

# Appendix A

## Changes to Housing Benefit

A key aim of this wave of the survey was to measure the impact of changes to Housing Benefit (HB). These changes were announced in the June 2010 Budget and the Comprehensive Spending Review of 2010 and included: changing the basis for setting Local Housing Allowance (LHA) rates from the median (50th percentile) to the 30th percentile of local market rents; capping LHA rates by property size (£250 per week for one bed; £290 per week for two bed; £340 for three bed; £400 for four bed or more – thereby scrapping the five bed rate); uprating HB rates annually from April 2013 at the 30th percentile of market rents, or, if lower, the September 2012 Consumer Price Index (CPI) rate. Other relevant measures included increasing the Government's contribution to the Discretionary Housing Payments (DHP) budget by £10m in 2011/12 and an additional £40 million per year in 2012/13, 2013/14 and 2014/15. A non-dependent deduction to HB and Council Tax Benefit (CTB) was also to be implemented in stages from April 2011 onwards.

In LHA, the default is that payments are made to claimants. Payments may be made direct to landlords if someone is unlikely to pay their rent for a variety of reasons, and should be made direct to landlords if a specific level of arrears are reached. The April 2011 change allowed a further reason payments may be made direct to landlords, which is if they reduce their rent to allow someone to secure or retain a tenancy.

These changes applied to new claimants from April 2011; existing claimants were given a transition period and were brought under the new regulations between January and December 2012, on the anniversary of their claim. Thus, only new claimants were affected by the changes when the survey was conducted between October and December 2011.

Although two further changes were announced in October 2010, these would not have been in effect at the time of the survey. The first of these involved raising the age for the Shared Accommodation Rate (SAR) applied from 25 to 35, and was introduced in January 2012. For existing claimants this applied on their next review after January 2012 or, if they were covered by the transitional protection period, when this period ended. The second measure concerned capping total household benefits at £500 per week (£350 for single people), to be introduced in four London boroughs from April 2013, and more widely from autumn 2013. It is possible, however, that while all of the changes did not yet apply to all HB claimants, anticipatory effects of these changes may have had a bearing on the survey. Indeed, several of the questions asked local authorities about their future plans in light of the changes.

# Appendix B

## About the survey

### B.1 Methodology

Up to Wave 9 of the Local Authority (LA) Insight Survey we interviewed respondents on the telephone<sup>20</sup>. However, at Wave 9 respondents were given a choice of completing the questionnaire on the telephone, as a self-completion questionnaire on paper or as a self-completion questionnaire on the Internet. This mixed mode approach achieved a relatively good response rate of 71 per cent and therefore has been used from Wave 9 onwards. The response rate achieved at Wave 23 was 62 per cent (see below for more detail).

### B.2 Sample

Using the updated Contacts database from Wave 22, the LA manager with responsibility for the most areas (out of Rent Rebate, Rent Allowance, Council Tax Benefit (CTB), Overpayment Recovery and Benefit Fraud) was identified. This manager then became our contact for Wave 23 and was sent a letter which set out the aims of the survey, explained the nature of the input required and advised the recipient that they had a choice of how to complete the questionnaire. The letter was signed by a Department for Work and Pensions (DWP) signatory and included contact names at both GfK NOP and DWP for queries or if the respondent wanted to opt out of the survey.

The advance letter included details of each methodology – web-based questionnaire, paper questionnaire and telephone interview. Each respondent was assigned a user ID/password, which had to be entered at the start of the web survey. This enabled GfK NOP to keep track of interviews and ensure no one completed a survey more than once. Including an ID also allowed respondents to stop and restart an interview at any point, and meant that different managers could easily access and complete the sections relevant to them.

Respondents were also sent a copy of the questionnaire so that they could prepare their answers in advance or, if they chose to, use it to fill-in their answers and return it to GfK NOP in the reply-paid envelope provided. It emphasised that, if necessary, they should consult other managers and staff for their input into the questionnaire. Telephone interviewers were instructed to check that the respondent had completed the questionnaire sent in advance and that it was readily available for reference during the interview.

### B.3 Questionnaire design

Both Department officials and LA managers were consulted about the content of the questionnaire in order to gain as much useful information as possible from the research.

The first stage of questionnaire development involved a meeting between GfK NOP and relevant officials within the Department to discuss current issues and policy initiatives, and establish the question areas that they would like to be included in the questionnaire.

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<sup>20</sup> Please note that the Local Authority Insight survey was previously known as the Local Authority Omnibus Survey.

The Wave 23 questionnaire was made up of seven sections and comprised questions about Local Housing Allowance (LHA) and temporary accommodation: Discretionary Housing Payments (DHPs), Housing Benefit (HB) advice, wider issues, arrears and safeguards, broken HB claims, temporary accommodation, HB/CTB contact details.

Once the questionnaire had been through several drafts, seven local authority managers were contacted in order to ask them about their understanding and comprehension of the questions. We discussed the questionnaire face-to-face with three LA managers and on the telephone with a further four. These discussions also gave managers an opportunity to raise any issues that were particularly important and relevant to them at the time. They were structured around the draft questionnaire, but the structure of the session was kept fluid enough to allow managers to raise new issues and enlarge on existing subjects as they wished.

The comments of these managers were reviewed with the relevant officials at DWP and the questionnaire was, wherever possible, amended to take on board their views. The questionnaire was then piloted to test the wording and coverage of the draft document as well as the length of the questionnaire (12–16 September 2011). The questionnaire was tested on a total of 14 LA managers on the telephone, using a paper version of the questionnaire.

Our specialist web department within GfK NOP developed the web-based questionnaire. It was written in mrInterview, software supplied by SPSS and hosted on the GfK NOP facility. Every attempt has been made to make sure that the web questionnaire is as user-friendly and straightforward as possible, in order to encourage as many authorities as possible to use it. For example, respondents do not have to input their own and their colleagues' contact details – they are on the screen for them to check and amend; more than one person can be in the questionnaire at one time; respondents can fill in a section at a time, in any order.

As for the main stage of fieldwork, each pilot respondent was sent an advance letter and questionnaire. The GfK NOP executive team briefed a small team of interviewers. The briefing covered the purpose of the survey and explanations of any particular questionnaire points, as well as allowing time for practice on the questionnaire by means of dummy interviewing. A debrief was held at the end of the pilot interviewing which involved interviewers talking through their experiences in carrying out the pilot work and highlighting any areas of confusion or ambiguity they had observed.

### B.4 Fieldwork

The same team of interviewers that worked on the pilot was briefed on the telephone for the main stage of the survey. Interviewers were also issued with full interviewer instructions, which comprised all survey materials, including a hard copy of the questionnaire with the advance letter.

As in previous Waves of the survey, interviewers' first task was to telephone LAs and check how they planned to complete the questionnaire. Respondents choosing to undertake the survey on the telephone were then either interviewed or an appointment for another more convenient time was set-up. Those selecting to complete the questionnaire on paper or on the web were asked to complete it as soon as possible before 25 November 2011. Interviewers were then instructed to 'telephone chase' those respondents who did not return their completed questionnaire within the following ten days or so and ask them to complete it as soon as possible. This process continued throughout fieldwork. An invitation email, plus two reminder emails, were also sent to all non-respondents after four and six weeks of fieldwork.

Given the fact that this was a census of all LAs and that HB managers are difficult to get hold of due to workload and turnover of staff, interviewers were not given a maximum number of call backs. Instead, in order to maximise the response rate across the country as a whole, they were asked to adopt a flexible approach in terms of call-backs and to liaise closely with head office throughout the fieldwork period.

Interviewers were required to provide weekly progress figures that were used to identify response difficulties during fieldwork. Unobtainable numbers, no answers, wrong numbers etc were all investigated immediately.

Fieldwork started on 17 October 2011 and was supposed to finish on 25 November 2011, although it was actually held open until 16 December 2011 to try and increase the response rate. By the end of fieldwork, a total of 235 LA managers had participated in the survey, representing a response rate of 62 per cent. Within this achieved sample of 235 there were 18 LAs that did not complete every section of the questionnaire. The section filled-in by the highest number of LAs (234) was Section A on DHPs.

This total sample of 235 LAs breaks down as 170 web-based questionnaires, 50 paper questionnaires and 15 telephone interviews (including the 14 pilot telephone interviews). The percentage of authorities completing the questionnaire has remained around the same as at Wave 22 when 60 per cent of LAs participated.

## B.5 Interpretation of the data

Data used for the analysis is derived from three sources: the Contacts Database, DWP and the interview itself. The data was analysed by a number of different variables as shown below:

**Table B.1 Data analysis variables**

Local Authority type	Welsh, Scottish, English Unitary, English Metropolitan, English District, London Borough
Contracting-out status	Contracted out, Not contracted out
Housing/Council Tax Benefit caseload	Low (up to 10,000 cases), Medium (10,001–20,000 cases), High (20,001+ cases)
Region	Scotland, North East, Yorkshire and Humberside, North West, East Midlands, West Midlands, East, South East, South West, London, Wales

Information on LA type, Housing/Council Tax Benefit caseload and region was provided as part of the Contacts Database, while contracting-out status was asked as part of the interview.

The following points should be noted when using this report:

- a sample, not the entire ‘population’, of LA HB managers has been interviewed. In consequence, all results are subject to sampling tolerances, which means that not all differences are statistically significant. Where bases are low, care should be taken when interpreting the data;
- where percentages do not sum to 100, this may be due to computer rounding, the exclusion of ‘don’t know’ or ‘other’ categories, or multiple answers;
- throughout the report, an asterisk indicates a value of less than 0.5 per cent, but not zero, and ‘0’ denotes no observation in that cell.

## B.6 Statistical reliability

It should be remembered that a sample, not the entire population, of HB managers was interviewed. We cannot, therefore, be certain that the figures obtained are exactly those we would have if everybody had been interviewed (the ‘true’ values). We can, however, predict the variation between the sample results and the ‘true’ values from knowledge of the size of the samples on which the results are based, and the number of times that a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95 per cent – that is, the chances are 95 in 100 that the true value will fall within a specified range.

However, given that this sample comprises 62 per cent of the total population, the level of statistical reliability is slightly higher than if the sample had come from a larger population. On this basis, responses to the questionnaire provide data with a maximum sampling error of plus or minus 4.0 percentage points at the 95 per cent level. In practice, this means that where 50 per cent give a particular answer, the chances are 19 in 20 that the ‘true’ value will fall between 46.0 per cent and 54.0 per cent. Table B.2 shows the sampling error for the whole sample and key sub-groups across a range of parameters. Note that the closer a finding is to 50 per cent, the greater the variability of responses within the sample.

**Table B.2 Wave 23 sampling error**

	Sample size	Universe	10% or 90% ±	30% or 70% ±	50% ±
All local authorities	235	381	2.5	3.8	4.1
Local Authority type:					
Welsh	11	22	12.5	19.1	20.9
Scottish	23	32	6.5	9.9	10.8
English Unitary	37	57	5.7	8.7	9.5
English Metropolitan	24	36	6.9	10.6	11.5
English District	115	201	3.6	5.5	6.0
London Borough	25	33	5.8	8.8	9.7

## B.7 Response rates

As mentioned earlier, a total of 235 LAs participated in Wave 23 of the Survey, which represents a response rate of 62 per cent. As the chart below shows, response rate varies by LA type, from a high of 76 per cent of London Boroughs and 72 per cent of Scottish authorities to just 50 per cent of Welsh authorities.

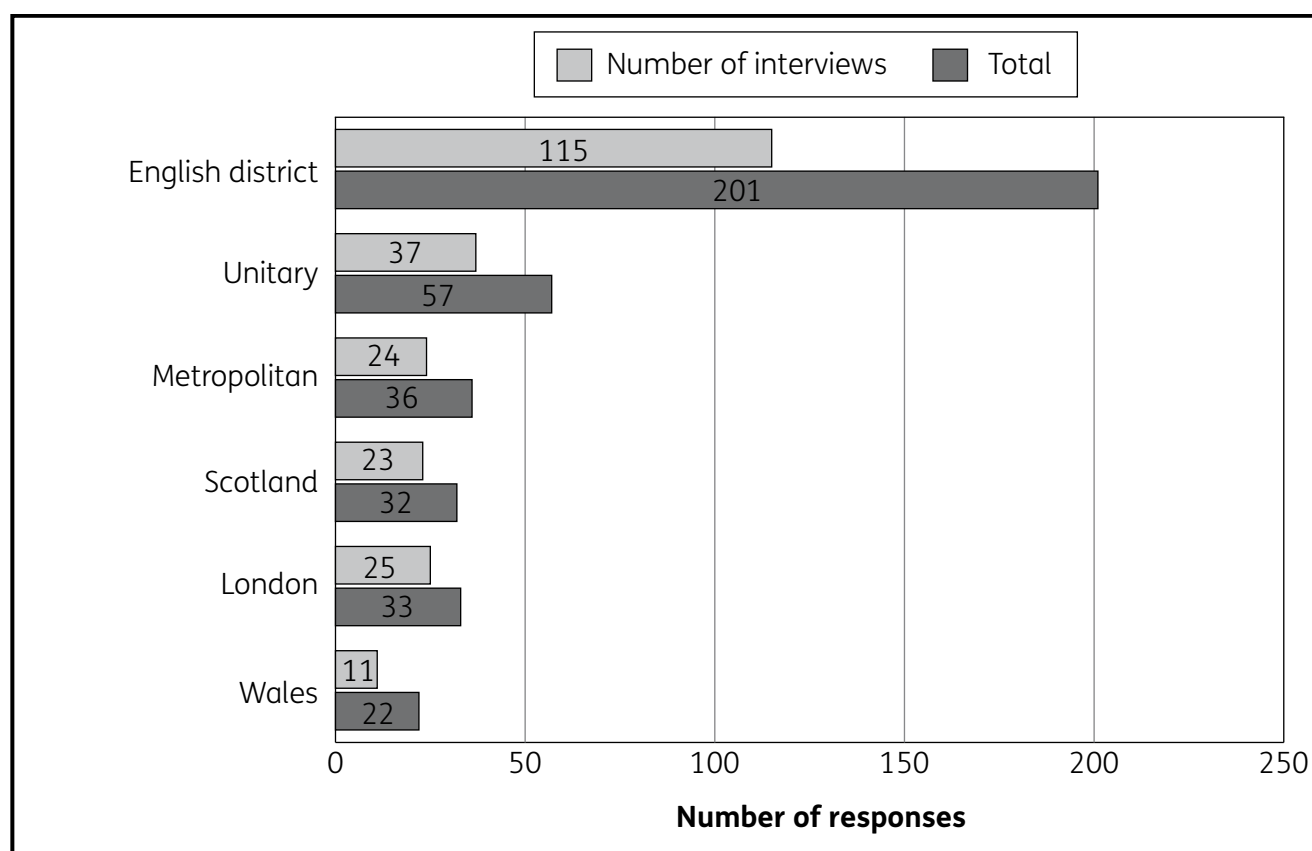
**Figure B.1 Response rates**


Table B.3 provides further details of response rate by LA type.

**Table B.3 Response rates by local authority type**

	Total	Wales	Scotland	English District	English Metropolitan District	English Unitary	London Borough
Telephone: mainstage completes	1			1			
Telephone: pilot completes	14	1	2	7	1		3
Web: completes	153	8	12	65	21	32	15
Web: partial completes	17	1	3	11			2
Paper: completes	49	1	6	30	2	5	5
Paper: partial completes	1			1			
<b>Total: completes plus partial completes</b>	<b>235</b>	<b>11</b>	<b>23</b>	<b>115</b>	<b>24</b>	<b>37</b>	<b>25</b>
Soft call back	13	1	1	6	1	3	1
Will complete paper questionnaire	17			16			1
Will complete on web	60	3	6	33	6	9	3
Refusal (insufficient time/resources)	45	7	1	24	5	5	3
No answer/engaged/voicemail	11		1	7		3	
Total	381	22	32	201	36	57	33
<b>Response rate</b>	<b>62%</b>	<b>50%</b>	<b>72%</b>	<b>57%</b>	<b>67%</b>	<b>65%</b>	<b>76%</b>

## B.8 Sample profile

**Table B.4 Sample profile**

	Number	Percentage
Total	235	100
<b>Local Authority type:</b>		
Welsh	11	5
Scottish	23	10
English Unitary	37	16
English Metropolitan	24	10
English District	115	49
London Borough	25	11
<b>Contracting out status</b> (based on 231 only as 4 LAs did not answer this question):		
Contracted out	33	14
Not contracted out	198	84
<b>HB/CTB caseload:</b>		
Low	100	43
Medium	67	29
High	68	29
<b>Region:</b>		
Scotland	23	10
North East	8	3
Yorkshire & Humberside	14	6
North West	21	9
East Midlands	25	11
West Midlands	21	9
East	30	13
South East	31	13
South West	26	11
London	25	11
Wales	11	5

# Appendix C

## The Questionnaire

### Letter

ID Number: <<ID>>

JN 452655

#### Local Authority Omnibus Survey

#### Wave 23

Dear Benefit Manager

I am writing for your help with Wave 23 LA Omnibus Survey where we are asking questions to feed into two key policy areas: LHA monitoring and evaluation project and temporary accommodation.

You may already be aware that the department has recently commissioned a project to monitor changes to the Local Housing Allowance system that were announced in the 2010 budget and were starting to be introduced in April 2011. These changes include the capping of LHA paid to new claimants, restrictions on the bedroom entitlement and an increase in the age for the single room rate of benefit. The Omnibus Survey will play a key role in the monitoring research. We are interested in a number of issues relating to the effects these changes are having on local authority's work around administering Local Housing Allowance. At this stage we are interested in the situation **now** and appreciate that it may be too early for any effects to have taken hold, we intend to look at the situation again in a future Omnibus survey. This area covers the majority of this wave of the Omnibus and includes DHPs, the work of HB advisers, housing market and homelessness, and arrears and safeguards.

Housing Benefit subsidy for people in temporary accommodation has undergone significant change in recent years. The questions in this Wave are the continuation of a series of questions designed to help monitor the impact of the subsidy changes over time.

We appreciate that we have distributed more surveys over the past few months than usual. All the information gathered is essential for delivering an effective business, and the surveys provide the best method for collating important information during these changing and challenging times. We appreciate the effort it will take for those concerned to complete the survey.

The deadline for completing the survey is 25 November 2011. If you need any help completing the survey itself, please contact Darren Yaxley at GfK NOP on 020 7890 9759 or [darren.yaxley@gfk.com](mailto:darren.yaxley@gfk.com). Alternatively for general queries about the survey contact Zoe Uren at DWP on 0207 449 5731 or [zoe.uren@dwp.gsi.gov.uk](mailto:zoe.uren@dwp.gsi.gov.uk). Thank you in advance for your co-operation.

Yours sincerely



pp Zoe Uren – Housing Policy Division



**Self-completion survey on the internet:** If you choose to fill-in the survey on the internet, you may access it anytime from 17 October – 25 November 2011. You will find it at <http://www.surveys.com/lao23>

This method is quite simple and you will be automatically routed through the survey as you answer each question. It allows you to enter our site any number of times, saving your details whenever you exit, allowing you to complete the survey at your own pace and convenience and to complete the sections in the order that suits you. However, please note that once you have input answers into all of the sections of the survey, you will be unable to re-start again and your responses will be sent directly to GfK NOP Research.

To access the survey you will be asked for your User ID. Please copy this carefully from the top of the letter for this survey. You, or your colleagues, can access the survey more than once using this User ID until you have completed it. All information is password protected and no one other than the GfK NOP team will be able to access your site or see your personal entries.

**Self-completion survey on paper:** If you choose to fill-in the survey on paper and post it back in the pre-paid envelope enclosed, please follow the instructions below and return it as soon as possible – by **25 November 2011** at the latest.

- Most questions can be answered simply by putting one (or more) tick(s) in the box(es) next to the answer(s) that applies to your local authority
- Sometimes you are invited to write in your answer in your own words
- Sometimes you are asked to write in a number. Please use leading zeros where necessary
- Normally, after answering each question, you go on to the next one, UNLESS a box you have ticked has an instruction to GO TO another question
- Please ensure that you check and amend the contact information at the back of the questionnaire (Section G)
- When you have finished, please post the survey using the pre-paid envelope provided.

**Telephone interview:** If you choose to conduct a telephone interview, then please use the hardcopy of this survey to prepare your answers in advance of the interview. By doing this, you should find that the interview itself will take no longer than 10 minutes. You will receive a call from a GfK NOP interviewer some time between **17 October and 25 November 2011** or please contact [ella.reilly@gfk.com](mailto:ella.reilly@gfk.com) if you would prefer to make an appointment.

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**Section A – Discretionary Housing Payments (DHPs)**

From April 2011 until the end of the spending review period in March 2015 an extra £130 million of funding is being provided to local authorities for the award of Discretionary Housing payments (DHP). The following questions concern how your use of DHPs may have changed since April 2011.

All answer.

**A1 In what situations does your LA currently award a DHP? Please tick all that apply**

- Rent can't be met in full because of LHA rate or rent officer determination
- Where there is a non-dependant deduction and non dependant can't pay
- Rent in advance/rent deposit
- Meet cost of an additional room for carer/other non resident (e.g. visiting children)
- Meet cost of additional room needed because family member is ill/disabled
- Family circumstances mean they can't meet rent commitment
- Helping with mortgage payments in certain circumstances
- Emergencies, e.g. house fire, car accident etc
- Help with Council Tax
- Other (please specify)
- .....
- Don't know

**Answer if you ticked more than three situations at A1.**

**A2 What are the 3 most common reasons for currently awarding a DHP in your LA? Please tick up to 3 only**

- Rent can't be met in full because of LHA rate or rent officer determination
- Where there is a non-dependant deduction and non dependant can't pay
- Rent in advance/rent deposit
- Meet cost of an additional room for carer/other non resident (e.g. visiting children)
- Meet cost of additional room needed because family member is ill/disabled
- Family circumstances mean they can't meet rent commitment
- Helping with mortgage payments in certain circumstances
- Emergencies, e.g. house fire, car accident etc
- Help with Council Tax
- Other (please specify)
- .....
- Don't know

All answer.

