

Working Paper

Family Resources Survey – Benefit Block Pilot

Final report

by Julia Griggs, Hannah Silvester and Clare Tait

Department for Work and Pensions

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Summary

In 2011–12 NatCen undertook an evaluation of the questions asked in the benefits section of the Family Resources Survey (FRS) to explore the reasons behind the under-reporting of certain benefits. Recommendations resulting from this exploration included grouping benefits in a more meaningful way and changing the terms used to refer to certain benefits.

The pilot carried out towards the end of 2012 was intended to test the implementation of resultant revisions to FRS benefit questions. It also provided an opportunity to make additional changes to the survey to reflect those taking place in the benefits system, for example, the amalgamation of Tax Credits and some benefits into Universal Credit.

A purposive pilot sample was drawn from a database of respondents who had participated in the FRS in 2011 and had agreed to be contacted for follow-up studies. Of the 188 issued cases, 82 fully-productive household interviews (with a median interview length of 51.4 minutes) were completed over the two-week pilot period. The interviewers who participated in the pilot provided feedback both at a face-to-face debrief and by completing pilot-specific feedback forms.

Generally, the interviewers were very positive about the new structure of the benefit block. They suggested that revisions – including the new benefit groupings – improved the flow of the survey and heightened respondent understanding. Interviewers also felt that replacing benefit names with brief descriptions (as with Housing Benefit), or with more commonly used names (as with State Retirement Pension) was helpful for respondents.

Most of the recommendations stemming from the pilot related to ongoing issues with benefit questions, for example, providing interviewers with more information about specific benefits (including amounts) and introducing more routing based on the family, and respondent, circumstances so respondents are not asked about benefits that don't apply to them. There were also ongoing problems reported with respondents being unable to remember the details of their claims (for example, benefit amounts).

Other comments specific to changes made as part of the pilot included concerns about:

- distinguishing between questions about mobility and Motability benefits; and
- the order and labelling of showcards.

Finally, interviewers highlighted a small number of potential problems with existing questions and checks which need to be explored and corrected for the 2013–14 or future waves of the questionnaire.

1 Introduction

NatCen undertook an evaluation of the current questions asked in the benefits section of the Family Resources Survey (FRS) interview in 2011–12. The findings from that review indicated that the current wording and order of questions caused problems for some respondents, contributing to under- and over-reporting of benefits.

As a result, the benefits block was substantially restructured, so benefits were grouped together in a more meaningful way. Questions about Housing Benefit and Tax Credits, which used to feature earlier in the questionnaire, were moved to the benefits block, in preparation for the staged roll-out of Universal Credit¹. A substantial number of questions (and their corresponding showcards), were moved, updated or replaced. (See Appendix A for the pilot proposal and Appendix C for full details of changes to the questionnaire.)

A new version of the questionnaire was then piloted to confirm the modified benefits block had been programmed correctly, and the revised questions and structure worked in the field, with a view to taking the new sections forward into the 2013–14 survey. The size of the pilot sample meant that it was not possible to provide an indication of the impact of the changes on the estimates of benefit receipt.

¹ Housing Benefit and Tax Credits will be replaced by Universal Credit.

2 Fieldwork

The fieldwork for this pilot took place between 27 November and 12 December 2012. Nine experienced Family Resources Survey (FRS) interviewers worked on the pilot. The sampled areas included most of the main cities in England, including Birmingham, Manchester, Liverpool, Newcastle and Nottingham.

Interviewers were self-briefed, i.e. they were provided with a document about the main changes to the questionnaire and asked to complete one practice interview before starting work on the pilot. Interviewers were provided with a feedback form to record their findings from working on the pilot (see Appendix B) and also attended a face-to-face debrief on 13 December 2012.

3 Sample and response

The pilot sample was drawn from a database of respondents who had participated in the Family Resources Survey (FRS) between July and December 2011, and had agreed to be contacted for follow-up studies. As the pilot was directly concerned with how well the benefit block questions worked, a purposive approach was taken to sample selection. This meant the geographical areas selected for inclusion had large numbers of potential respondents claiming Pension Credit (PC), Attendance Allowance (AA) and Disability Living Allowance (DLA) – benefits typically subject to high levels of under-reporting. After selecting addresses which included FRS respondents who had reported receipt of PC, AA and DLA, all remaining sample members were selected from a subset of those reporting receipt of other benefits (with the exception of people just claiming Child Benefit). The contact details of 166 households containing 188 individuals were issued to interviewers.

Of the issued cases, 82 fully productive household interviews were achieved. Of these interviews, 22 were partially completed by proxy. Among the unproductive cases were six ‘deadwood’ addresses and 19 refusals. The majority of those refusing to participate cited the length of the interview and/or the short period of time that had passed since last being interviewed as reasons for refusal. There were four cases of other unproductives and the remaining cases were attempted, but no contact had been made by the end of the fieldwork period. As the aim of the pilot was to achieve a set number of interviews, and as this was a follow-up study, these outcomes should not be viewed as in any way indicative of a likely response rate for the main stage of the survey.

4 Advance letters and making contact

All cases were sent an advance letter before the interviewer made face-to-face contact. Letters were posted approximately one week before interviewers went into the field.

For the most part, sample members were very co-operative and happy to take part. Interviewers noted that the respondents seemed to have a good understanding of the study (most likely a product of their recent participation) and were generally willing and able to answer the questions.

5 Interview length

The median interview length of fully productive cases was 51.4 minutes, within a range of 20 to 112 minutes. (Please note, these times are based on 'time-stamps' within the computer-assisted personal interviewing (CAPI) programme rather than audit trail data and are more liable to error – thus it is not possible to say whether the changes have had an impact on the interview length.)

Interviewers noted that the longest interviews were those conducted with older respondents and those with severe disabilities.

6 Interviewer feedback

All interviewers were asked to complete a feedback form and to participate in a half-day debrief at the end of the fieldwork period. This section presents a summary of the interviewers' comments and makes recommendations for revisions to the benefits block based on their feedback. The proposed changes are summarised in the final section of this report.

6.1 General impressions

Interviewers felt changes to the benefit block had improved the flow of the survey and that respondents had been better able to understand what was being asked of them. They were also positive about the new benefit groupings at WAgeBen, DisBen, PenBen, KidBen, SocFund, OtherBen and ClaiFut (set out in Table 6.1), seeing these as more logical and self-explanatory than the old benefit variables.

Table 6.1 New benefit groupings

Question	Benefit groupings
WAgeBen	* Universal Credit Housing Benefit Working Tax Credit Child Tax Credit Income Support Jobseeker's Allowance Employment and Support Allowance Carer's Allowance
DisBen	* Personal Independence Payment (including Motability) Disability Living Allowance (including Motability) Attendance Allowance Severe Disablement Allowance Incapacity Benefit Industrial Injury Disablement Benefit
PenBen	Pension Credit State Retirement Pension Widow's Pension, Bereavement Allowance or Widowed Parents (formerly Widowed Mother's) Allowance Armed Forces Compensation Scheme (formerly War Disablement Pension) War Widow's/Widower's Pension (and any related allowances) Guaranteed Income Payment

Continued

Table 6.1 Continued

Question	Benefit groupings
KidBen	Child Benefit Guardian's Allowance Maternity Allowance
SocFund	A grant from the Social Fund for funeral expenses A grant from the Social Fund for maternity expenses/Sure Start Maternity Grant A Social Fund loan or Community Care Grant
OtherBen	'Extended payment' of Housing Benefit/rent rebate, or Council Tax Benefit Bereavement Payment Lone Parents Benefit Run-on/Job Grant In-work Credit Return to Work payment Any National Insurance or state benefit not mentioned earlier
ClaiFut	Pension Credit Housing Benefit Working Tax Credit Child Tax Credit Income Support Jobseeker's Allowance Employment and Support Allowance

* These benefits are not yet in operation, but will be included in FRS 2013–14

6.2 Benefits to help with rent

The removal of Housing Benefit questions from the module on rented accommodation and their integration into the benefit block brought a major change to the questionnaire structure. Changes in administration of rent-related benefits also meant that all explicit references to Housing Benefit were removed, and replaced with a short description of the benefit.

The movement of rent-related benefit questions was generally positively received by interviewers, who felt they 'belonged' with the other benefits. Interviewers also felt that replacing specific benefit names with brief descriptions was very helpful for respondents, who were sometimes unfamiliar with official names. Therefore, replacing 'Housing Benefit' with 'state benefits to help with your rent' was thought to have a beneficial effect on reporting.

Despite some improvements in respondent understanding, interviewers reported continuing problems collecting total rent or Housing Benefit amounts because respondents didn't know or were unable to remember their rent payments. This has been a persistent problem with the Family Resources Survey (FRS) and is a particular issue when Housing Benefit is paid directly to the landlord². This reporting issue is also seemingly connected to the way rent and Housing Benefit payments are recorded – rent books having been replaced by less 'permanent' benefit statements and letters.

² Although not part of the benefit block revisions, interviewers reported similar difficulties with Council Tax Benefit amount linked to automatic payment.

6.3 Tax Credits

Changes to the Tax Credit questions, which previously appeared as a separate module, were minimal and primarily involved integration into the benefit block. In general, interviewers felt respondents were familiar with Tax Credit terminology and thought these ‘benefits’ were subject to lower levels of under-reporting than others.

Interviewers did, however, identify a few practical problems, the most significant being the order of the Tax Credit showcards (H1, H2 and H3). The current order required interviewers to direct respondents backward through the pack, causing confusion and interrupting the flow of the survey. Interviewers requested showcards be revised to follow the same order as corresponding questions (see Section 6.5 on the showcards for further details).

Identifying the Tax Credit claimant in two-parent households also proved problematic for some interviewers. Tax Credit correspondence is often addressed to both members of a couple, although usually it is only paid to one. This meant that claims were sometimes reported twice and/or inaccurately as joint claims. Interviewers felt that the addition of a new interviewer instruction to address this would be helpful.

6.4 New benefit groups

Interviewers were generally very positive about the new benefit groupings, believing that they improved the flow of the questionnaire, and also believing that it had a small positive effect on reporting (specifically, that having similar benefits on a single showcard aided respondent recall). There were, however, a number of problems identified, which need to be addressed before the next iteration of questionnaire is finalised.

There was a general request from interviewers for more information about benefits in the help screens. This issue was raised in connection with the follow-up questions **JSAType** and **ESAType**, with interviewers wanting more guidance on whether benefits were contributory or income-based, and how to code ‘don’t know’ answers³, but the request applied across the benefit block. Other areas where interviewers welcomed further information and guidance were:

- around pensions (at **PenBen**), particularly regarding the distinction between Savings Credit and the guaranteed element of Pension Credit;
- for DLA (at **DisBen**), including an explanation of the different rates and components of DLA and how this is distinct from Severe Disablement Allowance (SDA);
- for ‘Return to Work Credit’ and ‘In-Work Credit’ (at **OtherBen**).

Interviewers felt that being better informed about benefits themselves would allow them to offer guidance to respondents as required.

In addition to uncertainty around the different components of disability benefits, interviewers and respondents struggled with the similarity between DLA ‘mobility’ and DLA ‘Motability’ questions – some believing, incorrectly, that the same question was being asked twice. To overcome current confusion we suggest the latter question be made more descriptive, i.e. to refer to ‘a car purchased using the Motability scheme’, or alternatively, ‘car allowance known as Motability’.

³ For example, including an explanation that contributory Jobseeker’s Allowance (JSA)/ Employment and Support Allowance (ESA) is time-limited to six-months, so if the respondent has been claiming for an extended period it is most likely income-based.

Less significant, but also responsible for some confusion among respondents claiming DLA, was the reference to the Disability and Care Directorate at BenLettr. We suggest simply changing the word order of this question so it reads: ‘Do you have a letter from the DWP or the Disability and Carers Service that you could consult?’

Alongside additional help screen information, interviewers requested more information about typical benefit amounts. They felt this would improve the administration of the survey, because they would be able to enter exact amounts rather than the rounded estimates provided by respondents (for example, if a respondent gave £70 as the benefit amount received, they would know to enter £71). Interviewers also suggested using auto-fill for some flat-rate benefit amounts – which is something we may consider for future waves of the FRS. In the interim, we suggest including a table in the back of the benefit information pamphlet, which could be updated as required without having to amend the body of the leaflet.

