

New backdating rules for Housing and Council Tax Benefit

Section A: General Information.

Note: your name will not be disclosed to anyone within DWP who does not have an interest in this survey or to anyone outside the department, and will not be used in any future publications.

1. **Your name**

2. **Organisation**

3. **Telephone**

4. **Email**

5. **Please tell us in what capacity you are completing this questionnaire**

On behalf of an organisation As an individual

6. **What is your job?**

Welfare rights adviser

Housing adviser

Legal adviser

Local authority HB decision maker

Local authority housing department

Private landlord

Housing association

Other. Please specify:

7. **Date of completion**

Section B: General effect of the changes

This section contains a series of questions asking for your general view of the impact of the change based on your/your organisation's experience. If you do not have the information needed to complete this section, or only wish to submit details of a case study, please go to Section C.

1. In the course of your job, on average how many cases per month have you dealt with since October 2008 which have involved a claim for a backdated award of HB/CTB?

- No more than 2
 Between 3 and 5
 Between 6 and 10
 More than 10
 Don't know

2. In these cases, what proportion of customers knew they could backdate a claim before you advised them?

- Less than 10%
 Between 10 and 25%
 Between 26 and 50%
 More than 50%
 Don't know

3. What proportion of these customers knew the backdating rules had changed from 6 October?

- Less than 10%
 Between 10 and 25%
 Between 26 and 50%
 More than 50%
 Don't know

4. What impact have the changes to the backdating rules had in the following areas? (please leave blank if you don't know)

	much less now	a little less now	no change	a little more now	much more now
the time it takes for benefit to be decided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the amount of evidence a customer needs to submit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the level of rent or council tax arrears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the incidence of evictions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
the incidence of homelessness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What impact have the new backdating rules had on the number of appeals?

- Much smaller now A little smaller now No change
- A little greater now A lot greater now Don't know

6. In your opinion, what has been the overall effect of the change to the backdating rules for customers?

- Very positive Fairly positive No difference
- Fairly negative Very negative Don't know

7. Please provide any additional comments on the impact of the new rules in the box below.

If you would also like to submit details of a case study, please complete Section C. Otherwise, please save your completed questionnaire and return to DWP either by email or post. Details are on the questionnaire information page on dwp.gov.uk.

Section C: Case Study

This section is for submitting details of a specific case. If you have a case study you can share with us, please complete the following questions as far as possible. Space is provided at the end for a summary of the case, and any other comments you wish to make. **Please do not provide any information - names, addresses etc - which would enable the customer to be identified.**

1. At the time of making the claim, was the customer

- under 60 60 or over

2. Is the customer

- male female

3. Do any of the following apply to the customer?

(if the customer falls into more than one category, please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> homeless or no fixed address | <input type="checkbox"/> learning disability |
| <input type="checkbox"/> drug/alcohol addiction | <input type="checkbox"/> hearing impairment |
| <input type="checkbox"/> care leaver | <input type="checkbox"/> sight impairment |
| <input type="checkbox"/> ex-offender | <input type="checkbox"/> language difficulty (impairment) |
| <input type="checkbox"/> lone parent | <input type="checkbox"/> member of ethnic minority |
| <input type="checkbox"/> parent of children under 16 | <input type="checkbox"/> refugee/asylum seeker |
| <input type="checkbox"/> physical disability | <input type="checkbox"/> language difficulty (English not first language) |
| <input type="checkbox"/> mental health condition | |

4. What kind of accommodation was the customer living in at the time of his/her application?

- | | |
|--|--|
| <input type="checkbox"/> Bed & breakfast | <input type="checkbox"/> House/flat - private, sole tenant |
| <input type="checkbox"/> Bedsitter | <input type="checkbox"/> House/flat - private, multi-tenant property |
| <input type="checkbox"/> House/flat - owner/occupier | <input type="checkbox"/> House/flat - housing association/RSL |
| <input type="checkbox"/> House/flat - council | <input type="checkbox"/> Temporary accommodation arranged by LA |
| <input type="checkbox"/> Other: please specify | <input type="text"/> |

5. For what period did the customer request backdating?

- Three months or less Between nine and twelve months
- Between three and six months More than twelve months
- Between six and nine months

6. Would the customer's circumstances have given rise to a claim for a longer or earlier¹ period if the regulations had allowed this?

- Yes No Don't know

(If yes, please give details in the case summary at the end of this questionnaire)

7. What was the reason for asking for a backdated award?

(If more than one reason applies, please select all that apply)

- didn't realise they would be entitled to HB/CTB
- was wrongly advised they would not be entitled to HB/CTB
- unable to apply at the right time due to ill health or disability
- unable to apply at the right time / didn't understand the rules and there was no one to advise or help
- unable to apply due to language difficulties and no one able to advise or help
- forgot to claim at the right time
- started to claim but failed to respond to request for further information
- didn't want to claim until it was really necessary
- did apply but LA didn't process claim
- other - please give details:

¹ By 'earlier' we mean a self-contained period which was entirely in the past and is not part of a current claim.

8. Was the claim backdated?

- Yes No Decision not yet made Don't know

9. If yes, for what period was the claim backdated?

- the whole of the period asked for part of the period asked for

10. If the claim was only partly backdated, why was this?

- did not meet the continuous good cause requirement
- exceeded the 3 or 6 month time limit
- other - please give details:

11. If the backdated claim was completely refused, why was this?

- did not meet the good cause requirement
- was not entitled to HB/CTB for the period in question
- was for a period of more than six months previously (or three months if a Pension Credit age case)
- other - please give details:

12. Please provide a brief summary of the case: