

# Appendix A

## Changes to Housing Benefit

A key aim of this wave of the survey was to explore the impact of changes to Housing Benefit (HB) in the private rented sector (PRS) and social rented sector (SRS). 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 in the PRS from the median (50th percentile) to the 30th percentile of local market rents;
- capping LHA rates by property size;
- uprating HB rates annually from April 2013 at the 30th percentile of market rents, or, if lower, the September 2012 Consumer Price Index rate; and
- removing the spare room subsidy in the SRS.

Other relevant measures included increasing the Government's contribution to the Discretionary Housing Payment budget by £10m in 2011/12 and an additional £40 million per year in 2012/13, 2013/14 and 2014/15. A non-dependant deduction to HB and Council Tax Benefit was also implemented in stages from April 2011 onwards.

Two further changes were announced in October 2010: raising the age for the Shared Accommodation Rate in the PRS from 25 to 35 (introduced in January 2012) and 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.

Not all of the changes had come into affect at the time that the survey was conducted. It is possible, however, that 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

## The survey

### B.1 Methodology

Up to Wave 9 of the Local Authority Omnibus Survey we interviewed respondents on the telephone. 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 24 was 55 per cent (see below for more detail).

### B.2 Sample

Using the updated contacts database from Wave 23, the local authority (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 24 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 signatory at the Department for Work and Pensions 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.

## Local Authority Insight Survey – Wave 24

The Wave 24 questionnaire was made up of seven sections and comprised questions about Discretionary Housing Payments (DHPs), Housing Benefit (HB) advice, Wider Issues (in particular whether there have been any early indications of the changes in Local Housing Allowance having an impact on homelessness and the movement of private rental sector tenants into, out of, and within the LA area), arrears and safeguards, risk-based verification, size criteria and benefit cap, and supported exempt accommodation.

Once the questionnaire had been through several drafts, eight LA 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 (11-26 September 2012). The questionnaire was tested on a total of seven 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 mriInterview, 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 30 November 2011. Interviewers were then instructed to ‘telephone chase’ those respondents who did not return their completed questionnaire within the following 10 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 22 October 2012 and was supposed to finish on 30 November 2011, although it was actually held open until 14 December 2012 to try and increase the response rate. By the end of fieldwork a total of 211 LA managers had participated in the survey, representing a response rate of 55 per cent. Within this achieved sample of 211 there were seven LAs that did not complete every section of the questionnaire. The section filled-in by the highest number of LAs (211) was Section A on DHPs.

This total sample of 211 LAs breaks down as 169 web-based questionnaires, 35 paper questionnaires and seven telephone interviews (all of these were pilot interviews).

The overall percentage of authorities completing the questionnaire has decreased on the previous wave in 2011 when 62 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**

LA type	Welsh, Scottish, English Unitary, English Metropolitan, English District, London Borough
Contracting-out status	Contracted out, not contracted out
HB/CTB 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

## Local Authority Insight Survey – Wave 24

Information on LA type, HB/CTB caseload and region was provided as part of the contacts database, while data from the previous wave of the survey was used for contracting-out status.

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; and
- throughout the report, an asterisk indicates a value of less than 0.5 per cent but not zero, and ‘0’ (zero) 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 55 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 4.5 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 45.5 per cent and 54.5 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.