Additionally, interviewers felt they would like more guidance on how to deal with checks and also on ‘correcting’ information given by respondents (if they knew/suspected the responses were inaccurate). This is something that could usefully be discussed at briefings, i.e. that thorough notes need to be made if checks are being suppressed and that amounts should not be altered by interviewers where the respondent is reporting amounts with confidence.

Other issues to emerge during the debrief were whether Guaranteed Income Payment should be in the same answer category as the Armed Forces Compensation Scheme at PenBen, and changing the computer-assisted personal interviewing (CAPI) programme to allow interviewers to enter 0 (zero) at the question asking about tax paid on benefits.

6.5 Showcards

Interviewers described several instances where respondents had struggled with Section I of the showcards (primarily because the letter ‘I’ looked like the number 1 in the font used). We suggest the showcards are relabelled (and I not used) making the new benefit block showcards H1 – H10, previously the Tax Credit block, as set out below.

Table 6.2 Showcards

Showcards	Benefit block
H1	WAgeBen
H2	CTClum
H3	WTClum
H4	DisBen
H5	PenBen
H6	KidBen
H7	SocFund
H8	OtherBen
H9	ClaiFut
H10	TCEver

6.6 Other issues raised by interviewers

A number of the issues raised during the interviewer debrief were not directly connected to changes made as part of the pilot, but represented ongoing concerns with existing questions regarding benefits. For example, interviewers highlighted problems with two of the (existing) Housing Benefit questions newly moved to the benefit block: **HBenCHK** and **RentFull**. These questions (**HBenCHK**: ‘Is the amount of £... for rent, that you mentioned earlier, before or after taking off state benefits to help with rent?’ and **RentFull**: ‘How much is your full rent – that is before state benefits to help with rent?’); were felt to be confusing for interviewers and respondents, and therefore need to be rewritten without reference to before and/or after benefits. Interviewers also asked that the program be corrected so they could enter 0 (zero) at ‘amount of rent paid’ or ‘eligible rent’ when 100 per cent is covered by housing benefits.

Similarly, interviewers reported difficulties with the reference to ‘eligible’ rent at **EligAmt** (‘on the rent book/card/statement, what is the amount shown for eligible rent?’). Although survey instructions include an explanatory note, interviewers felt the question could helpfully be rephrased to include a definition of eligible rent.

Another ongoing issue highlighted during the pilot was the under-reporting of water rates included with rent. A number of interviewers felt this issue may necessitate an additional prompt or soft check.

Interviewers also expressed concern that respondents with very severe disabilities were asked questions about work; despite it being clear they were not able to either work or seek work. Currently these questions are asked before the benefits block, so there is no opportunity to route on the basis of a longstanding SDA/DLA/ESA claim. However, adding an introductory question about ability to work to the employment section may reduce the FRS burden for some vulnerable respondents.

While benefit questions have long been asked of all respondents, regardless of their likely eligibility for those benefits, new groupings at **WAgeBen**, **DisBen**, **PenBen** and **KidBen** have highlighted issues with this approach (for example, asking people without children whether they received Child Benefit, Guardian’s Allowance or Maternity Allowance). Interviewers requested that routing to certain benefit questions is adjusted, so that, for example, **KidBen** is only asked of those with dependent children and **PenBen** is only asked of those aged over 50. Less easily addressed is the issue with ‘inappropriate’ answer categories for **SocFund** – currently all respondents (including male pensioners) are asked whether they received a Maternity Grant.

Also highlighted by changes to the benefit block, but not subject to testing as part of the pilot, was the most appropriate placement of the benefit follow-up questions, which ask about the amount received etc. Here interviewers’ opinions were polarised, some preferring to ask each follow-up question directly after that particular benefit had been reported, others to ask a succession of follow-up questions at the end of the block. This latter group felt that respondents found it easier to answer a series of similar follow-up questions referring to their documents as required. Such mixed views make recommendations difficult; we therefore suggest continuing with the current question order.

7 Conclusion

Overall, the results from the pilot study were encouraging. Interviewers felt that revisions to the benefit block had a positive effect for themselves and for respondents. However, there are a number of changes that need to be made for FRS 2013–14:

Housing benefit and rent

- Add a new check or interviewer instruction to address the under-reporting of water rates included with rent.

Tax Credits

- Move the Tax Credit showcards into the benefits section.
- Add an explanation and a new interviewer instruction – to probe – if a joint Tax Credit claim is reported.

Benefit groupings/new benefit block

- Address confusion between the ‘mobility’ component of Disability Living Allowance (DLA) and ‘Motability’ by referring to the ‘car allowance known as Motability’.
- Provide benefit amounts for fixed-rate benefits in a quick reference table at the back of interviewers’ guide to benefits.
- Change the word order of the **BenLettr** follow-up question for DLA claimants.
- Remove Guaranteed Income Payment as an explicit answer category and group with the Armed Forces Compensation Scheme at **PenBen**.
- Correct the program so that interviewers are able to enter 0 (zero) at the ‘tax paid on benefits’ question.

Showcards

- Reorder benefit block showcards so that all follow the order of questions.
- Relabel showcards, omitting ‘I’.

There are also a small number of issues to be addressed in future waves of the Family Resources Survey (FRS):

- Ensure help screens are more comprehensive and ‘future-proof’ (by removing references to benefit amounts).
- Consider the possibility of using auto-fill for some (flat-rate) benefit amounts.
- Provide interviewers with more guidance on how to deal with checks, and whether they should ‘correct’ amounts given by respondents.
- Rewrite questions **HBenCHk** and **RentFull** to omit confusing references to before and after housing benefits/deductions.
- Correct the program so interviewers can enter 0 (zero) at ‘amount of rent paid’/‘eligible rent’ (when 100 per cent is covered by housing benefits).
- Rephrase the ‘eligible’ rent question to include a definition.

Appendix A

Pilot proposal

A.1 Benefits block changes – proposal for pilot

Section 1: Housing Benefit

Implications of moving the Housing Benefit (HB) questions

To bring the HB questions into the benefits block a number of changes will need to be made to existing questions and/or checks.

Questions to be dropped:

When HB is moved to the benefits block, the questions asked of second benefit units in the benefits block can be dropped. These are:

- HBothBU
- HBothAmt
- HBothPd
- HBOLng
- HBOYr
- HBOthMh
- HBOthWk

In addition, the following questions will also be removed:

- **HBenAmt** (Owned Accommodation and Mortgages question block) – same information will be captured via BenAmt
- **HBenPd** (Owned Accommodation and Mortgages question block) – same information will be captured via BenPd
- **HBenWait** (Owned Accommodation and Mortgages question block) – whether waiting for the outcome of an HB claim. To be added to the questions capturing whether waiting an outcome for all benefits (see Annex E).

Questions to be moved:

- **HBRecp** (Owned Accommodation and Mortgages question block).– HB or rent allowance paid directly to respondent or to landlord. To be moved to benefit block as a follow-up where HB is reported.
- **HBWeeks** (Owned Accommodation and Mortgages question block) – Number of years (banded) in receipt of HB. To be moved to benefit block as a follow-up where HB is reported.

- **HBWeeks2** (Owned Accommodation and Mortgages question block) – Number of weeks (if up to two years) in receipt of HB. To be moved to benefit block as a follow-up where HB is reported.
- **HBYear** (Owned Accommodation and Mortgages question block) – Year claim began (if up to two years) HB claim. To be moved to benefit block as a follow-up where HB is reported.
- **HBMnth** (Owned Accommodation and Mortgages question block) – Month claim began (if up to two years) HB claim. To be moved to benefit block as a follow-up where HB is reported.

Questions to be amended:

- Soft check (Tenure and Address question block): where tenure=rent free, Slight wording change: ‘Can I just check do you live rent free because ~~you receive 100% housing benefit~~ *all of your rent is paid through state benefits*? IF YES recode Tenure to Code 4 (Rent it)’
- **RentDoc** (Owned Accommodation and Mortgages question block) – Slight wording change: ‘Do you have a rent book, rent card, ~~Housing Benefit statement~~ or some other rent document that you could consult?’
- **HBenefit** (Owned Accommodation and Mortgages question block) – Slight wording change: ‘Are you receiving ~~Housing Benefit or Rent Allowance~~ *any state benefits*, to help with paying your rent, either directly or by having it paid to your landlord?’
- **Rebate** (Owned Accommodation and Mortgages question block) – Slight wording change: ‘You said that you paid no rent last time. Is this because ~~you get 100% Housing Benefit~~ *all of your rent is paid through state benefits*?’
- **HBenChk** (Owned Accommodation and Mortgages question block) – Slight wording change: ‘Can I just check, is the amount of [amount] for rent that you mentioned earlier, before or after taking off the ~~Housing Benefit~~ *state benefits to help with rent*?’
- **RentFull** (Owned Accommodation and Mortgages question block) – Slight wording change: ‘How much is your full rent, that is before ~~Housing Benefit or Rent Allowance~~ *state benefits to help with rent*?’
- **AccNonHH**(Owned Accommodation and Mortgages question block)
‘(Apart from ~~Housing Benefit~~ *state benefits to help with rent*) does anyone outside your household pay any rent on this accommodation on your behalf?’
- Soft check where AccPay=1 (DWP):
‘Are you sure? DWP only ever pay arrears of rent. Double-check, that respondent is not thinking of ~~Housing Benefit~~ *state benefits to help with rent*. If genuine arrears, suppress this warning.’
- **SRentAmt** (Rent within Shared Households question block) – to capture rent paid within the household. Slight wording change:
‘How much rent did [name] pay last time it was due, after deducting any ~~Housing Benefit~~ *state benefits to help with rent*?’
- **CVPay** (Rent within Conventional Households question block) – to capture rent paid within the household. Slight wording change:
‘How much rent did [name] pay [for board and lodging] last time it was due, after deducting any

Housing Benefit state benefits to help with rent?’

Section 2: Grouping and names of benefits/state support

It is assumed that all benefits block questions (including routing and soft checks⁴) from the existing questionnaire will be retained unless explicitly stated otherwise.

It is also assumed that the follow-up questions and routing from tax credits will be maintained when it moves from the tax credit block to the benefit block.

Suggested showcard options:

Each showcard will contain a ‘none of these’ option and a spontaneous ‘one or more but don’t know which’ option.

Working-age benefits

Housing Benefit

Working Tax Credit

Child Tax Credit

Income Support

Jobseeker’s Allowance (*follow-up question to identify if contributory, income-based or both*)

Employment and Support Allowance (*follow-up question to identify if contributory, income-based or both*)

Carer’s Allowance

Disability benefits

Disability Living Allowance (including Motability) – (*will include a follow up question to determine which components: Care/Mobility including motability/both and a further follow-up question routed from ‘mobility’ and ‘both’ options to determine whether via motability*)

Attendance Allowance

Severe Disablement Allowance

Incapacity Benefit

Industrial Injury Disablement Benefit

Pensioner benefits

Pension Credit

State Retirement Pension

Widow’s Pension, Bereavement Allowance or Widowed Parent’s (formerly Widowed Mother’s) allowance

Armed Forces Compensation Scheme (formerly War Disablement Pension) or War Widow’s/ Widower’s Pension (and any related allowances)

Guaranteed Income Payment

⁴ This does not mean the programming of the routing and soft checks will not need changing – if questions move then the coding may need to be updated in order to maintain these.

Child benefits

Child Benefit

Guardian's Allowance

Maternity Allowance

Social Fund (12-month reference period)

A grant from the Social Fund for funeral expenses

A grant from Social Fund for maternity expenses/Sure Start Maternity Grant

A Social Fund loan or Community Care Grant

Other benefits (six-month reference period)

'Extended payment' of Housing Benefit/rent rebate, or Council Tax Benefit (four-week payment only)

Bereavement Payment

Lone Parent's Benefit Run-On/Job Grant

In-Work credit

Return to work payment

Any National Insurance or state benefit not mentioned earlier

Section 3: Follow-up questions to the above

These questions are followed up with questions to capture:

- Whether documentation has been checked.
- How much was received last time.
- The period the payment covered.

Note: Follow-up question HowBen has been dropped.

All other questions such as GovPay, NumWeeks and Ben7Q to remain unchanged.

Section 4: Future questions

Current questions to capture whether awaiting outcome of a claim:

(In Tax Credits question block)

TaxFut: Are you awaiting the outcome of a claim for Working Tax Credit or Child Tax Credit?

(In benefits block)

B2QFut: Can I just check, have you been awarded any of (these/the other) allowances to start at some future date, either for yourself or for some other household member?

1. Care component of Disability Living Allowance ONLY
2. Mobility component of Disability Living Allowance ONLY
3. BOTH Care Component and Mobility component of Disability Living Allowance
4. Attendance Allowance
5. None of these

B3QFut: And may I just check, are you awaiting the outcome of a claim for any of (these/the others)?

1. Jobseeker’s Allowance
2. Pension Credit
3. Income Support
4. Incapacity Benefit
5. Employment and Support Allowance
6. Maternity Allowance
7. Industrial Injuries Disablement Benefit
8. None of these

Proposal: Replace the above questions with the following (asked of all adults)

And may I just check, are you awaiting the outcome of a claim for any of (these/the others)?

Pension Credit
 Housing Benefit
 Working Tax Credit
 Child Tax Credit
 Income Support
 Jobseeker’s Allowance
 Employment and Support Allowance

Additional changes proposed for 2013-14

The new groupings are to be extended to include **Universal Credit** with working-age benefits and **Personal Independence Payments** with disability benefits (as follows):

Working-age benefits

Universal Credit
 Housing Benefit
 Working Tax Credit
 Child Tax Credit
 Income Support
 Jobseeker’s Allowance
 Employment and Support Allowance
 Carer’s Allowance

Disability benefits

Personal Independence Payment (including Motability)
 Disability Living Allowance (including Motability)
 Attendance Allowance
 Severe Disablement Allowance
 Incapacity Benefit
 Industrial Injuries Disablement Benefit

Those respondents who report claiming Personal Independence Payment (PIP) will be asked a follow-up question to determine which components they receive: *Daily Living/Mobility including motability/both*, and a further follow-up question routed from ‘mobility’ and ‘both’ options to determine whether via Motability). Those respondents who report claiming Disability Living Allowance (DLA) will be asked the same follow-up questions, although the answer categories to the first will vary very slightly: *Care/Mobility including Motability/both*.

In addition, the new question which asks respondents whether they are awaiting the outcome of a benefit claim is to be extended to include Universal Credit.

Pension Credit

Universal Credit

Housing Benefit

Working Tax Credit

Child Tax Credit

Income Support

Jobseeker’s Allowance

Employment and Support Allowance

Follow-up questions: Universal Credit and Personal Independence Payment

Respondents who report Universal Credit will need to be routed to check whether the amount reported is the usual amount and if not, the usual payment is captured.

Respondents who report Universal Credit will need to be routed to questions that capture GovPay.

Respondents who report Universal Credit will need to be routed to a question that asks about repayment of Social Fund loans.

Respondents who report PIP and/or Universal Credit will need to be routed to a question that asks about number of weeks in receipt.

Appendix B

Interviewer feedback form

B.1 Family Resources Survey

B.1.1 Benefits Block Pilot – Feedback Form

The Benefits Block pilot

This pilot study has been designed to test the implementation of changes to the benefits questions in the Family Resources Survey (FRS), which will be used on the next round of the study in 2013–14. The pilot aims to ensure that the questions are programmed correctly and that they are understood by respondents in receipt of social security benefits.

Some fairly significant changes have been made to the survey in order to reshape the benefits section, affecting: the questions asked; the language used; and the routing of questions. These changes mean that it is extremely important to thoroughly test the questionnaire in the field, and find out how it is working, before taking the new sections forward into the 2013-14 FRS.

Your comments and suggestions form a vital part of the testing and refining process, as you have first-hand knowledge of how well the new questions and structure are working with respondents. We rely on your feedback to ensure we are making the right decisions when reshaping the questionnaire.

Instructions for completing this questionnaire

Please complete this feedback questionnaire giving as much information as you can regarding the new benefits block. If you think any questions have not worked well please say why and, if you have any suggestions for improvements, please let us know what they are.

Points to consider when answering each question:

- Did the questions flow easily?
- Were there any particular stumbling blocks?
- Was the order of the questions appropriate?
- Is the terminology appropriate (i.e. do people use the same benefit names as FRS)
- Are further instructions needed on how to code answers?

If you want to give feedback on questions or the pilot more generally and haven't discussed them so far, please fill in Section 4, specifying which question you are referring to. If you run out of room when answering any of the questions, please continue on a separate sheet(s), noting the question name and attach this to the questionnaire. Please remember to refer to the **self-briefing instructions** (which detail all questionnaire changes) as they provide more background and details about the new benefits block.

Please provide as much information as possible and bring your completed questionnaire with you to the pilot debrief on 13 December.

Thank you for your help with this important pilot project.

Section 1: Rented accommodation

A significant number of questions have been relocated from the rented accommodation section to the benefits block (mostly those relating to Housing Benefit). We would like to know if the ‘flow’ of the questions has been interrupted, in particular between:

- **Rent** (How much rent does your household currently pay?); and
- **WSInc** (Were water or sewerage charges (rates) included in the rent which you mentioned?).

1.1 Did the structure of the questionnaire seem logical to you and the respondents? Were there any problems with the wording, flow or routing of the questions? Were respondents able to answer these questions without difficulty?

Section 2: Tax Credits

The questions on Tax Credits have been moved from a separate (dedicated) section of the questionnaire into the benefits block. We would like to know whether these questions are working well in their new position.

- 2.1 Did the structure of the questionnaire seem logical to you and the respondents? Were there any problems with the flow or routing of the questions? Were respondents able to answer these questions without difficulty?

Section 3: State and other benefits and pensions

Late in 2011, NatCen analysed how FRS respondents interpret and understand the questions asked of them. They found that the question order and language used to describe individual benefits did not reflect how respondents thought about and described the benefits they received.

As a result, this block has been substantially reshaped so that benefit types are grouped together in a more meaningful way. Questions about Housing Benefit, which used to feature earlier in the questionnaire, have been moved to this section. A few other questions (and their corresponding showcards), have been replaced with new questions.

Thinking about these new questions:

- **WAgeBen (showcard I1)**
- **DisBen (showcard I2)**
- **PenBen (showcard I3)**
- **KidBen (showcard I4)**
- **SocFund (showcard I5)**
- **OtherBen (showcard I6)**
- **And ClaiFut (showcard I7)**

3.1 Did these new groupings seem logical to you and to respondents?

3.2 Do you think the new way benefits have been grouped together meant that respondents more accurately reported what they were claiming (or less likely)?

3.3 Were any of the questions particularly problematic (if yes, please name them and describe the problem)?

3.4 Were questions asked of the right people, e.g. were questions about Child Benefit asked of respondents who lived with dependent children?

3.5 Were there any types of respondent whose circumstances were not adequately covered by the questionnaire or benefits that were missing from the lists?

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- 3.6 Did the order and structure of the new benefits block seem logical to you and to respondents?
Did you encounter any problems?

- 3.7 For any of the questions in the new benefits block, would you have expected information, a help screen, prompt and/or check that it was not included?

Section 4: Repetition

4.1 Did you feel you had asked for the same information, but in different sections? Please comment (referring to specific questions where possible):

Section 5: Other comments

5.1 Do you have any other points – either positive or negative – you would like to make about the changes to the benefits block? (If you have comments about specific questions, please include the relevant question name in the first column.)

Question name	Comment

Appendix C

Guide to questionnaire changes

Section A: Housing Benefit

The Housing Benefit questions have been moved into the benefits block, and question wording amended to reflect changes in the way the benefit is being administered. This requires a number of changes to existing questions and question checks – listed here in the order they appeared in the old version of the questionnaire.

Changed 🚧 {*** Wording change only ***}

↔️ **Ten2Rs**

**Can I just check do you live rent free because you receive 100% housing benefit?
all of your rent is paid through state benefits?**

If 'Yes' recode tenure to code 4 (rent it)

Changed 🚧 {*** Wording change only ***}

Rent Documents

↔️ **RentDoc**

Do you have a rent book, rent card, Housing Benefit statement or some other rent document that you could consult?

IF BENEFITS STATEMENT AVAILABLE PLEASE CONSULT THIS.

1. **Housing Benefit Statement Rent card/book**
2. **Some other document**
3. **None**

Changed 🚧 {*** Wording change only ***}

↔️ **HBenefit**

Are you receiving Housing Benefit or Rent Allowance any state benefits, to help with paying your rent, either directly or by having it paid to your landlord?

1. **Yes**
2. **No**

- Changed** 🚧 {*** Question moved to the benefit block and change to both the routing and answer categories ***}:
If WAgeBen = 2
Payment of Housing Benefit
 → **HBRecp**
Is the Housing Benefit or Rent [allowance/rebate] paid directly to you or directly to your landlord?
1. Directly to recipient of Housing Benefit or Rent [allowance/rebate] (i.e. the respondent or an appointee)
 2. Directly to landlord/property agent
 3. Split payment (i.e. payment directly to landlord and just the excess of rent and housing benefit to respondent)
- Changed** 🚧 {*** Wording change only ***}
 → **Rebate**
 You said that you paid no rent last time. Is this because you get 100% Housing Benefit *all of your rent is paid through state benefits?*
- Removed** ✂ {*** Question removed – the same information will be captured via BenAmt ***}
~~**Housing benefit amount**~~
 → ~~**HBenAmt**~~
~~**How much Housing Benefit/rent rebate allowance are you and the other members of your household allowed?**~~
- Removed** ✂ {*** Question removed – the same information will be captured via BenPd ***}
~~**Period covered by housing benefit**~~
 → ~~**HBenPd**~~
~~**How long did this cover?**~~
- Changed** 🚧 {*** Wording change only ***}
 → **HBenChk**
Can I just check, is the amount of [AUTOFILL RENT AMOUNT] for rent that you mentioned earlier, before or after taking off the Housing Benefit *state benefits to help with rent?*
- Changed** 🚧 {*** Wording change only ***}
 → **RentFull**
How much is your full rent – that is before Housing Benefit or Rent Allowance *state benefits to help with rent?*

Changed 🚧 {*** Question moved to the benefits block and change to routing ***}

If WAgeBen = 2

Length of Housing Benefit

↔ **HBWeeks**

For how long have you been on Housing Benefit or rent allowance (this time)?

INTERVIEWER: Please note that a number of changes of circumstances, not just a change of address could have resulted in the break of a claim (e.g. a partnership forming/dissolving, change in no. of dependents etc).

1. Up to 2 years
2. 2 years but less than 3
3. 3 years but less than 4
4. 4 years but less than 5
5. 5 or more years

The next question is asked if Code 1 (Up to 2 years) is given for HBWeeks

Changed 🚧 {*** Question moved to the benefits block ***}

If HBWeeks = 1

Length of Housing Benefit

↔ **HBWeeks2**

How many weeks you have been on Housing Benefit (or Local Housing Allowance) or Rent Allowance (this time)?

Enter number of weeks

Changed 🚧 {*** Question moved to the benefits block ***}

If HBWeeks = 1

Year claim began

↔ **HBYear**

Can I just check, in which year did you begin your current Housing Benefit claim?

Enter year

Changed 🚧 {*** Question moved to the benefits block ***}

If HBWeeks = 1

Month claim began

↔ **HBMnth**

And which month was that?

1. January
2. February
3. March
4. April
5. May
6. June
7. July
8. August
9. September
10. October
11. November
12. December

Removed ✂ **{*** Question removed – information will be captured via ClaiFut ***}**

Waiting for Housing Benefit

↔ **HBenWait**

~~Are you awaiting the outcome of a claim for housing benefit that is, either rent-rebate or rent allowance?~~

Changed 🦋 **{*** Wording change only ***}**

↔ **AccNonHH**

~~Apart from Housing Benefit state benefits to help with rent) does anyone outside your household pay any rent on this accommodation on your behalf?~~

1. Yes
2. No

Changed 🦋 **{*** Wording change only ***}**

↔ **AccPay**

Soft check where **AccPay** =1 (DWP):

Are you sure? DWP only ever pay arrears of rent. Double-check, that respondent is not thinking of **Housing Benefit state benefits to help with rent. If genuine arrears, suppress this warning**

Changed 🦋 **{*** Wording change only ***}**

↔ **SRentAmt** – to capture rent paid within the household.

How much rent did [name] pay last time it was due, after deducting any Housing Benefit state benefits to help with rent?

Changed 🚩 {*** Wording change only ***}

→ **CVPay** – to capture rent paid within the household.

