



# Preparing for change

## *Welfare Reform: Impact on services*

### Capsticks is here to help

#### Introduction

It goes without saying that the raft of policy changes that lie ahead will have a major impact on providers of social housing. The extended Right to Buy proposals set the tone of the Government's drive from generation rent to generation buy, shortly followed by George Osborne's 2015 Summer Budget introducing plans to reduce social housing rents by 1% each year up to 2020 and a mandatory 'pay to stay' scheme for incomes above £30k (£40k for London) all of which fall within the backdrop of reducing the benefit cap. Much of the detail remains to be seen but the headlines talk about unprecedented reform to the housing industry, and therefore the need to be creative, versatile and robust as a sector is as important as it's ever been. There will be challenges, but there will also be opportunities to reflect on how housing is delivered and to innovate.

#### Things to consider:

- Reducing operating costs to collect income
- Maximizing opportunities to support tenants in managing their tenancy and paying rent
- The welfare reform impact on your Business plans
- What else your organisation can do to secure income
- Understanding how to implement and administer the Pay to Stay programme

- Housing Benefit Backdate reduced from 26 weeks to just 4 weeks
- Ensuring that staff continue to stay motivated during a period of unprecedented change

#### How can Capsticks help?

Capsticks continues to work closely with our clients, government advisors, trade press and membership organisations to ensure that we can offer not only a responsive service to your needs, but a proactive service that assists our clients in shaping the future of their business and the lives of their tenants.

#### Our services include:

##### Procedure reviews

Reviewing processes and making recommendations on how to conduct reviews

##### Tenancy Sustainment

- Getting the correct balance between enforcement and support.
- Establishing who can pay rent but won't and those that can't pay and need support

## Housing Benefit

Maximizing tenant's income to support payment of rent

## Cost benefit Analysis and Diversification

Exploring options of service delivery to achieve efficiency and value for money

## Managing Change

Working closely with board members, executives and directors in managing change within your organisation

## Pay to Stay

Assisting your organisation in planning and developing a robust process to manage the pay to stay programme

## Benefits of using our service

- Efficient collection of income – reducing overheads and decreasing arrears
- Ensuring that the correct tenants receive support
- Identifying tenants at risk of arrears and support
- Maximizing early opportunity to intervene and support customers whose housing benefit has stopped to avoid breaks in awards
- Ensuring that core services are delivered in an efficient way
- Creating opportunities to explore innovative business models to achieve value for money
- Receiving a 'critical friend' approach in what is a turbulent policy landscape
- Ensuring that staff stay motivated and enthused to deliver an effective service
- Being prepared for significant change to ensure that effective services continue to be delivered

## How much does it cost?

Our costs can vary dependent on the range of services that you receive. For a detailed quotation please contact Chris Grose

## Housing Advisory Services

Capsticks is about more than just the law and that's why we have developed an innovative approach to assist registered providers with business solutions using our legal and non-legal expertise. We have a number of highly reputable associates working to deliver successful outcomes for clients using a variety of different methods.

## Our Expertise



JUSTIN KING  
Consultant

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An accomplished, successful and extremely dedicated individual with extensive experience gained within the housing management sector, including senior management responsibility at Director level. Justin has a successful background and proven track record within the provision of a first-class customer service. Justin has strong leadership skills and has the ability to motivate and empower individuals to achieve their own potential and to make a significant contribution to the success and productiveness of the team. He possesses exceptional commitment, passion, time management, organisation, planning, decision making and interpersonal skills, utilising superior communicative and language abilities to build, develop and maintain beneficial relationships at all levels. A methodical and analytical thinker with a natural ability to resolve problems and identifying areas for improvement. Trained at Henley Business School on leadership and change management, Justin uses his natural ability to lead people through change.

## How to get in touch...

For more information please contact:



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