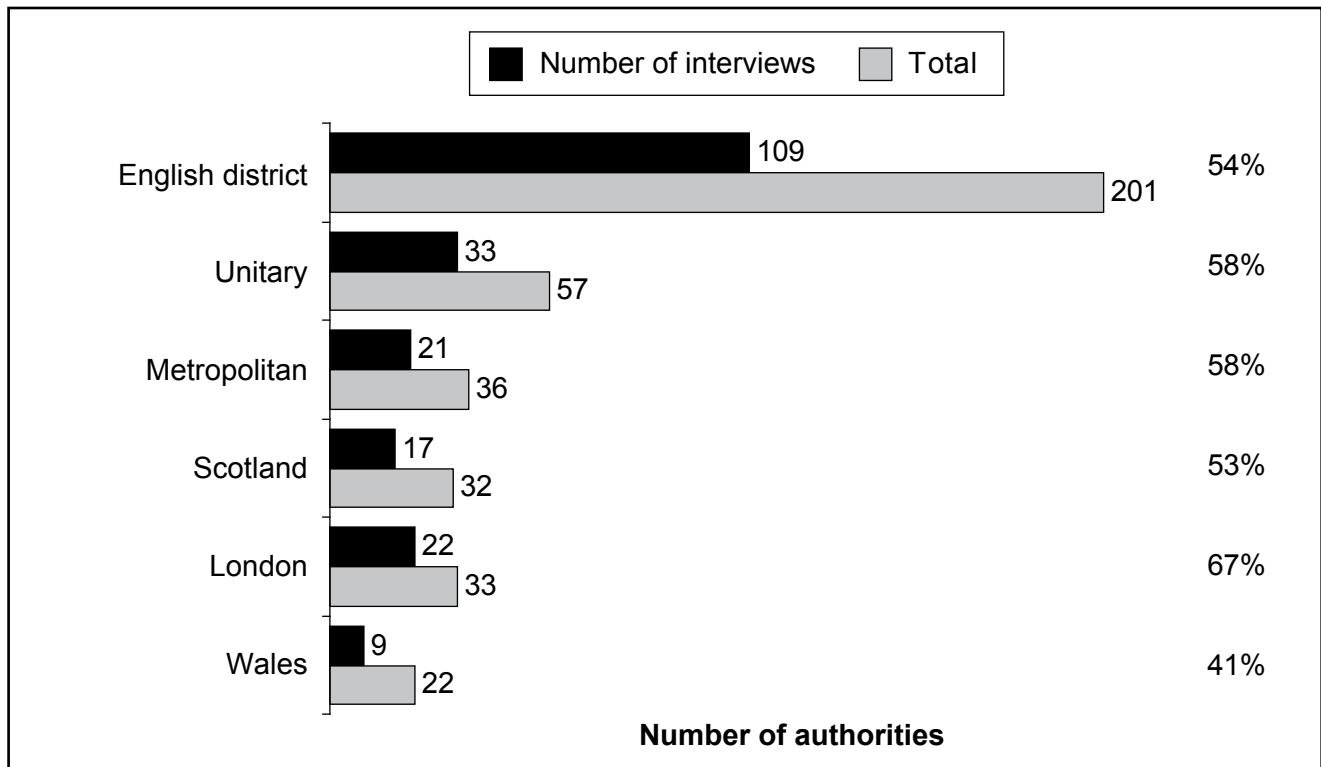
**Table B.2 Wave 24 sampling error**

	Sample size	Universe	10% or 90% ±	30% or 70% ±	50% ±
All local authorities	211	381	2.7	4.1	4.5
<b>LA type</b>					
Welsh	9	22	15.1	23.0	25.1
Scottish	17	32	9.8	14.9	16.3
English Unitary	33	57	6.6	10.1	11.1
English Metropolitan	21	36	8.3	12.7	13.8
English District	109	201	3.8	5.5	6.4
London Borough	22	33	7.2	11.1	12.1

## B.7 Response rates

As mentioned earlier, a total of 211 LAs participated in Wave 24 of the survey, which represents a response rate of 55 per cent. As Figure B.1 shows, response rate varies by local authority type, from a high of 67 per cent of London Boroughs and 58 per cent of English Metropolitan Districts and Unitary authorities to just 41% of Welsh LAs.

**Figure B.1 Response rates, by LA type**



## Local Authority Insight Survey – Wave 24

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

**Table B.3 Response rates by LA type**

	Total	Wales	Scotland	English District	English Metropolitan District	English Unitary	London Borough
Telephone: mainstage completes							
Telephone: pilot completes	7		1	4			2
Web: completes	163	8	10	86	19	26	14
Web: partial completes	6		1	2	1	1	1
Paper: completes	34	1	5	17	1	6	4
Paper: partial completes	1						1
<b>Total: completes + partial completes</b>	<b>211</b>	<b>9</b>	<b>17</b>	<b>109</b>	<b>21</b>	<b>33</b>	<b>22</b>
Soft call back	42	2	3	20	3	8	6
Will complete paper questionnaire	6	1	2			3	
Will complete on web	32	4	2	22	1	3	
Refusal (insufficient time/resources)	60	4	4	37	8	5	2
No answer/engaged/voicemail	30	2	4	13	3	5	3
Total	381	22	32	201	36	57	33
<b>Response rate</b>	<b>55%</b>	<b>41%</b>	<b>53%</b>	<b>54%</b>	<b>58%</b>	<b>58%</b>	<b>67%</b>