How much rent did [name] pay [for board and lodging] last time it was due, after deducting any Housing Benefit state benefits to help with rent?

Section B: Tax Credits

Tax Credits questions have been moved to the benefits block. The addition of a tax credit question at **WAgeBen** rendered the first question unnecessary, so this has been removed – the remaining questions are now routed from **WAgeBen**.

Changed 🚩 {*** All background information re: Tax Credits has moved to the benefits block ***}

Removed ✂ {*** Question removed – information will be captured via WAgeBen ***}

~~Tax Credits~~

→ ~~TaxCred~~

~~NOW THERE ARE SOME QUESTIONS ABOUT TAX CREDITS~~

~~SHOW CARD H1~~

~~Are you at present receiving any of these Tax Credit payments in your own right? Please include any lump sum payments under £105 received in the last year.~~

~~Press <F9> for help~~

~~1. Working Tax Credit (excluding any childcare element of working tax credit)~~

~~2. Child Tax Credit (including any childcare element of working tax credit)~~

~~3. None of these~~

~~Note – Childcare element is part of the Working Tax Credit award calculation but is paid to the person getting the Child Tax Credit. The FRS collects information on payments rather than awards so it is important that where childcare element is received as part of a Working Tax Credit **award** that it is recorded in the FRS as a Child Tax Credit **payment**.~~

Changed 🚩 {*** Question moved to the benefits block – now follows KidBen – and change to routing ***}:

Ask **ChkCTC** if **KidBen** = 1, but **WAgeBen** does not = 3

Child Benefit and Child Tax Credit checks

→ **ChkCTC**

INTERVIEWER: Although the respondent receives Child Benefit he/she hasn't reported receipt of Child Tax Credits. Are you certain that the respondent does not receive Child Tax Credits? This is a means-tested benefit so it is plausible the respondent may not receive Child Tax Credits if their income is above a certain threshold.

If necessary check with the respondent.

1. Yes, I am certain (the respondent DOES NOT receive Child Tax credits)
2. No, I am not certain (the respondent did not know which Tax Credits received), NODK, NORF

Changed  {*** Question moved to the benefits block ***}

Ever Received Tax Credit

→ TCEver

Showcard H1

Have you received any tax credit payments since April 2003 (when Working Tax Credit and Child Tax Credit were introduced)?

INTERVIEWER: We are only interested in Working Tax Credit and Child Tax Credit at this question.

Exclude Working Families' Tax Credit, Disabled Person's Tax Credit and Children's Tax Credit which were replaced from April 2003 by Working Tax Credit and Child Tax Credit.

1. Working Tax Credit (excluding any childcare element of Working Tax Credit)
2. Child Tax Credit (including any childcare element of Working Tax Credit)
3. None of these

Changed  {*** Question moved to the benefits block ***}

If **Ever Received Tax Credit** =1 or =2

Tax Credit This Year

→ TCThsYr

Showcard H1

Have you received any tax credit payments since April 2008?

1. Working Tax Credit (excluding any childcare element of Working Tax Credit)
2. Child Tax Credit (including any childcare element of Working Tax Credit)
3. None of these

Changed  {*** Question moved to the benefits block ***}

If **Tax Credit This Year** = 1 'WTC in this financial year' or **Tax Credit This Year** =2 'CTC in this financial year' or **Tax Credit This Year**=3 'No tax credits in this financial year'. Respondent's not getting tax credits at the moment, but did last financial year or in a previous year.

Tax Credit Repayment

→ TCRepay

Why are you not receiving any tax credit payments at the moment?

1. Repaying an overpayment from earlier this year
2. Repaying an overpayment from previous year
3. Not completed application forms
4. Income too high
5. Not eligible for other reason
6. Other

Code 1 will only appear on screen if **Tax Credit This Year = 1** or **Tax Credit This Year =2**

Changed ✨ **{*** Question moved to the benefits block ***}:**

Ask **WTCLum** if **WAgeBen = 3** (so If **Working Tax Credit** received)

Working Tax Credit Lump Sum

→ WTCLum

SHOWCARD H2

Please look at card H2 and tell me in which of these ways you are currently receiving your Working Tax Credit?

Prompt: Do you receive it in any other ways?

INTERVIEWER: If the respondent receives their tax credit as a regular payment then they should have received the latest payment within the last 4 weeks.

1. Lump Sum under £105 covering payments for the whole year
2. Regular payments via your bank, post office account or Giro

If **Working Tax Credit Lump Sum=2**

☞ Soft check

Working Tax Credit is normally only paid through these means if you have recently (in the last 8 weeks) had your award increased. Has this happened to you?

INTERVIEWER: If yes suppress check and make a note to explain the circumstances.

If **Working Tax Credit Lump Sum=1 and 2**

☞ Soft check

If you have received a lump sum covering the whole year then you should not also be receiving regular payments.

INTERVIEWER: If respondent says have received both check to see if respondent is actually talking about Child Tax Credit. Make a note to explain the circumstances.

Changed 🚩 **{*** Question moved to the benefits block and change to routing ***}:**

Ask **CTCLum** if **WAgeBen** = 4 (so If **Child Tax Credit** received)

Child Tax Credit Lump Sum

→ **CTCLum**

SHOW CARD H3

Please look at card H3 and tell me in which of these ways you receive your Child Tax Credit?

INTERVIEWER: If the respondent receives their tax credit as a regular payment then they should have received the latest payment within the last 4 weeks.

1. Lump Sum under £105 covering payments for the whole year
3. Regular payments via your bank, post office account or Giro

If **Child Tax Credit Lump Sum** = 1 and 3

☞ Soft check

If you have received a lump sum covering the whole year then you should not also be receiving regular payments.

INTERVIEWER: If respondent says have received both check to see if they are referring to Working Tax Credit not Child Tax Credit.

☞ **Soft Check:** if **WTCLum**=1 'Lump sum payment' and **CTCLum**=1 'Lump sum payment'

“Are you sure? It isn't possible to receive a lump sum payment for Working Tax Credit AND Child Tax Credit. Please check with the respondent and amend the answer. Make a note of the circumstances if this check is suppressed and the answer not amended.”

Changed 🚩 **{*** Question moved to the benefits block and change to routing ***}:**

Ask if **WAgeBen** = 3. **WTC**, or 4. **CTC**

Tax Credit Award Notice

→ **TaxNotr**

Do you have a Tax Credit Award Notice from the Inland Revenue that you could consult? INTERVIEWER: This has 'TC602' at bottom left of page 1

1. Yes
2. No (unwilling)

Changed 🚩 {*** Question moved to the benefits block and change to routing ***}

Tax Bank Statement Consulted

↳ TaxStmt

ASK OR CODE...or is there a bank statement you could consult?

1. Yes
2. No (unwilling)

Changed 🚩 {*** Following questions moved to the benefits block and change to routing ***}:

Ask if WAgeBen = 3. WTC, then separately for Child Tax Credit if WAgeBen = 4. CTC

Changed 🚩 {*** Question moved to the benefits block ***}

Amount of Lump Sum Payment

↳ WTCLPay

↳ CTCLPay

You said that you received a [Working Tax Credit/Child Tax Credit] lump sum payment covering the whole year. How much was this payment?

INTERVIEWER: If respondent receives combined payment of Working Tax Credit and Child Tax Credit enter it here.

Changed 🚩 {*** Question moved to the benefits block ***}

Amount of Last Payment

↳ WTCamt

↳ CTCamt

How much was received for your last [Working Tax Credit/Child Tax Credit] payment?

INTERVIEWER:

1. Exclude lump sum payments covering whole year.
2. If respondent receives combined payment of Working Tax Credit and Child Tax Credit enter it here.
3. If respondent receives Over 50's New Deal payment with Working Tax Credit, include it here.

Changed 🚩 {*** Question moved to the benefits block ***}

Period Payment Covered

↳ WTCPd

↳ CTCPd

How long did this cover?

- 1: One week
- 2: Two weeks
- 3: Three weeks
- 4: Four weeks
- 5: Calendar month
- 7: Two calendar months
- 8: Eight times a year
- 9: Nine times a year
- 10: Ten times a year
- 13: Three months/13 weeks
- 26: Six months/26 weeks
- 52: One Year/12 months/52 weeks
- 90: Less than one week
- 95: One off/lump sum
- 97: None of these (EXPLAIN IN A NOTE <Ctrl+M>)

Changed 🚧 **{*** Question moved to the benefits block ***}**

Usual Amount of WTC

↔ **UWTCamt**

How much is usually received for your Working Tax Credit payment?

INTERVIEWER: Exclude lump sum payments covering whole year.

Changed 🚧 **{*** Question moved to the benefits block ***}**

Period Payment Covered

↔ **UWTCPd**

How long did this cover?

- 1: One week
- 2: Two weeks
- 3: Three weeks
- 4: Four weeks
- 5: Calendar month
- 7: Two calendar months
- 8: Eight times a year
- 9: Nine times a year
- 10: Ten times a year
- 13: Three months/13 weeks
- 26: Six months/26 weeks
- 52: One Year/12 months/52 weeks

90: Less than one week
 95: One off/lump sum
 97: None of these (EXPLAIN IN A NOTE <Ctrl+M>)

Changed ✂ **{*** Question moved to the benefits block and change to routing ***}:**

Ask if **WAgeBen** = 3. WTC

WTC with Disability Element

↳ **WTCD**

Does the payment of [amount given for Working Tax Credit] include a Disability element?

Changed ✂ **{*** Question moved to the benefits block and change to routing ***}:**

Ask if **WAgeBen** = 3. WTC

Payment Include CCTC

↳ **CCTC**

Does this payment include a childcare element to help pay for child care expenses?

1. **Yes**
2. **No**

Removed ✂ **{*** Question removed – information will be captured via ClaiFut ***}**

~~**Tax in Future**~~

~~—**TaxFut**~~

~~Are you awaiting the outcome of a claim for Working Tax Credit or Child Tax Credit?~~

~~IF Tax Credits = 1 and Tax in Future = 1, OR Tax Credits = 2 and Tax in Future = 1 there is a soft check~~

~~☞ Soft Check~~

~~Present receipt of either WTC or CTC payments take precedence over future claims. Please delete code at TaxFut.~~

~~☞ Soft Check~~

~~If the first partner of a couple interviewed in the same BU states that they are receiving WTC or CTC as a regular payment or have received a lump sum (WTCLum = 2 or CTCLum = 2), then their partner CANNOT also receive payments of the same tax credit.~~

Section C: Grouping and names of benefits/state support

The benefits block has been substantially reshaped so benefits are grouped together in a more meaningful way (for example, all disability benefits will be in one group, all child benefits in another).

This restructuring means that a number of questions have been removed from the questionnaire – with their corresponding showcards – and replaced with new questions. A large number of benefits block questions have been moved in line with the new benefit groupings.

Changed 🔄 {*** Introductory note at beginning of benefit block reworded ***}

Note about questions **Benefit Question 1 WAgeBen to OtherBen Benefit Question 7** (which benefits are received) :

When there are two adults in the benefit unit, the question is put to the first adult, then immediately put to the second person as **‘And [name], what about you?’** The exception is when one of the follow-up questions **Wid, War, DC, DM, Attendance Allowance**, or **JSAType** (see below) is required, in which case that will come first.

Removed ✂ {*** Question removed – information captured by new benefits questions ***}

Benefit Question 1

→ **Ben1Q**

SHOW-CARD I1

Looking at this card, are you at present receiving any of these state benefits in your own right: that is, where you are the named recipient?

1. Child Benefit
2. Guardian’s Allowance
3. Invalid Care Allowance/Carer’s Allowance
4. Retirement Pension (NI), or Old Person’s Pension
5. Widow’s Pension, Bereavement Allowance or Widowed Parent’s (formerly Widowed Mother’s) allowance
6. Armed Forces Compensation Scheme (formerly War Disablement Pension) or War Widow’s/Widower’s Pension (and any related allowances) or Guaranteed Income Payment
7. Severe Disablement Allowance
8. None of these

Added + {*** Question added in line with the new benefit groupings ***}

Working age benefits

→ **WAgeBen**

SHOWCARD I1

Looking at this card, are you at present receiving any of these state benefits in your own right: that is, where you are the named recipient?

