GOODBYE 2016, HELLO 2017

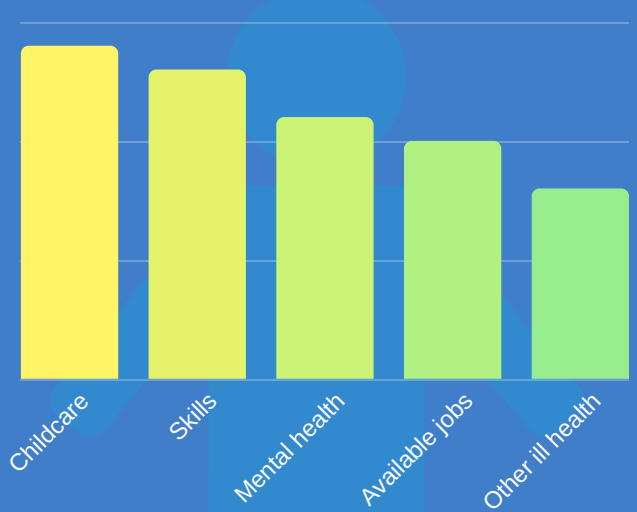
2016 has been an eventful year. We said goodbye to many of our favourite celebrities, and hello to a new Prime Minister, Brexit and a new US President elect.

Policy in Practice asked *local organisations* supporting vulnerable people what their main challenges were in tackling low income, poverty and unemployment in 2016, and what challenges their *residents* faced. We also asked what their hopes and fears are for 2017. Here's what they said.

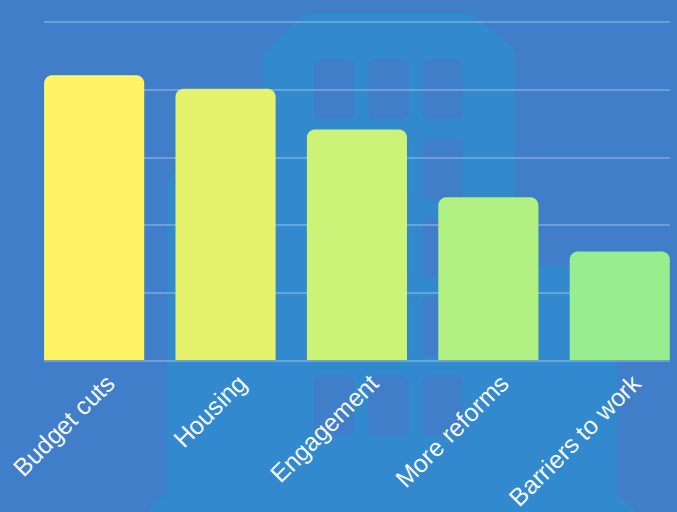
2016

TOP 5 CHALLENGES

LOW INCOME HOUSEHOLDS



LOCAL AUTHORITIES



2017

RESIDENTS

HOPES

Funding for development of affordable homes is increased
Universal Credit is better understood and explained by JCP advisors
Residents affected by the Benefit Cap get better support

FEARS

Personal debt and mental health issues will continue to escalate
Vulnerable people are unable to manage their money
Direct payments will lead to increased arrears

TEAMS

HOPES

Devolution brings genuine powers to deliver a holistic service
Joined up information and insight leads to a single view of each household
More action, less talk leads to better public services

FEARS

Universal Credit and Homelessness Reduction bill means more change
Housing shortages mean more cost and difficult decisions for advisors
With fewer resources local authorities must support more people, with inconsistent support from JCP work coaches

HOUSING

Housing is the biggest issue for LAs. Affordability and availability of homes for rent, plus the cost of temporary accommodation, are critical issues

EMPLOYMENT

Households in work are now expected to progress, but what works? Skills, childcare and health are bigger barriers to work than motivation to get a job

ENGAGEMENT

Engagement with customers is an ongoing challenge, whilst communication with DWP and other partners needs to substantially improve

IMPLEMENTATION

There is no more debate or uncertainty, now is the time for implementing UC. LAs want to learn from those who've gone first

How we can help

TARGETED SUPPORT

Support budgets are inadequate. Finely targeting support and using data to segment is essential to help those most in need

How we can help

FRONTLINE ADVICE

Better quality advice needs to be given for staff, and subsequently by staff, to residents. Some LAs are not ready for rollout of UC

How we can help

Policy in Practice

Policy in Practice believes the welfare system can work more effectively. We help people and organisations by making government policy simple to understand.
Visit www.policyinpractice.co.uk to find out how.