## B.8 Sample profile

**Table B.4 Sample profile**

	Number	%
Total	211	100
<b>LA type</b>		
Welsh	9	4
Scottish	17	7
English Unitary	33	16
English Metropolitan	21	10
English District	109	52
London Borough	22	10
<b>Contracting Out Status (based on 174 as this question was not asked at W24. Data was used from the previous wave)</b>		
Contracted out	23	13
Not contracted out	151	87
<b>HB/CTB caseload</b>		
Low	89	42
Medium	62	29
High	60	28
<b>Region</b>		
Scotland	17	8
North East	7	3
Yorkshire and Humberside	12	6
North West	19	9
East Midlands	25	12
West Midlands	18	9
East	27	13
South East	34	16
South West	21	10
London	22	10
Wales	9	4



# Appendix C

## Questionnaire

ID Number: <<ID>>

JN 14500182

**Local Authority (LA) Insight Survey  
Wave 24**

Dear Benefit Manager

I am writing to ask for your help with Wave 24 of the LA Insight Survey (previously known as LA Omnibus) where we are asking questions to feed into the monitoring of Local Housing Allowance (LHA) changes, as well as in preparation for the size criteria rules in the social rented sector and benefit cap which will be introduced in April 2013, and the review of the Risk Based Verification System.

You may be aware that the Department for Work and Pensions has commissioned an independent evaluation to monitor changes to the Local Housing Allowance system that were 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 Insight Survey that you may have completed last year has played a key role in the monitoring of a number of the early implementation issues and fed into the evaluation. We are interested in understanding how/whether there is a development in the effects these changes had on local authorities' work around administering Local Housing Allowance since you last completed the survey. This area covers the majority of this wave of the survey and includes DHPs, the work of HB advisers, tenants movement in and out of LAs (PLEASE NOTE THAT SOME OF THE QUESTIONS IN THIS SECTION C MAY BE BEST ANSWERED BY YOUR HOMELESSNESS DEPARTMENT), rent negotiations, and arrears and safeguards.

Other sections are related to understanding the effect of the size criteria rule in the social rented sector and benefit cap to be introduced in April 2013. This will support the wider evaluation strategies for these changes. In addition, we are also looking for your feedback on the effectiveness of the Risk Based Verification System.

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 and are grateful for your effort in completing this survey.

The deadline for completing the survey is 30 November and you can complete it online, on this paper version or on the telephone (please see overleaf for instructions). 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 Preeti Tyagi at DWP on 020 7449 5378 or [rachel.tsang@dwp.gsi.gov.uk](mailto:rachel.tsang@dwp.gsi.gov.uk). Thank you in advance for your co-operation.

Yours sincerely



DWP Project Manager – Rachel Tsang – Housing Policy and Working Age Benefit Research

**Self-completion survey on the internet:** If you choose to fill-in the survey on the internet, you may access it anytime from 22 October – 30 November 2012. You will find it at <http://www.surveys.com/lao24>

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 **30 November 2012** 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 H).
- 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 10-15 minutes. You will receive a call from a GfK NOP interviewer sometime between **22 October and 30 November 2012** or please contact [karina.o'neill@gfk.com](mailto:karina.o'neill@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 (DHPs). 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 in the first column below and then indicate what approximate percentage each situation makes up of total DHPs. The total for all percentages should not exceed 100%. Please note your answer can be based on your general perception if you do not keep records of this information. If this is the case, write in your % answer/s and then tick box for 'estimate'.

%

- |   |   |
|---|---|
| Rent can't be met in full because of LHA rate or rent officer determination         | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Tenant in Rent Arrears  | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Where there is a non-dependant deduction and non dependant can't pay                | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Rent in advance/rent deposit  | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Meet cost of an additional room for carer/other non resident (eg.visiting children) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Meet additional cost because family member is ill/disabled                          | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Change in family circumstances mean they can't meet rent commitment                 | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Helping with mortgage payments in certain circumstances                             | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Emergencies, e.g. house fire, car accident etc                                      | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Help with Council Tax   | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Assistance to people under 35 on a temporary basis to give them time to move home   | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| Other (please specify)  | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
|   | 100%  |

.....