**A3** Thinking now about how your LA’s use of DHPs has changed, if at all, since the new regulations in April 2011. Firstly, since the new regulations has your LA been more likely to use DHPs for any of the following groups of claimants? Tick all that apply.

- Black and minority ethnic (BME)
- Disabled claimants
- Larger families (those with 3 or more children)
- Families with dependent children
- Lone parents
- Single people
- People under 25
- Other (please specify)

- .....
- No, not more likely to use DHPs for any of these/too early to notice changes in patterns of DHP awards
  - Don’t know

**A4** Would you say that since the new regulations in April 2011 the number of DHPs awarded for periods of 3 months or less has increased, decreased or stayed the same? Tick one only.

- Increased
- Decreased
- Stayed the same
- Too early to say
- Don’t know

**A5** Would you say that since the new regulations in April 2011 your LA has been more or less likely to use DHPs for existing tenants (ie, those who had been tenants prior to April 2011 and were not affected by the new LHA regulations) or has there been no change? Tick one only.

- More likely
- Less likely
- There has been no change
- Too early to say
- Don’t know

**A6** In January 2012 the LHA regulations in shared accommodation will change, so that all persons under 35 will only be eligible for the shared accommodation rate. Has your LA already reviewed, or does your LA intend to review, your DHP allocation criteria in anticipation of these changes to LHA regulations happening in January 2012? Tick one only.

- Yes, already reviewed  **Answer A7**
- Yes, intend to review  **Answer A7**
- No  **Go to A8**
- Don't know  **Go to A8**

**Answer if 'Yes' at A6.**

**A7** What changes has your LA made, or does your LA intend to make, to your DHP allocation criteria in anticipation of the LHA changes to the shared accommodation rates for under 35s happening in January 2012? Tick all that apply.

- Extend/use those currently used for 16-24s
- Concentrate on those with learning difficulties
- Concentrate on those with medical needs
- Concentrate on those escaping domestic violence
- Concentrate on vulnerable people
- Concentrate on Hostel leavers
- Other(please specify)
- .....  
Don't know

**All answer.**

**A8** Does your LA expect to spend/commit your full DHP allocation in this financial year or not? Tick one only.

- Yes, expect to spend/commit full allocation
- No, do not expect to spend/commit full allocation
- Don't know

**Section B – Housing Benefit Advice**

DWP is interested in whether the new regulations have had an effect on the work done by benefit advisers within your Local Authority.

All answer.

**B1 What work, if any, is your LA doing to alert current claimants of the upcoming changes to Local Housing Allowance? Tick all that apply.**

- Printed leaflets – mailed out
- Printed leaflets – in office
- Notices within housing office
- Posters
- Writing to claimants on anniversary to inform them of upcoming changes
- Letter sent direct to claimant
- Information sent with Decision Letters
- Workshops
- Visits
- Roadshows
- Press release
- Local radio
- Article in Council newsletter
- Texts
- Automated telephone calls
- Set up a telephone advice line
- Other (please specify)
- .....
- Not doing any work to alert current claimants
- Don't know

**B2 Would you say that since the new regulations in April 2011 the overall level of need for advice from your LA's HB Advisers has increased, decreased or stayed the same? Please note we are interested only in changes in the level of need for advice here and not an actual change in the numbers claiming. Tick one only.**

- Level of need has increased
- Level of need has decreased
- Level of need has stayed the same
- Too early to say
- Don't know

**B3** Would you say that since the new regulations in April 2011 the level of need by LHA tenants for advice from your LA’s HB Advisers has increased, decreased or stayed the same? Please note we are interested only in changes in the level of need for advice here and not an actual change in the numbers claiming. Tick one only.

- Level of need has increased
- Level of need has decreased
- Level of need has stayed the same
- Too early to say
- Don’t know

**B4** Would you say that since the new regulations in April 2011 the level of need by LHA tenants from outside your LA for advice from your LA’s HB advisers has increased, decreased or stayed the same? Please note we are interested only in changes in the level of need for advice here and not an actual change in the numbers claiming and that your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Level of need has increased
- Level of need has decreased
- Level of need has stayed the same
- Too early to say
- Don’t know

**B5** Would you say that since the new regulations in April 2011 the demand for your LA to be involved in negotiations with landlords and LHA tenants over rent amounts has increased, decreased or stayed the same? Tick one only.

- Increased
- Decreased
- Stayed the same
- Too early to say
- Don’t know

**B6** In general, would you say that since the new regulations in April 2011 your LA’s HB Advisers have been able to offer the same level of service (i.e. claim times, processing etc) to tenants or have they had to cut back any of their services? Tick one only.

- Been able to offer the same level of service
- Have had to cut back some of the services
- Too early to say
- Don’t know

## Section C – Wider issues

One of the changes introduced to new LHA claims from April 2011 is that LHA is now calculated on the basis of the 30% median (previously it was 50%). This has potential implications in terms of how much rent claimants are able to pay and how much income landlords can derive from letting to LHA tenants. The department would like to know of any early indications of landlords leaving the LHA sub-market or increased homelessness. The following questions concern the operation of private rental sector with regard the Housing Benefit sub-markets.

All answer.

**C1** Have the new April 2011 regulations caused landlords to leave the HB sub-market in your area, i.e. have any stopped renting to HB claimants, or not, compared with 12 months ago? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Yes  **Answer C2**  
 No  **Go to C3**  
 Too early to say  **Go to C3**  
 Don't know  **Go to C3**

Answer if 'Yes' (have noticed landlords leaving HB sub-market) at C1.

**C2** What proportion of landlords would you estimate have withdrawn from the HB sub-market? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Under 10%   
 10% – 24%   
 25% – 49%   
 50% – 74%   
 75% – 99%   
 100%   
 Don't know

All answer.

