

UNIVERSAL CREDIT

is your organisation ready?

THE INTRODUCTION OF Universal Credit (UC) is the single biggest challenge facing the social housing sector today. In this one-day course, we'll examine the issues facing claimants, and how the introduction of UC will impact on their relationship with their landlord. Not only helpful with reaction to the challenge, the course is also designed to be pre-emptive, enabling organisations to put solutions in place ahead of UC's widespread introduction.

WHO WILL BENEFIT FROM THIS TRAINING?

- ✓ Income Protection Officers
- ✓ Welfare Officers and teams
- ✓ Community Engagement teams
- ✓ Housing Officers
- ✓ Anyone who works with people who will be affected by Universal Credit



Quids in! Guide To Universal Credit, published by the Social publishing Project

**PROTECT REVENUE.
PREVENT EVICTIONS.
SUPPORT TENANTS.**

OUTCOMES

Our principle objective is for your organisation to be able to put in place projects and procedures that will mitigate the impact of Universal Credit. Putting in this support structure will help to limit the loss of rental revenue, and ultimately evictions that are otherwise one of the likely outcomes of UC's introduction.

By the end of the day attendees will be able to:

- ✓ Identify the issues around the introduction of UC and understand the impact that will have on tenants ability to continue to successfully manage their money
- ✓ Effect behavioural change for claimants
- ✓ Manage expectations both within and outside of the organisation
- ✓ Advise tenants of their rights and responsibilities under UC
- ✓ Signpost to specialist advice for claimants
- ✓ Champion positive practical responses

YOUR TRAINERS

Each session will be run by a director of the Social Publishing Project; **Steve Faragher** or **Jeff Mitchell**. Both are journalists and publishers with extensive experience in the sector, including direct contact with Universal Credit claimants on the Bath pilot scheme. They are the founders of Quids in! magazine, and social enterprise the Social Publishing Project. They wrote the Quids in! guide to Universal Credit, which is the Social Publishing project's most successful guide to date. Both are regular presenters at regional financial inclusion forums.

FORMAT AND COST

The course runs from **9:30am to 4pm**, and we bring it to your organisation. The cost is **£900** (plus VAT) for the day, and up to **10 people** may attend. We're happy to run courses that bring together different agencies in an area.

Social Publishing Project

The home of **Quids in!** magazine

TO BOOK YOUR COURSE

go to www.socialpublishingproject.com/uctraining,
phone Rhiannon on **08456 804 906**
or email rhiannon@socialpublishingproject.com

**HURRY,
we're booking
up fast**