Don't know

**Tick this box if any answers here are estimated**

Answer if you ticked more than three situations at A1. Others go to A3.

**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
- Tenant in Rent Arrears
- 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 (eg. visiting children)
- Meet additional cost because family member is ill/disabled
- Change in 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
- Assistance to people under 35 on a temporary basis to give them time to move home
- 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 regulations changed in April 2011. Firstly, since the regulations changed has your LA been more likely to use DHPs for any of the following groups of claimants than previously? 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
- Single people aged 25-34
- Other (please specify)

.....

**No, not more likely to use DHPs** for any of these   
**No, not more likely to use DHPs** – too early to notice changes in patterns of DHP awards

Don't know

**A4** Would you say that since the transitional protection (TP) began to end, the number of DHPs awarded for periods of 3 months or less has increased, decreased or stayed the same? Tick one only.

- Increased  **Answer A5**
- Decreased  **Go to A7**
- Stayed the same  **Go to A7**
- Don't know  **Go to A7**

Answer if 'Increased' at A4. Others go to A7.

**A5** What are the reasons for offering a short-term (short-term meaning 3 months or less) DHP award? Tick all that apply.

- Support tenants until the end of tenancy
- Tenant in Rent Arrears
- Longer term awards are not affordable
- Rent in advance/rent deposit
- Helping with mortgage payments in certain circumstances
- Emergencies, e.g. house fire, car accident etc
- Short term payment to landlords as part of rent and/or tenancy negotiation
- Other (please specify)

.....

Don't know

Answer if you ticked more than three reasons at A5. Others go to A7.

**A6** What are the 3 most important reasons for offering a short-term (short-term meaning 3 months or less) DHP award? Please tick up to 3 only.

- Support tenants until the end of tenancy
- Tenant in Rent Arrears
- Longer term awards are not affordable
- Rent in advance/rent deposit
- Helping with mortgage payments in certain circumstances
- Emergencies, e.g. house fire, car accident etc
- Short term payment to landlords as part of rent and/or tenancy negotiation
- Other (please specify)

.....

Don't know

All answer.

**A7** Would you say that since the transitional protection (TP) began to end, the number of DHPs awarded for periods of more than 3 months has increased, decreased or stayed the same? Tick one only.

- Increased  **Answer A8**  
Decreased  **Go to A9**  
Stayed the same  **Go to A9**  
Don't know  **Go to A9**

Answer if 'Increased' at A7. Others go to A9.

**A8** What is the maximum period that DHPs have been awarded for?

- 26 weeks   
39 weeks   
52 weeks   
Other time period (weeks)   
Don't know

All answer.

**A9** Would you say that since the regulations changed 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 change in LHA regulations) or has there been no change? Tick one only.

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

**A10** In January 2012 the LHA regulations for shared accommodation changed so that, unless they are in an exempt category, all single persons under 35 are now only eligible for the shared accommodation rate.

Has your LA reviewed your DHP allocation criteria in response to these changes to LHA regulations from January 2012? Tick one only.

- Yes  **Answer A11**  
No  **Go to A12**  
Don't know  **Go to A12**

**Local Authority Insight Survey – Wave 24**

**Answer if ‘Yes’ at A10.**

**A11**      **What changes, if any, has your LA made to your DHP allocation criteria in response to these changes to LHA regulations from January 2012? Tick all that apply.**

- Extend/use criteria 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)

- .....  
Have not made any changes
- Don't know

**All answer.**

**A12**      **Does your LA expect to spend/commit your full ‘additional’ 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.

**B1** Would you say that since the regulations changed in April 2011 the overall level of need for advice by HB claimants 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 a lot**
- Level of need has **increased a little**
- Level of need has **stayed the same**
- Level of need has **decreased a little**
- Level of need has **decreased a lot**
- Don't know

**B2** Would you say that since the regulations changed in April 2011 the demand for your LA to support tenants in rent negotiation with landlords has increased, decreased or stayed the same? Tick one only.

- Increased  **Answer B3**
- Decreased  **Go to B5**
- Stayed the same  **Go to B5**
- Don't know  **Go to B5**

Answer if 'Increased' at B2.

