection ending
Staff Awareness

- Training Package for Staff has been developed
- Delivered to Customer Services and Housing
- Policy/procedure/briefings for HB staff.
Money Management / Direct Payment safeguards

- New Safeguard Policy
- Encourage claimants to change to BACs
- Advise on how to open bank accounts
- Homefinder links
DHP

- DHP fast-tracking
- DHP Appeals
- Review DHP spend on an ongoing basis.
- Agree spend profile
Partnership Working

- Identify vulnerable customers
- Close working with Housing
- Keep advice agencies updated with the main changes
- Provide support to Advice Agencies
North London Partnership

• DWP Funded to provide tenant Advice and Support – referrals taken from boroughs
• Landlord Support & Negotiation
• Barnet, Enfield, Waltham Forest, Islington, Westminster, Camden
• Staff Based at Islington Peoples Rights
• 3 Staff on site at IPR
• 3 Staff floating Support – likely 1 day per week at Haringey