



CITYWEST HOMES

CityWest Homes' response to the introduction of the government's welfare reforms in Westminster



City of Westminster



Universal Credit (UC) will start to be introduced in Westminster during November 2015 and a broader programme of welfare reforms will follow. CityWest Homes (CWH) has identified a range of actions to support our tenants through the changes with:

Information

Help & Advice

Tools and skills





Our Support Promises

Information

We will provide information on how the reforms may affect you to help you adjust to the changes with confidence

Advice

We will ensure that advice is made available to you from CityWest Homes and expert partners if you need it

Tools and skills

We will help you find ways to improve your money management and computer skills so that you can manage your claim online and spend within your monthly budget





Our Ten Support Commitments

Information

- 1) We will provide information on how the reforms may affect our tenants to help you adjust to the changes with confidence
- 2) We will ensure that advice is made available to you if you need it

Help & Advice

- 3) We will work to identify the impact of the changes early, identify your individual support needs and explore your options
- 4) We will work with you if you are affected by the under-occupation cap and want to move home
- 5) We will provide a range of professional help so that you can maximise your benefits and stay out of debt
- 6) We will work with Jobcentre and other agencies to deliver a local support service

Tools & Skills

- 7) We will make it easy for you to pay and manage your rent
- 8) We will provide details of suitable bank accounts
- 9) We will provide details of available training courses to ensure that you have the skills to manage the challenges posed by the changes
- 10) We will provide opportunities for ongoing training and employment advice





information

Our support commitment

We will provide information on how the reforms may affect our tenants to help you adjust to the changes with confidence

We will ensure that advice is made available to you if you need it

How we will do this...

We will communicate with our tenants in a variety of ways about the welfare changes as information becomes available. We will provide a range of information, interactive tools and calculators as well as one-to-one staff support so that tenants understand the changes and can make the transition in an informed way

We will ensure that trained CWH staff are available to advise tenants wishing to discuss the impact of the changes on their circumstances





Help & Advice

Our support commitment

How we will do this...

We will work to identify the impact of the changes early and help you prepare

We will work with the DWP and the council and conduct analysis to identify tenants affected by the welfare reforms and communicate with them at an early stage to explain the impact of the changes so that they can make preparations

We will work with you to identify your individual support needs and explore your options

We will meet with tenants affected by the changes to discuss their situation and requirements. In partnership with external agencies, we will offer access to a range of services to help you feel confident in managing your money when the reforms have been introduced

We will provide a range of professional help so that you can maximise your benefits and stay out of debt

We will advise tenants affected by the reforms to ensure that their benefit payments are correct and offer a money advice service so that they can effectively manage their budget through the changes and sustain their tenancy

We will work with Jobcentre and other agencies to deliver a local support service

We will build a strong working relationship and information sharing arrangements with external agencies to bring together a localised support offer ensuring that our tenants can access the different services provided by our partners with ease





Tools & Skills

Our support commitment

How we will do this...

We will make it easy for you to pay and manage your rent

We will provide a range of convenient payment options so that you can select the payment option that meets your preferences for paying your rent

We will help you find a bank account

We will ensure that our staff are able to provide information about a range of bank accounts to enable you to select and manage a bank account that meets your banking preferences

We will map out available training courses in Westminster to ensure that you have the skills to manage the challenges posed by the changes

We will provide details of training programmes available in Westminster to help you to improve your computer skills, so that you can manage your benefit claim and access services online, and money management skills so that you can confidently manage a monthly budget and sustain your tenancy

We will provide opportunities for training and employment advice

We will work with partners to provide details of employment opportunities and training courses available in Westminster to support our tenants that are looking for work to move toward employment

