Vulnerable Hub Meeting Minutes - 11TH December 2019

Attendees – Lea Ansell, Delia Chesney, Declan Lynch, Wendy Grace, Sharon Payne, Fran bailey, Simon Pearce, Jennie Smith, Dragan Cvejic, Sharon Willis, Rachel Greenfield, Sue London, Greta Burrows, Jenny Goodwin, Zeid Mahrat, Rasha Alshalabi.

A round robin from all at the table due to some very welcome new faces ☺

1.Update to questions from previous meeting on 20.11.19

No figures available for number of visits in this area

No news from DWP re managed migration but Rachel from CA reported that they had been informed this would be starting now and they had 250 known JSA cases.

2.Discussions around Alternative Payment Arrangements (APA’s) how the DWP find these helpful for customers in rent arrears but how they can also cause issues with arrears because of the different payment cycle to the customers UC payment.

3.Discussion about split payments. Customers can request that their payments are split under certain circumstances (possible DV, partner has gambling issues etc) and can also request more frequent payments (for example twice monthly).

4.Simon Pearce from Cambridge Water explained about the Assure tariff. If you are on a low income you may get discount on your water charges if your household income is less than £16,105 per year or if you have dependent children living at property an additional £1500,00 per dependent child will be added to the household income threshold. To apply an application form can be downloaded from here : [www.cambridge-water.co.uk](http://www.cambridge-water.co.uk)

5. Query from Jennie Smith Metropolitan Housing regarding customer living in Brampton with housing debt and no correspondence received back from relevant Jobcentre(Huntingdon) regarding this. Customers name and details taken and will be taken forward.

6.Question from Fran Bailey re customer living at YMCA at risk of homelessness due to non - payment of rent due to sanctions. Customer name and details taken and will look into.

Next Meeting Wednesday 22.1.2020 at 10am Nancy Fraser Room