**C3** Would you say that since the new regulations in April 2011 the number of people who would normally be housed in the Private Rented Sector presenting to your LA as homeless has increased, decreased or stayed the same? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Increased  **Answer C4**  
 Decreased  **Go to C5**  
 Stayed the same  **Go to C5**  
 Too early to say  **Go to C5**  
 Don't know  **Go to C5**

**Answer if ‘Increased’ at C3**

**C4** What are the three main reasons for homelessness in your LA amongst those who would normally be housed in the Private Rented Sector? Please tick the three main reasons below.

- Relationship breakdown
- Family dispute
- Domestic violence
- Neighbourhood harassment
- Loss of accommodation due to rent arrears
- Suitable accommodation not available
- A reduction in the number of properties available in the PRS
- HB changes
- Wider economic circumstances
- End of support for mortgage interest
- Other (please specify)
- .....
- Don't know

**All answer.**

**C5** In your opinion, since the new regulations in April 2011 has the number of claimants moving into your LA area increased, decreased or stayed the same?

Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Increased  **Answer C6**
- Decreased  **Go to C9**
- Stayed the same  **Go to C9**
- Too early to say  **Go to C9**
- Don't know  **Go to C9**

**Answer if ‘Increased’ at C5.**

**C6** Would you describe this increase in the number of claimants moving into your LA area as large or small? Tick one only.

- Large increase
- Small increase
- Don't know



**C7** Thinking about the claimants that have moved into your LA area since the new regulations in April 2011, from where have these claimants moved? Tick all that apply. Please note your answer can be based on your general perception if you do not keep records of this information.

- Neighbouring LA area
- Same region (nearby LA area but not neighbouring)
- Greater London area
- Other part of UK
- Other (please specify)
- .....  
Don't know

**C8** How would you describe the types of households that have moved into your LA area since the new regulations in April 2011? Please tick the most common types of households, up to a maximum of 3. Please note your answer can be based on your general perception if you do not keep records of this information.

- Black and minority ethnic (BME)
- Disabled claimants
- Larger families (those with 3 or more children)
- Families with dependent children
- Lone parents
- Single people
- People under 25
- Other (please specify)
- .....  
Don't know

All answer.

**C9** Would you say that since the new regulations in April 2011 the number of claimants moving out of your LA area has increased, decreased or stayed the same? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Increased  **Answer C10**
- Decreased  **Go to C14**
- Stayed the same  **Go to C14**
- Too early to say  **Go to C14**
- Don't know  **Go to C14**

Answer if 'Increased' at C9.

**C10** Would you describe this increase in the number of claimants moving out of your LA area as large or small? Tick one only.

- Large increase
- Small increase
- Don't know

**C11** Thinking about the claimants that have moved out of your LA area since the new regulations in April 2011, to where have these claimants moved? Tick all that apply. Please note your answer can be based on your general perception if you do not keep records of this information.

- Neighbouring LA area
- Same region (nearby LA area but not neighbouring)
- Other part of UK
- Other (please specify)
- .....  
Don't know

**C12** How would you describe the types of households that have moved out of your LA area since the new regulations in April 2011? Please tick the most common types of households, up to a maximum of 3. Please note your answer can be based on your general perception if you do not keep records of this information.

- Black and minority ethnic (BME)
- Disabled claimants
- Larger families (those with 3 or more children)
- Families with dependent children
- Lone parents
- Single people
- People under 25
- Other (please specify)
- .....  
Don't know

**C13** Would you say that since the new regulations in April 2011 the number of people moving out of your LA area in order to find cheaper accommodation has increased, decreased or stayed the same? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only

- Increased
- Decreased
- Stayed the same
- Too early to say
- Don't know

All answer.

**C14** Would you say that since the new regulations in April 2011 the number of claimants moving within your LA area (ie. moving from one property to another but staying in your LA area) has increased, decreased or stayed the same? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Increased  **Answer C15**
- Decreased  **Go to C19**
- Stayed the same  **Go to C19**
- Too early to say  **Go to C19**
- Don't know  **Go to C19**

Answer if 'Increased' at C14.

**C15** Would you describe this increase in the number of claimants moving within your LA area as large or small? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Large increase
- Small increase
- Don't know

**C16** How would you describe the types of households that have moved within your LA area? Please tick the most common types of households, up to a maximum of 3. Please note your answer can be based on your general perception if you do not keep records of this information.

- Black and minority ethnic (BME)
- Disabled claimants
- Larger families (those with 3 or more children)
- Families with dependent children
- Lone parents
- Single people
- People under 25
- Other (please specify)
- .....  
Don't know

**C17** Would you say that since the new regulations in April 2011 the number of people moving within a single BMRA in order to find cheaper accommodation has increased, decreased or stayed the same? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only

- Increased
- Decreased
- Stayed the same
- Too early to say
- Don't know

**C18** Would you say that since the new regulations in April 2011 movement within your LA area from more expensive BMRA's into cheaper BMRA's has increased, decreased or stayed the same. Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only

- Increased
- Decreased
- Stayed the same
- Too early to say
- Don't know

All answer.

**C19** Would you say that since the new regulations in April 2011 the number of claimants moving to smaller properties/downsizing has increased, decreased or stayed the same? Tick one only.

- Increased
- Decreased
- Stayed the same
- Too early to say
- Don't know

**C20** Would you say that since the new regulations in April 2011 the number of landlords in your area who are letting properties as shared housing/HMO that were previously let to families or as self-contained accommodation has increased, decreased or has there been no change. Tick one only.

- Increased  **Answer C21**
- Decreased  **Go to Section D**
- No change  **Go to Section D**
- Too early to say  **Go to Section D**
- Don't know  **Go to Section D**

Answer if 'Increased' at C20.