1. **Universal Credit**
2. **Housing Benefit**
3. **Working Tax Credit**
4. **Child Tax Credit**
5. **Income Support**
6. **Jobseeker's Allowance**
7. **Employment and Support Allowance**
8. **Carer's Allowance**
9. **None of these**
10. **(SPONTANEOUS) One of these/more than one of these, but don't know which**

If **WAgeBen** = 3. WTC, BUT no child under 19 in household and no adult aged 25 and over working for 30 or more hours per week.

☞ Soft Check

Working Tax Credit is normally only paid to households without children if there is an adult in the household who is aged at least 25 and working for 30 hours or more per week.

Are you responsible for a child under 19 who is not here? Or is there an adult in the household who is disabled and is either working for at least 16 hours per week or is expecting to start work in the next 7 days?

INTERVIEWER: IF NO SUCH ADULT BUT RECEIVED WTC SUPPRESS AND MAKE A NOTE.

If **WAgeBen** = 3. WTC, and there is a child aged under 19 in the household BUT no adult who works for 16+ hours per week.

☞ Soft Check

Working Tax Credit is normally only paid if there is an adult in the household working for 16 or more hours per week.

PLEASE CHECK: Is there an adult expecting to start work within 7 days?

INTERVIEWER: IF NO SUCH ADULT BUT RECEIVED WTC SUPPRESS AND MAKE A NOTE

If **WAgeBen** = 4. CTC, BUT no child aged under 19 in household.

☞ Soft Check

Child Tax Credit is normally only paid if there is a child aged under 19 in the household.

PLEASE CHECK: Did you have a child for whom you are responsible but who is not here at present?

INTERVIEWER: IF NO CHILD BUT RECEIVED CTC SUPPRESS AND MAKE A NOTE.

If **WAgeBen** = 4. CTC and there is a child in the household but TaxCred does not include CTC as well.

☞ Soft Check

There is a child in the household and Working Tax Credit has been selected, but not Child Tax Credit. Please amend.

Changed 🚩 {*** Question moved to follow PenBen and change to routing ***}:

Ask if PenBen DOES NOT = 2. State Retirement Pension and R meets the age criteria

- Asked to all males over 65 yrs of age and women over 60 yrs of age who did not answer 2 at PenBen.

Deferred State Pension

↪ **DefrPen**

INTERVIEWER: The respondent is aged 65 or over (male) or over 60 (female) and so could collect state pension BUT they have not reported having NI Retirement Pension (or Widow's Pension/Bereavement Allowance) or old person's pension. However, some people defer taking up their State Pension in order to build up extra State Pension which they receive when they start claiming State Pension. This question is checking whether people have deferred taking up State Pension.

Have you deferred taking up your State Pension?

1. **Yes**
2. **No**

Changed 🚩 {*** Question moved to follow PenBen ***}

If DefrPen = 2 'No'

↪ **DefrPEX** (this question has been moved to follow PenBen)

INTERVIEWER: It appears that the respondent is not claiming Retirement Pension and has not deferred their State Pension. Please check the reasons for this and explain in a note.

Changed 🚩 {*** Question moved to follow DefrPEX and change to routing ***}:

Ask if PenBen = 3.

Type of Widows Pension/Allowance

↪ **Wid**

INTERVIEWER: ASK OR RECORD WHICH ONE WAS RECEIVED:

1. **Widow's Pension**
2. **Widowed Mother's Allowance**
3. **Bereavement Allowance**
4. **Widowed Parent's Allowance**

Changed 🚩 {*** Question moved to follow Wid and change to routing ***}:

Ask if PenBen = 4. or 5.

If PenBen = 4. - ~~War Disablement Pension~~ *Armed Forces Compensation Scheme (formally War Disablement Pension)* or 5. War Widow/Widower's Pension

Type of War Pension

→ War

INTERVIEWER: ASK OR RECORD WHICH ONE WAS RECEIVED:

1. **Armed Forces Compensation Scheme (formerly War Disablement Pension) or Guaranteed Income Payment (GIP) paid to Service or ex-Service personnel**
2. **War Widow's/Widower's Pension or Guaranteed Income Payment (GIP) paid to surviving partners of Service personnel.**

Changed ✂ {*** Question moved to follow War ***}

If the respondent is aged over 50 and currently working, either as an employee or self-employed, but were out of work before this current job, the following question is asked concerning the New Deal for Over 50s.

New Deal Payment

→ NDeal

Are you currently receiving payment as part of the New Deal for over 50's?

This New Deal Scheme is available to those who are aged over 50 and who were not working and on benefit for more than six months previously.

- If they take a full time job – the New Deal pays an extra £60 per week tax free (known as an Employment Credit) on top of the wage (£40 for part-time work)
- The New Deal guarantees a take home wage of at least £180 a week, £9,300 a year if in full-time employment
- An in-work training grant of up to £1,500 may also be available when you start work
- Is paid straight into the bank account or by Giro, but not with wages.

Removed ✂ {*** Question removed – information captured by new benefits questions ***}

~~Benefit Question 2~~

~~→ Ben2Q~~

~~**INTERVIEWER: Exclude payments made under the Social Services Direct Payment Scheme.**~~

~~**SHOW CARD I2**~~

~~**And looking at this card, are you at present receiving any of the state benefits shown on this card – either in your own right or on behalf of someone else in your household?**~~

1. Care component of Disability Living Allowance ONLY
2. Mobility component of Disability Living Allowance ONLY
3. BOTH Care Component and Mobility component of Disability Living Allowance
4. Attendance Allowance
5. None of these

Added +

{*** Question added in line with new benefit groupings ***}

Disability Benefits

→ **DisBen**

SHOW CARD I2

Looking at this card, are you at present receiving any of these state benefits in your own right: that is, where you are the named recipient?

1. **Personal Independence Payment (including Motability)**
2. **Disability Living Allowance (including Motability)**
3. **Attendance Allowance**
4. **Severe Disablement Allowance**
5. **Incapacity Benefit**
6. **Industrial Injuries Disablement Benefit**
7. **None of these**
8. **(SPONTANEOUS) One of these/more than one of these, but don't know which**

/Question Information for Disability Benefits

Personal Independence Payment is replacing the DLA from April 2013. Like the DLA it has two components – Daily Living and Mobility.

Disability Living Allowance has two elements and is directed at the care needs and mobility needs of **disabled people of working age and below**.

The **care component** has three rates and has replaced Attendance Allowance for those under retirement age.

The **mobility component** has two rates, the higher one being for those unable to walk or who are severely restricted, and replaced the old Mobility Allowance.

Motability is a registered charity through which those who receive the higher rate of Disability Living Allowance mobility component may hire or purchase a vehicle at a reduced rate. Either part or the whole of the allowance is paid to Motability. The full amount received including any paid direct to Motability should be recorded. If the amount entered is after deducting money paid direct to Motability, a check will trigger. Please enter the amount of the higher rate as displayed in the check.

Attendance Allowance is a benefit for people disabled **at or after age 65** who live at home and need looking after because of their physical or mental disablement. Attendance Allowance is not related to any income, savings or NI contributions and can be paid in conjunction with other benefits including Income Support. There are two rates – a lower one for people who need looking after by day **or** night, and a higher one for people who need looking after by day **and** night. Attendance Allowance for those disabled before they were 65 was replaced in April 1992 by Disability Living Allowance (Care component).

Receipt of both Retirement Pension/Widow’s Pension/Bereavement Allowance/Widowed Mother’s Allowance/Widowed Parent’s Allowance and Attendance Allowance or Disability Living Allowance

Recipients of Retirement Pension, Widow’s Pension, Bereavement Allowance, Widowed Mother’s Allowance, Widowed Parent’s Allowance may also get **Attendance Allowance** or DLA (but not both); the **Attendance Allowance**/DLA may be paid separately from the RP/WP/BA/WMA/WPA, or as a component of it. In either case, the **Attendance Allowance**/DLA should be coded at **Disability Benefits**.

☞ Soft check

If a parent states that someone in the household is receiving DLA, it is important to ensure that it is not for the dependent child (aged 16–18) who has already been identified as receiving DLA in their own right. This is because there can be more than one disabled family member and a parent could have 2 disabled children, one under 16 and one 16–18 years.

Respondent said earlier that [name of 16–18 year old] was receiving DLA Care component/Mobility component. Check if DLA indicated at Ben2Q is for [name] or for someone else. If it **is** for [name], then delete answer at Ben2Q as this has already been picked up at Block QHealth.

The following consistency check is triggered if the respondent receives DLA but said earlier that they had no health problems at **Health**.

☞ Soft check

Does the respondent really mean Disability Living Allowance? Earlier they said they had NO long-standing illness or disability.

Added +

{*** Question added to capture information about DLA ***}

Ask if DisBen = 2. ‘Disability Living Allowance’

Type of Disability Living Allowance

↔ **DLAtype**

There are two types of Disability Living Allowance. Is your Allowance:

1. Care component only, or
2. Mobility component only, or
3. Both – Care and Mobility components?

Added + {*** Question added to capture information about DLA ***}

If DLAtype = 2 'Mobility' or 3 'Both'

→ **DLAMota**

Is your Disability Living Allowance a Motability payment?

1. Yes
2. No
3. (SPONTANEOUS) Don't know

Changed 🚧 {*** Change to routing ***}:

Ask if DLAtype = 1. Care component, or 3. both

Disability Living Allowance 1

→ **DC**

Is this Care Component of DLA paid as part of your [Retirement Pension/Widow's Pension/Bereavement Allowance/Widowed Mother's Allowance/Widowed Parent's Allowance], or do you receive a separate payment?

1. Paid as part of pension
2. Separate payment

Changed 🚧 {*** Change to routing ***}:

Ask if DLAtype = 2 'Mobility' or 3 'Both'

Disability Living Allowance 2

→ **DM**

Is this Mobility Component of DLA paid as part of your [Retirement Pension/Widow's Pension/Bereavement Allowance/Widowed Mother's Allowance/Widowed Parent's Allowance], or do you receive a separate payment?

1. Paid as part of pension
2. Separate payment

Changed 🚧 {*** Change to routing ***}:

Ask if DisBen = 3 'Attendance Allowance'

Attendance Allowance

→ **AA**

Is this Attendance Allowance paid as part of your [Retirement Pension/Widow's Pension/Bereavement Allowance/Widowed Mother's Allowance/Widowed Parent's Allowance], or do you receive it separately?

1. Paid as part of pension
2. Paid separately

Removed ✂ ~~{*** Question removed – information captured by ClaiFut ***}~~

~~**Benefit in Future 2**~~

~~→ **B2QFut**~~

~~**SHOW CARD I2**~~

~~**Can I just check, have you been awarded any of (these/the other) allowances to start at some future date, either for yourself or for some other household member?**~~

~~**INTERVIEWER: Exclude payments made under the Social Services Direct Payment Scheme. Code all that apply.**~~

- ~~1. — Care component of Disability Living Allowance ONLY~~
- ~~2. — Mobility component of Disability Living Allowance ONLY~~
- ~~3. — BOTH Care Component and Mobility component of Disability Living Allowance~~
- ~~4. — Attendance Allowance~~
- ~~5. — None of these~~

~~! Hard Check~~

~~If respondent receives both Care Component of DLA and Mobility Component of DLA record as Code 3 ‘BOTH Care Component and Mobility Component of Disability Living Allowance:~~

~~☞ Soft Check~~

~~If any benefit entered at **Benefit Question 2** is also entered at **Benefit in Future 2**:~~

~~At the previous question the respondent claims to be currently in receipt of Benefit number [1-4], so he/she is not likely to await the outcome of a claim for the same benefit. Please check your answers. If correct, explain circumstances in a Note:~~

~~Respondents currently receiving a benefit may also be in the process of reclaiming it for a further period. However at the **Benefit in Future 2** questions you should only record NEW claims, not repeat claims from current recipients:~~

~~☞ Soft Check~~

~~If respondents answer that DLA is awarded to 2 different household members:~~

~~! Hard Check~~

~~If same household member answers yes to present AND future DLA. In order to evaluate, the following question is asked:~~

Removed ✂ ~~{*** Question removed – routing variable has been removed ***}~~

~~**Receiving DLA Benefit**~~

~~→ **WhoFor**~~

~~**Is the future award of this benefit for the same person who is already receiving a DLA payment?**~~

If the answer to this question is Yes, the following hard check is introduced.

!Hard Check

INTERVIEWER: Present DLA circumstances take precedence over future awards for the same household member. Please delete the answer at B2Qfut.