**B3** For what proportion of the total number of LHA tenants in your LA has your LA been involved in rent negotiations with landlords? Please note your answer can be based on your general perception if you do not keep records of this information. If this is the case, please tick the appropriate box and then tick box for 'estimate'.

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

Tick this box if answer here is an estimate



Answer if 'Increased' at B2.

**B4** What proportion of these rent negotiations that your LA has been involved in have been successful? Please note your answer can be based on your general perception if you do not keep records of this information. If this is the case, please tick the appropriate box and then tick box for 'estimate'.

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

Tick this box if answer here is an estimate

All answer.

**B5** In general, would you say that as a result of the regulation changes 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
- Don't know

## Section C – Wider issues

**Please note that this section (or questions within this section) may be best answered by colleagues in Housing and Homelessness teams so may need to be passed on to them**

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 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 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 18 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**

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 private rented sector in your area? Please note your answer can be based on your general perception if you do not keep records of this information. If this is the case, please tick the appropriate box and then tick box for 'estimate'.

Under 10%

10% – 24%

25% – 49%

50% – 74%

75% – 99%

100%

Don't know

Tick this box if answer here is an estimate

All answer.

**C3** Would you say that since the regulations changed 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
- 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 affordable
- A reduction in the number of properties available in the PRS
- Wider economic circumstances
- End of support for mortgage interest
- Drug and alcohol abuse
- Other (please specify)
- .....  
Don't know

Movement of claimants.

All answer.

**C5** In your opinion, since the regulations changed in April 2011 has the number of claimants in the Private Rented Sector moving into your LA area increased, decreased (a lot or a little) 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 a lot  Answer C6
- Increased a little  Answer C6
- Stayed the same  Go to C8
- Decreased a little  Go to C8
- Decreased a lot  Go to C8

Don't know  **Go to C8**

Answer if 'Increased' at C5.

**C6** Thinking about the claimants that have moved into your LA area since the regulations changed in April 2011, from where have these claimants moved? Please 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

**C7** How would you describe the types of households that have moved into your LA area since the regulations changed in April 2011? Please tick all that apply in the first column and then indicate the approximate percentage of each in the second column. The total for all percentages should not exceed 100%. Please note your answer can be based on your general perception if you do not keep records of this information. If this is the case, please write in your % answer and then tick box for 'estimate'.

	%
Black and minority ethnic (BME)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Disabled claimants	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Larger families (those with 3 or more children)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Families with dependent children	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Lone parents	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Single people	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
People under 25	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Single people aged 25-34	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Other (please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	100%

.....  
Don't know   
**Tick this box if any answers here are estimated**

All answer.

**C8** Would you say that since the regulations changed in April 2011 the number of claimants in the private rented sector moving out of your LA area in order to find cheaper accommodation has increased, decreased (a lot or a little) 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 a lot  **Answer C9**
- Increased a little  **Answer C9**
- Stayed the same  **Go to C10**
- Decreased a little  **Go to C10**
- Decreased a lot  **Go to C10**
- Don't know  **Go to C10**

Answer if 'Increased' at C8.

**C9** How would you describe the types of households that have moved out of your LA area in order to find cheaper accommodation since the regulations changed in April 2011? Please tick all that apply in the first column and then indicate the approximate percentage of each in the second column. The total for all percentages should not exceed 100%. Please note your answer can be based on your general perception if you do not keep records of this information. If this is the case, please write in your % answer and then tick box for 'estimate'.

	%
Black and minority ethnic (BME)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Disabled claimants	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Larger families (those with 3 or more children)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Families with dependent children	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Lone parents	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Single people	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
People under 25	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Single people aged 25-34	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Other (please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	100%
.....	
Don't know	<input type="checkbox"/>
<b>Tick this box if any answers here are estimated</b>	<input type="checkbox"/>

All answer.

**C10** Would you say that since the regulations changed in April 2011 the number of claimants in the private sector moving within your LA area (ie. moving from one property to another but staying in your LA area) in order to find cheaper accommodation has increased, decreased (a lot or a little) 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 a lot  **Answer C11**
- Increased a little  **Answer C11**
- Stayed the same  **Go to C12**
- Decreased a little  **Go to C12**
- Decreased a lot  **Go to C12**
- Don't know  **Go to C12**

Answer if 'Increased' at C10.