**C21** Would you describe this increase in the number of landlords in your area who are letting properties as shared housing/HMO that were previously let to families or as self-contained accommodation as large or small? Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

- Large increase
- Small increase
- Don't know

Answer if 'Increased' at C20.

**C22 Have the changes in landlords letting patterns affected any of the following? Tick all that apply.**

- Increased demand on council services
- Areas becoming more transient
- Increasing neighbour problems/anti-social behaviour
- Increases in complaints from home owners
- Other (please specify)
- .....
- Too early to say
- Don't know

**Section D – Arrears and safeguards**

In April 2011 DWP introduced a new temporary safeguard provision which was included in the Housing Benefit (Amendment) Regulations 2010. Local authorities can make payments direct to the landlord where they consider that it will assist the claimant in securing or retaining a tenancy. The followings questions concern the experience of your local authority since this amendment.

All answer.

**D1 Would you say that since the new regulations in April 2011 requests for direct payments by landlords on grounds of arrears has increased, decreased or stayed the same? Tick one only.**

- Increased  **Answer D2**
- Decreased  **Go to D3**
- Stayed the same  **Go to D3**
- Too early to say  **Go to D3**
- Don't know  **Go to D33**

Answer if 'Increased' at D1.

**D2 And have the new regulations in April 2011 led to your LA being more or less likely to approve these requests or has there been no change? Tick one only.**

- More likely to approve
- Less likely to approve
- There has been no change
- Don't know

All answer.

**D3** Would you say that since the new regulations in April 2011 requests by landlords for direct payments on grounds of claimants being unlikely to pay has increased, decreased or stayed the same? Tick one only.

- Increased  **Answer D4**
- Decreased  **Go to D5**
- Stayed the same  **Go to D5**
- Too early to say  **Go to D5**
- Don't know  **Go to D5**

Answer if 'Increased' at D3.

**D4** And since the new regulations in April 2011, has your LA been more or less likely to approve these requests or has there been no change? Tick one only.

- More likely to approve
- Less likely to approve
- There has been no change
- Don't know

All answer.

**D5** Since the new regulations in April 2011 has your LA made use of the new safeguard that allows LHA to be paid direct to the landlord in order to help claimants secure or maintain a tenancy provided the landlord reduces the rent?

- Yes  **Answer D6**
- No  **Go to Section E**
- Too early to say  **Go to Section E**
- Don't know  **Go to Section E**

Answer if 'Yes' at D5.

**D6** In approximately what proportion of claims has your LA used this safeguard?

- %
- Don't know

## Section E – Broken HB Claims

All Answer.

- E1**      **Has your LA seen any cases where a claimant has been moved from Incapacity Benefit to Employment Support Allowance and there has been a broken claim and a move to the new LHA rules?**  
**Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.**

Yes, have seen this happen        
No, have not seen this happen        
Don't know     

- E2**      **Thinking back to before April 2011, did your LA have any claimants who broke their HB claim for a week then re-claimed prior to the end of March in order to maximise their Transitional Protection?**

Please note your answer can be based on your general perception if you do not keep records of this information. Tick one only.

Yes, had claimants who broke their claim for a week        
No, did not have any claimants who broke their claim        
Don't know/can't remember

## Section F – Temporary Accommodation

Your Temporary Accommodation or Homelessness Services Manager is more likely to be able to answer these questions, so please forward this section on to them. You can do this by emailing your colleague the link for the web questionnaire <http://www.surveys.com/lao23> plus your local authority ID at the top of the front page and ask them to complete Section F only.

Housing Benefit subsidy for customers living in temporary and other homelessness accommodation was subject to reform from April 2010, with further changes introduced from April 2011.

This section is concerned with cases subject to the current (Local Housing Allowance-based) Housing Benefit subsidy scheme for people living in temporary accommodation. Further details surrounding eligibility are available in HB/CTB Subsidy Circular S1/2011 but basically this section focuses on cases which are:

- in accommodation that is held on lease or licence from a third party by either a registered housing association or local authority; and
- the accommodation has been made available to the household in order to either discharge a homelessness duty or to prevent homelessness.

Please note there are separate questions for this type of accommodation depending on whether the claimant’s immediate landlord is a local authority (rent rebate for Housing Benefit purposes) or housing association (rent allowance). These questions are part of an ongoing evaluation process that will help the Department to understand some of the impacts of these reforms as well as help inform future policy in this area. Your help by completing this section is fully appreciated.

**F1 Which of the following types of property does your LA hold or has access to for use as temporary accommodation? Tick all that apply.**

- |   |                          |
|---|--------------------------|
| Private Sector Leased (PSL) properties (where the LA is the immediate landlord) | <input type="checkbox"/> |
| LA Licensed properties (where the LA is the landlord)                           | <input type="checkbox"/> |
| Housing Association Leased (HAL) properties (where the HA is the landlord)      | <input type="checkbox"/> |
| HA Licensed properties (where the HA is the landlord)                           | <input type="checkbox"/> |
| None of these   | <input type="checkbox"/> |

### PSL and LA Licensed accommodation

If you ticked ‘None of these’ at F1, please go to section G.

If you ticked ‘HAL’ or ‘HA Licensed’ only at F1, please go to F8.

**F2 How many self-contained<sup>21</sup> units of PSL and LA Licensed accommodation does your local authority currently hold an interest in? Please write in below.**

Don’t know

<sup>21</sup> Accommodation is self-contained if the household is not required to share either :  
 (a) a kitchen (b) a toilet (c) a bathroom



Answer if your LA has cases in self-contained temporary units at F2. If you answered 'None' at F2, please go to F6.