Removed ✂ {*** Question removed – information captured by new benefits questions ***}

Benefit Question 3

→ **Ben3Q**

SHOW CARD I3

~~Now looking at this card, are you at present receiving any of these benefits in your own right: that is, where you are the named recipient?~~

~~INTERVIEWER: DO NOT include Reduced Earnings Allowance in code 6. Enter it later at Ben5Q as ‘any other NI or State Benefit’. Exclude payments made under the Social Services Direct Payment Scheme~~

1. ~~Jobseeker’s Allowance~~
2. ~~Pension Credit~~
3. ~~Income Support~~
4. ~~Incapacity Benefit~~
5. ~~Employment and Support Allowance~~
6. ~~Maternity Allowance~~
7. ~~Industrial Injuries Disablement Benefit~~
8. ~~None of these~~

Press <F9> for help

Changed 🌩 {*** Question moved to follow WAgeBen and change to routing ***}:

Ask if WAgeBen = 7. ‘Employment and Support Allowance’

→ **ESAType**

There are two types of Employment and Support Allowance. Is your Allowance:

1. ‘Contributory’ – that is based on your National Insurance contributions,
2. ...or is it ‘income based’ – which is based on an assessment of your income, or
3. ...is it a combination of ‘contributory’ and ‘income based’?

Changed 🌩 {*** Question moved to follow ESAType and change to routing ***}

Ask if WAgeBen = 7. ‘Employment and Support Allowance’

How long in receipt of ESA

→ **ESAWks** (this question has been moved to follow WAgeBen)

EMPLOYMENT AND SUPPORT ALLOWANCE

For how long have you been receiving Employment and Support Allowance?

INTERVIEWER: Please record length of time since respondent started receiving payments, rather than when they first claimed the benefit.

1. Up to 2 years
2. 2 years but less than 3
3. 3 years but less than 4
4. 4 years but less than 5
5. 5 or more years

Changed 🚧 {*** Question moved to follow ESAWks ***}

If ESAWks = 1. 'Up to 2 years'

`Weeks in receipt of ESA

→ **ESAWks2**

EMPLOYMENT AND SUPPORT ALLOWANCE

Please tell me how many weeks have you been receiving Employment and Support Allowance?

INTERVIEWER: If respondent is unsure probe if they can remember the season, significant date or similar that may help recall number of weeks.

: 0..997

Changed 🚧 {*** Question moved to follow WAgeBen and change to routing/instructions ***}:

Ask if WAgeBen = 6. JSA

If anyone is receiving Jobseeker's Allowance at WAgeBen the following question is asked.

→ **JSAType**

There are two types of Jobseeker's Allowance. Is your Allowance:

1. 'Contributory' – that is based on your National Insurance contributions,
2. ...or is it 'income based' – which is based on an assessment of your income, or
3. ...is it a combination of 'contributory' and 'income based'?

Removed ✂ {*** Question removed – information captured by ClaiFut ***}

~~**Benefits in Future 3**~~

~~→ **B3QFut**~~

~~**SHOW CARD I3**~~

~~**And may I just check, are you awaiting the outcome of a claim for any of (these/ the others)?**~~

- ~~1. Jobseeker's Allowance~~
- ~~2. Pension Credit~~
- ~~3. Income support~~

4. — Incapacity Benefit
5. — Employment and Support Allowance
6. — Maternity Allowance
7. — Industrial Injuries Disablement Benefit
8. — None of these

If a respondent is under 60 years old and says that they have applied for Pension Credit

☞ Soft Check

Only those aged 60 and over are eligible for Pension Credit.

☞ Soft Check

If any benefit entered at **Benefit Question 3** is also entered at **Benefit in Future 3**:

At the previous question the respondent claims to be currently in receipt of Benefit number [1-5], so he/she is not likely to await the outcome of a claim for the same benefit. Please check your answers. If correct, explain circumstances in a Note <CTRL+M>

See under **Benefit in Future 2**

Removed ✂ {*** Question removed – information captured by new benefits questions ***}

Benefit Question 4

✂ **Ben4Q**

SHOW CARD I4

In the last 12 months, have you received any of the things shown on this card, in your own right?

1. — A grant from the Social Fund for funeral expenses
2. — A grant from Social Fund for maternity expenses/Sure Start Maternity Grant
3. — Health in Pregnancy Grant
4. — A Social Fund loan or Community Care Grant
5. — None of these

! — Hard check

Men cannot receive Health in Pregnancy Grant.

☞ Soft Check

Are you sure it's Health in Pregnancy Grant? Respondent is age 55 plus.

! Hard Check

A hard check will be used from 2012, once HIPG can no longer be received by the respondent in the FRS reference period.

If Ben4Q=3 'Health in Pregnancy Grant'

INTERVIEWER: Health in Pregnancy Grant was removed in January 2011. It will not be possible for the respondent to have received this grant in the last 12 months.

Community Care Grant from the Social Fund – are to help people in particular groups, e.g. elderly or disabled people. They must be eligible for Income Support. Awards are discretionary.

– Question Information for Winter Fuel Payment

Winter Fuel Payment

A one-off payment of £200 to help towards winter fuel bills each year. Paid to all households that include someone aged 60 or over who is ordinarily resident in Great Britain.

Households with someone aged 80 or over receive an additional payment of £100. From Winter 2004/05, eligible households with someone aged 70 or over will also receive a one-off payment of £100 to help with living expenses, including council tax bills. This one-off payment is being paid automatically in most cases with Winter Fuel Payment so record it here and open a note to specify the separate amounts. If it is not paid with Winter Fuel Payment, record the details at Ben5Q (code 9).

NOT to be confused with cold weather payments which is an award to families on Income Support, income based Job Seekers Allowance or have a child under 5, when the temperature falls below zero for 7 consecutive days.

Age-Related Payments

Age-Related Payments are being made during Winter to many households where someone aged 65 or over lives. There are two Age-Related Payments – one to help with Council Tax bills, and the other to help with additional living expenses. Only one of the Age-related payments will be received. It is not possible to receive both payments.

In a very small number of cases, the respondent will not receive Winter Fuel Payment. In these cases, record the Age-Related Payment as ‘Any National Insurance or State benefit not mentioned earlier’ (Code 8 at question Ben5Q). You will then be asked for the name of this ‘other benefit’, before being asked a few other questions about the period of time it has been received and the amount received.

There is a complex entitlement system for Age-Related Payment. A person will qualify for Age-related payment based on their age and whether they received Pension Credit during the qualifying week 19–25th September 2011. The amounts received will also differ according to the individual’s circumstances but if received at all will be £50, £100 or £200.

Those who will NOT receive Age-Related Payment

- If the respondent does not receive Pension Credit and has a partner aged under 65 who is claiming Income Support or income-based Jobseeker’s Allowance then the respondent will not receive an age related payment.
- If the respondent is aged under 70 and receives Pension Credit (guarantee credit element)

Those who should get Age-Related Payment

If the respondent does not get Pension Credit or gets the ‘savings element’ of Pension Credit he/she will receive an Age-Related Payment for Council Tax bills.

The respondent will receive £200 if:

- He/she is aged 65 or over and lives alone
- Respondents are a couple living alone and the respondent and his/her partner are 65 or over will receive a household payment of £200.
- If the respondent is aged 65 or over and lives with a couple who receive the ‘guarantee credit element’ of Pension Credit
- If the respondent is the only person living in a care home who qualifies for Age-Related Payments

The respondent will receive £100 if:

- If the respondent is aged 65 or over and lives with another person (who is not his/her partner) or lives with a couple who are also aged 65 or over
- If the respondent lives in a care home

The respondent will receive £50 if:

- If the respondent is getting the ‘guarantee credit element’ of Pension Credit and the respondent or partner are aged 70 or over a household payment of £50 will be given to help with living expenses.

For those of you with internet access the following website sets out the qualifying criteria:

<http://www.thepensionservice.gov.uk/winterfuel/arp/home.asp>

Added +

{*** Question added in line with new benefit groupings ***}

Pensioner Benefits

→ **PenBen**

SHOW CARD I3

Looking at this card, are you at present receiving any of these state benefits in your own right: that is, where you are the named recipient?

1. **Pension Credit**
2. **State Retirement Pension**
3. **Widow’s Pension, Bereavement Allowance or Widowed Parent’s (formally Widowed Mother’s Allowance)**
4. **Armed Forces Compensation Scheme (formally War Disablement Pension)**
5. **War Widow’s/Widower’s Pension (and any related allowances)**
6. **Guaranteed Income Payment**
7. **None of these**
8. **(SPONTANEOUS) One or more of these, but don’t know which**

/Question Information for Pensions and Allowances

Widow's Pension

For those respondents widowed after April 2001, Widow's Pension will no longer be payable (replaced by Bereavement Allowance). However, existing widows will continue to receive it. Widow's Pension is a weekly benefit for women aged 45 and over (or 40 and over if widowed before April 1988) paid when their husband died or when their Widowed Mother's Allowance ends. Widows over 60 may opt to keep receiving Widow's Pension until they are 65, instead of Retirement Pension. Include Industrial Widow's Pension: paid to widows of those who died as a result of an accident at work or a prescribed disease.

Widowed Mother's Allowance

Was a weekly benefit for widows of any age who have at least one child for whom they get Child Benefit. This was discontinued in April 2001 and replaced with Widowed Parent's Allowance.

Widowed Parent's Allowance

Replaced Widowed Mother's Allowance in April 2001. Widowed Parent's Allowance extends the benefit to fathers as well as mothers. Payments to widowed fathers will be retrospective in the sense that although payments will only start from April 2001, they will be paid to both existing and new widowed fathers with dependent children. As with the redundant Widowed Mother's Allowance, there will be both basic and Second State Pension (formerly SERPS) elements payable, and additions for each dependent child.

Bereavement Allowance

For those widowed after April 2001, Widow's Pension will no longer be payable. Instead, there will be a new benefit called Bereavement Allowance. This is time limited and is paid for one year only. In addition, the State Second Pension (formerly SERPS) element will no longer be payable. Bereavement Allowance will be payable to both widows and widowers who are aged 45 and over, and there will continue to be an age-related scale for those widowed aged 45-55.

All these benefits are contributory, taxable and subject to normal income-related benefits rules, and are paid on the basis of the contributions of the deceased spouse.

Note that Bereavement Payment (formerly Widow's Payment) should not be included here; it is a lump sum payment and there is a code for it at the later question on lump sum state benefits

☞ Soft Check

If there are any children in the same benefit unit as a widow/widower under 65 who is not recorded as receiving Widowed Parent's Allowance:

Respondent is a widow/widower under 65 with dependent child[ren], but is not getting Widowed Parent's Allowance. Please check that this is correct.

Question Information for War Pensions and Allowances

On 2 April 2002 the War Pensions Agency was renamed the ‘Veterans Agency.’ This agency now administers pensions to Armed Forces/ex-Armed Forces personnel and their dependents.

War Disablement Pension

Is payable to people disabled as a result of service in the Armed Forces during the First World War or at any time since 1939. The amount received depends on severity of disablement and rank.

War Widow’s/Widower’s Pension is payable to widow/ers and children of someone killed in the Armed Forces or who died as a result of injury sustained in the Armed Forces.

Severe Disablement Allowance may be received by people of working age who have been unable to work for 28 weeks or more because of illness or disablement, but cannot get Incapacity Benefit because they have not paid enough NI contributions.

Armed Forces Compensation Scheme

The Armed Forces Compensation Scheme (AFCS) is a compensation scheme for all members of the Regular and Reserve Forces. It provides compensation for all injuries, ill-health and deaths that are mainly due (attributable) to service, the main cause of which occurred on or after the introduction of the scheme on 6 April 2005.

Added +

{*** Question added in line with new benefit groupings ***}

Child Benefits

→ **KidBen**

SHOW CARD I4

Looking at this card, are you at present receiving any of these state benefits?

1. **Child Benefit**
2. **Guardian’s Allowance**
3. **Maternity Allowance**
4. **None of these**
5. **(SPONTANEOUS) One or more of these, but don’t know which**

Added +

{*** Question added in line with new benefit groupings ***}

Social Fund (there is a 12-month reference period for this question)

→ **SocFund**

SHOW CARD I5

Looking at this card, have you received any of these state benefits in your own right: that is, where you are the named recipient, in the last 12 months?