**F3** Approximately what percentage of households living in self-contained (PSL and LA Licensed) temporary accommodation contain at least one member of the household in full or part-time employment? Please provide an estimate if necessary. Please write in the percentage in the boxes below.

%

Don't know

**F4** Please provide an approximate breakdown of your self-contained temporary accommodation portfolio (PSL and LA Licensed only) by property size. Please write in the number in each of the categories below.

No. of bedrooms	Quantity
Studios	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
1 bed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
2 bed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
3 bed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
4 bed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
5 bed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
More than 5 bed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Don't know	<input type="checkbox"/>

**F5** Approximately what proportion of households in these self-contained (PSL and LA Licensed) units live in properties that could be considered too small, about right or too large for the size of the household? Please provide an estimate if necessary. Please write in the percentage of households living in each category below. The total for all the percentages should not exceed 100%.

Suitability	Percentage
Too small for the size of the household	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
About right for the size of the household	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Too large for the size of the household	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
(Total	100%)
Don't know	<input type="checkbox"/>

Answer if you ticked 'PSL' and/or 'LA Licensed' properties at F1.

**F6** How many non self-contained temporary accommodation units (PSL and LA Licensed only) does your local authority currently hold an interest in? Please write in below.

Don't know

**F7** Thinking of the total cases in PSL and LA Licensed accommodation (self contained and non self-contained) in April 2010 and April 2011, approximately what percentage were placed to discharge a homelessness duty and what percentage were placed in order to prevent homelessness?  
Please write in below. Each column should add to 100%.

	1 April 2010	1 April 2011
Homelessness duty	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Homelessness prevention	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Other	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Total	100%	100%
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

**HAL and HA Licensed accommodation**

Answer if 'HAL' or 'HA Licensed' ticked at F1. Otherwise please go to Section G.

**F8** How many self-contained units of HAL or HA Licensed accommodation does your local authority currently hold an interest in? PLEASE WRITE IN BELOW

Don't know

Answer if your LA has cases in self-contained temporary units at F8. If you answered 'None' at F8, please go to F12.

**F9** Approximately, what percentage of households living in self-contained HAL or HA Licensed properties contain at least one member of the household in full or part-time employment?  
Please provide an estimate if necessary. Please write in the percentage in the boxes below.

%  
 Don't know

**F10** Please provide an approximate breakdown of your self-contained HAL and HA Licensed portfolio by property size. Please write in the number in each of the categories below.

No. of bedrooms	Quantity
Studios	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
1 bed	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2 bed	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
3 bed	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
4 bed	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
5 bed	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
More than 5 bed	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Don't know	<input type="checkbox"/>

**F11** Approximately, what proportion of households in self-contained HAL or HA Licensed accommodation live in properties that could be considered too small, about right or too large for the size of the household?

Please provide an estimate if necessary. Please write in the percentage of households living in each category below. The total for all the percentages should not exceed 100%.

Suitability	Percentage
Too small for the size of the household	<input type="text"/> <input type="text"/> <input type="text"/>
About right for the size of the household	<input type="text"/> <input type="text"/> <input type="text"/>
Too large for the size of the household	<input type="text"/> <input type="text"/> <input type="text"/>
(Total	100%)
Don't know	<input type="text"/>

Answer if you ticked 'HAL' and/or 'HA Licensed' properties at F1

**F12** How many non self-contained temporary accommodation units (HAL and HA Licensed only) does your local authority currently hold an interest in? Please write in below.

Don't know

**F13** Thinking of the total cases in HAL and HA Licensed accommodation (self contained and non self-contained) in April 2010 and April 2011, what percentage of these were placed to discharge a homelessness duty and what percentage were placed in order to prevent homelessness?

Please write in below. Each column should add to 100%.

	1 April 2010	1 April 2011
Homelessness duty	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Homelessness prevention	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Other	<input type="text"/> <input type="text"/> <input type="text"/> %	<input type="text"/> <input type="text"/> <input type="text"/> %
Total	100%	100%
Don't know	<input type="text"/>	<input type="text"/>

### Section G – Contracting Out and Contact Information

DWP is keen to keep the information they have for your LA updated. The information that you provide on the following questions will only be passed back to DWP Policy Group, where appropriate.

All Answer.

**G1** Is HB and CTB administration in your LA contracted out?

- Yes, fully
- Yes, partially
- No

**G2** Are Homelessness and Temporary Accommodation within your LA dealt with by the same team or are they dealt with by different teams?

- The same team  **Go to G4**
- Different teams  **Answer G3**

Answer if 'Different teams' at G2. Others go to G4.

**G3** To assist further evaluation work, we would be grateful if you could provide (for internal use only) the contact details of someone who deals with Homelessness in your LA. This may be within a separate Homelessness team or part of the Housing Department.

**PLEASE WRITE IN BELOW**

**Homelessness manager:**

Name: \_\_\_\_\_

Job title: \_\_\_\_\_

Telephone number with extension: \_\_\_\_\_

Fax no: \_\_\_\_\_

Email address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

All Answer.

**G4** We are interested in receiving your opinions/views on this or future waves of the LA Omnibus Survey or any issues around HB. Please use the space below for your comments.

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**G5** And finally please can you check your own contact details (printed below) and tick the appropriate box below.

- All my contact details are correct
- I have made some amendments
- I have written in the missing contact details

Full name: <<RENAME>>

Job title: <<REJOB>>

LA Name: <<LA\_NAME2>>

Telephone number, with extension: <<RETEL>>

Fax number: <<REFAX>>

Email address: <<EMAILADDRESS>>

Address (inc, postcode): <<READD1>>, <READD2>>, <<READD3>>, <<READD4>>, <<READD5>>, <<REPCD>>

**Thank you very much for taking the time to participate in Wave 23 of the  
Local Authority Omnibus Survey**