1. A grant from the Social Fund for funeral expenses
2. A grant from the Social Fund for maternity expenses/Sure Start Maternity Grant
3. A Social Fund loan or Community Care Grant
4. None of these
5. (SPONTANEOUS) One or more of these, but don't know which

Community Care Grant from the Social Fund – are to help people in particular groups, e.g. elderly or disabled people. They must be eligible for Income Support. Awards are discretionary.

Added +

{*** Question added in line with new benefit groupings ***}

Other Benefit (there is a six-month reference period for this question)

→ OtherBen

SHOW CARD I6

Looking at this card, have you received any of these state benefits in your own right: that is, where you are the named recipient, in the last 6 months?

1. 'Extended payment' of Housing Benefit/rent rebate, or Council Tax Benefit (four-week payment only)
2. Bereavement Payment
3. Lone Parent's Benefit Run-On/Job Grant
4. In-Work Credit
5. Return to Work payment
6. Any National Insurance or state benefit not mentioned earlier
7. None of these
8. (SPONTANEOUS) One or more of these, but don't know which

Removed ✂

{*** Question removed – information captured by new benefits questions ***}

Benefit Question 5

→ Ben5Q

SHOW CARD I5

~~**In the last 6 months, have you received any of the things shown on this card, in your own right?**~~

~~INTERVIEWER: Exclude Winter Fuel Payments as 7 'Any National Insurance or State Benefit not mentioned earlier'. If an age-related one-off payment was paid but not with Winter Fuel Payment please use code 7 'Any National Insurance or State Benefit not mentioned earlier'.~~

~~INTERVIEWER: Exclude payments made under the Social Services Direct Payment Scheme:~~

- ~~1. 'Extended payment' of Housing Benefit/rent rebate, or Council Tax Benefit (4-week payment only)~~
- ~~2. Bereavement Payment – paid in lump sum~~

3. Child Maintenance Bonus/Child Maintenance Premium

4. Lone Parent's Benefit Run-On/Job Grant

5. In-Work credit

6. Return to work credit

7. Any National Insurance or State benefit not mentioned earlier

8. None of these

☞ Soft Check

It is unusual to receive extended housing benefit. It is only available to claimants who had been on income support, income based jobseeker's allowance, Incapacity benefit or severe disablement allowance and the entitlement ended because the claimant recently started work or increased work hours or pay, in these cases they may be entitled to receive the same amount of housing benefit and/or council tax benefit for up to four weeks after benefits ceased. Check with respondent whether these conditions apply to them. If not do not record the respondent as in receipt of extended housing benefit as housing benefit receipt has already been recorded earlier in the interview.

If respondent insists that extended housing benefit is received record here and the amount and make a note that the respondent does not meet the criteria but insists they receive extended housing benefit.

– Question Information for Benefit Question 5 –

Extended Payment of Housing Benefit/Council Tax Benefit

People who leave benefit because they start work or increase their part-time hours or earnings may be eligible for continuation or run-on of Housing Benefit or Council Tax Benefit (or both). They must have been in receipt of JSA (IB) or Income Support for 26 weeks. This extended payment has to be claimed separately from the 'normal' Housing benefit/Council Tax Benefit and is added on as 4 extra weekly payments. It can be received any time over the past 6 months.

Bereavement Payment (formerly Widow's Payment)

A lump sum paid immediately after the spouses' death provided that he/she had paid enough NI contributions. As the amount received is a fixed rate (£2000) there is no follow up question asking the amount. In addition, a widow or widower may receive Widowed Parent's Allowance, Bereavement Allowance or Widow's Pension (see earlier question).

Child Maintenance Bonus

Child Maintenance Bonus (now phased out and replaced with Child Maintenance Premium) was available to Income Support and JSA (IB) recipients who have a dependant child. They must also have been in receipt of child maintenance for that child. While they were on benefit, they could accrue a bonus up to a maximum of £1000.00. That bonus accrued weekly at the amount of maintenance received to a maximum of £5 per week. The bonus was only payable if and when the customer came off benefit to start full time work.

Child Maintenance Premium

Changes in the way that child maintenance is calculated have resulted in Child Maintenance Bonus being phased out when the reforms take effect. For those who are already getting child maintenance, the amount they can receive will build up until they are transferred to the new system. For those who apply after the new system is introduced (or are transferred to the new system), they will be able to keep up to £10 a week of the maintenance paid for their children. This is called Child Maintenance Premium.

Lone Parent's Benefit Run-On

The Lone Parent's Benefit Run-On entitles a lone parent who leaves Income Support or Job Seeker's Allowance (Income Based) to go into work to an extra 2 weeks IS. This is provided that the lone parent has been on IS or JSA (IB) continuously for at least 26 weeks, that they have been a lone parent throughout that period, and that the work is for at least 16 hours a week and expected to last for at least 5 weeks.

From 25 October 2004, Lone Parent's Benefit Run-on was replaced by a new Job Grant. This is a tax free payment payable if the person is taking up full time work of at least 16 hours per week. The amount depends on individual circumstances:

- £100 for single people and couples without children
- £250 for all lone parents and couples with children

Work Search Premium

The Work Search Premium was introduced into 8 pilot areas to help remove the disincentive of the costs of job search. It is available to lone parents who have been on IS or JSA (IB) for 12 months or more, and who agree to search actively for work.

The premium is an award of £20 per week, and is paid in addition to benefit for up to six months of intensive consistent work search activity.

In-work Credit

In work credit is available to parents bringing up children alone, who have been getting IS or JSA for at least 52 weeks or more without a break. The credit is a fixed tax free payment of £40 per week (£60 per week in London). It is payable for up to 52 weeks on top of earnings when a parent starts work of at least 16 hours per week and where the work is expected to last for at least 5 weeks.

Work-related Activity Premium (WRAP)

Provides a £20 per week payment for lone parents for up to six months in addition to income support. WRAP will be made available to those in the 7 pilot areas who have been on qualifying benefits (IS, JSA or IB) for at least 6 months, whose youngest child is aged 11 or over and who engage in some agreed work related activity. WRAP will replace the existing Work-search Premium (WSP) in April 2007, but WSA is retained as a category at question benefit question 5 as it could be relevant to those receiving this payment in the 6 months prior to April 2007.

Return to work Credit

Introduced to reward those recipients who come off benefits to return to work. It is a credit worth £40 per week and is paid to those earning up to £15,000 per annum.

~~! Hard Check~~

Any National Insurance or State benefit not mentioned earlier' includes:

~~— Cold Weather payments;~~

~~— Earnings Top-Up: being piloted in some areas from October 1996, this may be paid to lower paid people working more than 16 hours a week.~~

~~— Reduced Earnings Allowance: this might be paid to a person disabled as a result of an accident at work or an industrial disease before October 1990, if their earning capacity fell as a consequence. The allowance is tax-free.~~

~~One-off payment to people aged 70 or over to help them with living expenses e.g. council tax bills any other benefit~~

~~Do NOT include the Christmas Bonus paid automatically to recipients of certain benefits in December. It does not need to be recorded anywhere. The name of the benefit should be stated at the text question **Other Name Benefit** below.~~

~~If respondent claims to be in receipt of Work Search Premium or In-work Credit.~~

Changed ✨ **{*** Question moved to follow OtherBen and change to routing ***}:**

Ask if OtherBen = 6. Any other

Other Named Benefit

→ **OthName**

INTERVIEWER: ENTER THE NAME OF THIS 'OTHER' N.I. OR STATE BENEFIT

{* When the Housing Benefit questions are moved into the benefits block the questions that were asked of second benefit units can be dropped. These are ***}:**

Removed ✂ **Household Benefit Unit**

→ **HBOthBU**

In Benefit Units other than that of the Household Reference Person, there follow questions about receipt of Housing Benefit/rent rebate. If the benefit unit consists of two adults, these questions should be asked of the benefit unit as a whole, rather than to the members individually. The questions are asked to those who were asked about the rent they pay in the intra-household contributions section in the household questionnaire

Some people qualify for Housing Benefit or Local Housing Allowance, that is a rent rebate or allowance. Are you receiving Housing Benefit (or Local Housing Allowance) either directly or having it paid to your landlord on your behalf?

1. Yes

2. No

If respondent claims they are in receipt of Housing Benefit but neither they, nor their partner, are in receipt of Income Support

☞ Soft check

You said you are in receipt of housing benefit but neither of you is receiving Income Support. Can I just check this is correct?

Removed ✂ Housing Benefit Amount

✂ HBOthAmt

How much Housing Benefit/rent rebate/rent allowance was allowed last time?

Removed ✂ Housing Benefit Period

✂ HBOthPd

How long did this cover?

Removed ✂ Housing Benefit This Time

✂ HBOLng

For how long have you been on Housing Benefit or Rent [rebate/allowance] (this time)?

- 1. Up to 2 years**
- 2. 2 years but less than 3**
- 3. 3 years but less than 4**
- 4. 4 years but less than 5**
- 5. 5 or more years**

Removed ✂ If HBOLng = 1 'Up to 2 years'

Housing Benefit This Time

✂ HBOthYr

Can I just check, in which year did you begin your current Housing Benefit Claim?

Removed ✂ If HBOLng = 1 'Up to 2 years'

Housing Benefit This Time

✂ HBOthMn

And which month was that?

- 1. January**
- 2. February**
- 3. March**
- 4. April**
- 5. May**
- 6. June**
- 7. July**

8. August
9. September
10. October
11. November
12. December

Removed ✂ ~~Housing Benefit This Time~~

~~HBOthWk~~

~~How many weeks have you been receiving it for (this time)?~~

Added + {*** Question added – this replaces TaxFut, B2QFut and B3QFut ***}

ClaiFut

And may I just check, are you awaiting the outcome of a claim for any of the following benefits?

SHOWCARD I7

INTERVIEWER: PLEASE SELECT ALL THAT APPLY

1. Pension Credit
2. Universal Credit
3. Housing Benefit
4. Working Tax Credit
5. Child Tax Credit
6. Income Support
7. Jobseeker's Allowance
8. Employment and Support Allowance
9. None of these
10. (SPONTANEOUS) One or more of these, but don't know which

{*** All original follow-up questions retained except HowBen ***}:

Removed ✂ ~~How is Benefit Paid~~

~~HowBen~~

~~FOR EACH BENEFIT IN TURN RECORDED AT BEN1Q – BEN5Q, QUESTIONS ABOUT HOW THE BENEFIT IS PAID, AMOUNTS RECEIVED AND OTHER FOLLOW-UP QUESTIONS FOR SPECIFIC BENEFITS ARE ASKED. DOCUMENTARY EVIDENCE IS VERY IMPORTANT IN THIS SECTION IN ORDER TO GET AS ACCURATE INFORMATION AS POSSIBLE.~~

~~INTERVIEWER: Prompt as necessary to classify. All bank and post office accounts should be included under code 2 (including BASIC accounts/post office card accounts).~~

- ~~1. Direct to current bank/building society/post office account~~
- ~~2. Giro cheque~~
- ~~3. Paid directly for motability~~
- ~~4. Other (Describe in a note)~~

For details, see the instructions at the start of the state benefits section.

If the benefit is paid by giro cheque, direct for motability or ‘other’ method, the next question will be the amount received.

(See note on Giro cheques on page 215)

If **How is Benefit Paid**= 2 (paid direct to current account bank/building society/ BASIC account or post office card account) the questions **Benefit Letter** to **ConDisp** follow. **BenLettr** is also asked for ALL in receipt of Pension Credit.

{*** The follow-up questions below remain as they were in the existing questionnaire, but the routing has changed in line with the new benefit groupings and the removal of HowBen. These routing changes are detailed below ***}:

Changed 🚧 {*** Change to routing ***}:

Ask if receiving benefits at WAgeBen, DisBen, PenBen, KidBen, OtherBen

The following question will be asked of all those in receipt of benefits

Benefit Letter

↳ **BenLettr**

BENEFIT NAME:

Do you have a letter {or award notice} from the {DWP or Benefits Agency/ Pensions part of the DWP/Disability and Carer’s Directorate (DCD) or DWP} that you could consult?

Changed 🚧 {*** Change to routing ***}:

Ask if receiving benefits at WAgeBen, DisBen, PenBen, KidBen, OtherBen

The following question will be asked of all those in receipt of benefits

Benefit Amount 1

↳ **BenAmt**

[BENEFIT NAME]:

How much did you get last time for [benefit name]?

(IF COMBINED WITH ANOTHER BENEFIT AND UNABLE TO GIVE SEPARATE AMOUNT, ENTER ‘Don’t Know’ FOR BOTH/ALL SUCH BENEFITS)

[IF PENSION CREDIT RECEIVED FOR GUARANTEE CREDIT AND SAVINGS CREDIT ENTER TOTAL RECEIVED HERE]

INTERVIEWER: Record the FULL amount of benefit actually received not just the amount withdrawn from the account. The amount taken from the account may be only part of the benefit received. If the respondent does not know the actual amount received, code don’t know and make a note.

An amount should only be entered if it is solely for the benefit named on-screen. In cases where two or more benefits are paid in combination, check any documentation and if it lists individual benefit amounts, enter them as appropriate. An Award Notice should itemise in this way. If it is not possible to identify individual amounts, enter 'don't know' for both/all benefits concerned. Never enter a combined benefit amount, i.e. covering more than one benefit coded at **Benefit Question 1** to **Benefit Question 5**, at any single **Benefit Amount**. If 'dk'.

Changed 🚩 **{*** Routing to the soft check at Benefit Period updated in line with the new benefit groupings ***}**

Benefit Period

↳ **BenPd**

How long did this cover?

If PenBen = 1 (remainder as before)

☞ Soft Check

Are you sure? The maximum normally received for Pension Credit is £250 per week.

Changed 🚩 **{*** Routing to CAPer follow-up question updated in line with new benefit groupings ***}**:

Ask if WAgeBen = 8

{* Benefit to be known as Carer's Allowance in the new version of the survey, hence the varname has changed from ICAPer to CAPer ***}**

Invalid Carer's Allowance Person

↳ **ICAPer**

Who is the person you care for that qualifies you for the allowance?

1. – 14. [Names of household members]

21. Relative (outside household)

22. Friend/neighbour

23. Client of voluntary organisation

24. Other non-household member

Changed 🚩 **{*** Routing to the first DLA and AA follow-up question updated in line with new benefit groupings ***}**:

Ask if someone in R's HH – DisBen = 2. DLA, or 3. AA

Who Receives DLA/Attendance Allowance

↳ **WhoRec**

Who (do you/will you) receive it for?

IF CURRENT HOUSEHOLD MEMBER, ENTER PERSON NUMBER(S). OTHERWISE ENTER 97.

This may be multi-coded if the respondent receives both for himself and someone else.

Changed 🚧 {*** Routing to the first DLA and AA follow-up question has been updated in line with the new benefit groupings ***}:

Ask if *DisBen* = 2. DLA, or 3. AA

? Receiving ~~Invalid Care Allowance/Carer's Allowance~~

→ **GetICA**

SK OR CODE: Is there anyone getting ~~Invalid Care Allowance/Carer's Allowance~~ for looking after you?

Include another household member or someone outside the household. The previous question will also appear later if a person is in receipt of Attendance Allowance.

Changed 🚧 {*** Question moved to follow *JSAType* ***}

If *WAgeBen* = 6. 'Jobseeker's Allowance'

How long in receipt of JSA

→ **JSAWks** (this question has been moved to follow *WAgeBen*)

For how long have you been receiving Jobseeker's Allowance?

INTERVIEWER: Please record length of time since respondent started receiving payments, rather than when they first claimed the benefit.

1. Up to 2 years
2. 2 years but less than 3
3. 3 years but less than 4
4. 4 years but less than 5
5. 5 or more years

Changed 🚧 {*** Question moved to follow *JSAWks* ***}

If *JSAWks* = 1. 'Up to 2 years'

Weeks in receipt of JSA

→ **JSAWks2**

Please tell me how many weeks have you been receiving Jobseeker's Allowance?

INTERVIEWER: If respondent is unsure probe if they can remember the season, significant date or similar that may help recall number of weeks.

: 0..997

Changed 🚧 {*** Routing to the first Pension Credit/IS follow-up question updated in line with new benefit groupings ***}:

Ask *ISWks* if adult gets Pension Credit or IS, if **PenBen** = 1 and/or **WAgeBen** = 5

Length of time receiving Income Support/Pension Credit

→ **ISWks**

For how long have you been receiving [Income Support/Pension Credit]?

INTERVIEWER: Please record length of time since respondent started receiving payments, rather than when they first claimed the benefit.

1. Up to 2 years
2. 2 years but less than 3
3. 3 years but less than 4
4. 4 years but less than 5
5. 5 or more years

Changed 🚩 **{*** Routing to the first Pension Credit Element follow-up question updated in line with new benefit groupings ***}:**

Ask if PenBen = 1

Pension Credit Element Received

↳ **PComp**

PENSION CREDIT:

INTERVIEWER: ASK RESPONDENT TO CONSULT AWARD NOTICE TO SEE IF GUARANTEE CREDIT AND SAVINGS CREDIT BEING RECEIVED.

CODE ALL THAT APPLY

1. **GUARANTEED ELEMENT RECEIVED (See Section titled ‘His/Her Guarantee Credit’)**
2. **SAVINGS ELEMENT RECEIVED (See Section titled ‘His/Her Saving Credit’)**

Changed 🚩 **{*** Routing to GovPay extended to include Universal Credit ***}:**

Ask if WAgeBen = 1. Universal Credit or 5. Income Support or 6. Jobseeker’s Allowance or PenBen = 1. PC

Government Pay

↳ **GOVPay**

SHOW CARD J1

Are the DWP paying directly for any of the things shown on this card?

If yes, which?

INTERVIEWER: CODE ALL THAT APPLY

THESE ARE PAID FOR BY DEDUCTIONS FROM INCOME SUPPORT/PENSION CREDIT/ JOBSEEKER’S ALLOWANCE.

1. **Mortgage interest**
2. **Rent arrears**
3. **Fees for nursing home or residential care**
4. **Gas or electricity bills**
5. **Service charges for heating or fuel**

6. Water charges
7. Council Tax arrears
8. Fines
9. Maintenance payments
10. Personal and commercial loan repayments
11. Yes – but don't know which
12. No – none of these

Code 6 includes sewerage charges.

Changed 🚧 **{*** Wording change only ***}**

Benefits before or after Government Pay

↳ GOVBefor

Just now, you said that you got [£amount] Universal Credit/Income Support/ Pension Credit/Jobseeker's Allowance last time. Was that BEFORE or AFTER taking off what the DWP pay for directly?

1. BEFORE deducting what DWP pay for directly (i.e. respondent's gross entitlement)
2. AFTER deducting what DWP pay for directly (i.e. net amount received by respondent).

Changed 🚧 **{*** Routing to the first Social Fund follow-up question updated in line with new benefit groupings ***}**:

Ask if SocFund = 3. Social Fund Loan or Community Care Grant

Social Fund Loan or Grant

↳ SFTType

Thinking about the money you received from the Social Fund, was that a loan, or a grant? IF BOTH, CODE 1 AND 2.

1. Social Fund loan
2. Social Fund Community Care grant

Changed 🚧 **{*** Routing updated in line with new benefit groupings ***}**:

Ask if OtherBen = 6. Any other

Other Benefits at Present

↳ OthPres

Are you receiving (...THIS BENEFIT...) at present?

Changed 🚧 **{*** Routing updated in line with new benefit groupings ***}**:

Ask if OtherBen = 6. Any other

Number of Weeks Received Benefit 1

↳ OthWeeks

For how many weeks in the last six months have you received (THIS BENEFIT)?

Changed 🚩 {*** Routing updated in line with new benefit groupings ***}:

Ask if *OtherBen* = 1

Extended Payment of Housing/Council Tax Benefit

↳ **ExtHBCTB**

EXTENDED PAYMENT OF 4WKS HB/CTB

ASK OR CODE: Did you receive an extended payment of Housing Benefit, or Council Tax Benefit, or both?

IF ‘BOTH’: Were they paid together, or separately?

1. **Housing Benefit only**
2. **Council Tax Benefit only**
3. **HB and CTB, paid together**
4. **HB and CTB, paid separately**

Changed 🚩 {*** Question moved to follow ExtHBCTB ***}

Extended Benefit Amount

↳ **ExBenAmt**

HB/CTB/HB+CTB EXTENDED PAYMENT

How much was the extended payment?

Enter the lump sum payment covering four weeks.

Section D: Details of changes to showcards

Table C.1 Details of changes to showcards

Pilot	2012-2013	Question name	Source code file	AMENDMENT (in bold)
I1	I1	(previously ‘Ben1Q’) Now ‘WAgeBen’	<i>ibenef1</i>	CHANGED (SEE ABOVE) <ol style="list-style-type: none"> 1. Universal Credit 2. Housing Benefit 3. Working Tax Credit 4. Child Tax Credit 5. Income Support 6. Jobseeker’s Allowance 7. Employment and Support Allowance 8. Carer’s Allowance 9. None of these 10. (SPONTANEOUS) One or more of these, but don’t know which

Continued

Table C.1 Continued

Pilot	2012-2013	Question name	Source code file	AMENDMENT (in bold)
I2	I2	(previously 'Ben2Q', 'B2QFut') now 'DisBen'	<i>ibenef1</i>	CHANGED (SEE ABOVE) <ol style="list-style-type: none"> 1. Personal Independence Payment (including Motability) 2. Disability Living Allowance (including Motability) 3. Attendance Allowance 4. Severe Disablement Allowance 5. Incapacity Benefit 6. Industrial Injuries Disablement Benefit 7. None of these 8. (SPONTANEOUS) One or more of these, but don't know which
I3	I3	(previously 'Ben3Q', 'B3QFut') now 'PenBen'	<i>ibenef1</i>	CHANGED (SEE ABOVE) <ol style="list-style-type: none"> 1. Pension Credit 2. State Retirement Pension 3. Widow's Pension, Bereavement Allowance or Widowed Parent's (formally Widowed Mother's Allowance) 4. Armed Forces Compensation Scheme (formally War Disablement Pension) 5. War Widow's/Widower's Pension (and any related allowances) 6. Guaranteed Income Payment 7. None of these 8. (SPONTANEOUS) One or more of these, but don't know which
I4	I4	Previously 'Ben4Q') now 'KidBen'	<i>ibenef1</i>	CHANGED (SEE ABOVE) <ol style="list-style-type: none"> 1. Child Benefit 2. Guardian's Allowance 3. Maternity Allowance 4. None of these 5. (SPONTANEOUS) One or more of these, but don't know which
I5	I5	(Previously 'Ben5Q') now 'SocFund'	<i>ibenef1</i>	CHANGED (SEE ABOVE) <ol style="list-style-type: none"> 1. A grant from the Social Fund for funeral expenses 2. A grant from the Social Fund for maternity expenses/Sure Start Maternity Grant 3. A Social Fund loan or Community Care Grant 4. None of these 5. (SPONTANEOUS) One or more of these, but don't know which

Continued

Table C.1 Continued

Pilot	2012-2013	Question name	Source code file	AMENDMENT (in bold)
I6	NEW	'OtherBen'	<i>Ibenef1</i>	<p>NEW (SEE ABOVE)</p> <ol style="list-style-type: none"> 1. 'Extended payment' of Housing Benefit/rent rebate, or Council Tax Benefit (four-week payment only) 2. Bereavement Payment 3. Lone Parent's Benefit Run-On/Job Grant 4. In-Work Credit 5. Return to Work payment 6. Any National Insurance or state benefit not mentioned earlier 7. None of these 8. (SPONTANEOUS) One or more of these, but don't know which
I7	NEW	'ClaiFut'	<i>Ibenef1</i>	<p>NEW (SEE ABOVE)</p> <ol style="list-style-type: none"> 1. Pension Credit 2. Universal Credit 3. Housing Benefit 4. Working Tax Credit 5. Child Tax Credit 6. Income Support 7. Jobseeker's Allowance 8. Employment and Support Allowance 9. None of these 10. (SPONTANEOUS) One or more of these, but don't know which

In 2011–12 NatCen undertook an evaluation of the questions asked in the benefits section of the Family Resources Survey (FRS) to explore the reasons behind the under-reporting of certain benefits. Recommendations resulting from this exploration included grouping benefits in a more meaningful way and changing the terms used to refer to certain benefits.

The pilot carried out towards the end of 2012 was intended to test the implementation of resultant revisions to FRS benefit questions. It also provided an opportunity to make additional changes to the survey to reflect those taking place in the benefits system, for example, the amalgamation of Tax Credits and some benefits into Universal Credit.

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