**C11** How would you describe the types of households that have moved within your LA area in order to find cheaper accommodation? Please tick all that apply in the first column and then indicate the approximate percentage of each in the second column. The total for all percentages should not exceed 100%. Please note your answer can be based on your general perception if you do not keep records of this information. If this is the case, please write in your % answer and then tick box for 'estimate'.

	%
Black and minority ethnic (BME)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Disabled claimants	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Larger families (those with 3 or more children)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Families with dependent children	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Lone parents	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Single people	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
People under 25	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Single people aged 25-34	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Other (please specify)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	100%
.....	
Don't know	<input type="checkbox"/>
<b>Tick this box if any answers here are estimated</b>	<input type="checkbox"/>

All answer.

**C12** Would you say that since the regulations changed 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
- Don't know

**C13** Would you say that since the regulations changed 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 (a lot or a little) or stayed the same. Tick one only.

- Increased a lot  **Answer C14**
- Increased a little  **Answer C14**
- Stayed the same  **Go to Section D**
- Decreased a little  **Go to Section D**
- Decreased a lot  **Go to Section D**
- Don't know  **Go to Section D**

Answer if 'Increased' at C13.

**C14** 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)

.....  
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 regulations changed 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**  
 Don't know  **Go to D3**

Answer if 'Increased' at D1.

**D2** And have the regulations changing 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 regulations changed 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**  
 Don't know  **Go to D5**

Answer if 'Increased' at D3.

**D4** And since the regulations changed 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



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**All answer.**

**D5** Since the regulations changed 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**

Don't know  **Go to Section E**

**Answer if 'Yes' at D5.**

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

%

Don't know

## Section E – Risk-based verification

Risk Based Verification (RBV) assigns a risk rating to each HB/CTB claim which determines the level of verification required. It allows more intense verification activity to be targeted at those claims which are deemed to be at highest risk of involving fraud and/or error.

It is practiced on aspects of claims in Jobcentre Plus (JCP) and the Pension Disability and Carers Service (PDCS) and in April 2012 DWP extended it on a voluntary basis to all LAs. The following questions are about take-up of the scheme and LAs views on how efficient and effective it is.

All Answer.

**E1** Is your LA currently applying RBV on HB/CTB claims? Tick one only.

- Yes, currently applying RBV  **Answer E2**  
 No, but intend to start applying RBV  **Go to Section F**  
 No and have no intention of starting to apply RBV  **Go to Section F**  
 Don't know  **Go to Section F**

Answer if 'Yes' at E1.

**E2** Which of the following approaches has your LA adopted to risk profile your HB/CTB claimants? Tick all that apply.

- IT tools set up internally   
 IT tools applied by external supplier   
 Clerically/manually by HB staff   
 Other (please specify)

.....  
 Don't know

**E3** How satisfied are you with the approach you are currently using to risk profile HB/CTB claimants? Tick one only.

- Very satisfied  **Go to E5**  
 Fairly satisfied  **Go to E5**  
 Neither satisfied nor dissatisfied  **Answer E4**  
 Fairly dissatisfied  **Answer E4**  
 Very dissatisfied  **Answer E4**  
 Don't know  **Answer E4**

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**Answer if ‘Neither’, ‘Fairly’ or ‘Very dissatisfied at E3.**

**E4** Why is your LA not satisfied with the approach you are currently using to risk profile HB/CTB claimants? Please write in below.

.....

.....

.....

**All Answer.**

**E5** Overall, how effective would you say that RBV has been in terms of each of the following. Tick one in each row below.

	<b>Very effective</b>	<b>Fairly effective</b>	<b>Not very effective</b>	<b>Not at all effective</b>	<b>Too early to say</b>	<b>Don't know</b>
Reducing fraud and error	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving processing times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**E6** When your LA identifies high risk claims, what increased verification is carried out? Tick all that apply.

- Credit Reference Agency checks
- Visit to claimants home
- Meeting claimant
- Increased documents checks
- Other (please specify)

.....  
 Don't know

## Section F – Size criteria and Benefit Cap

On 1 April 2013 the Government is introducing size criteria rules into Housing Benefit for those renting from a Local Authority, a Housing Association or other registered social landlord. The criteria will restrict the size of accommodation a claimant can receive Housing Benefit for, based on their household size. If a claimant is assessed under these rules as having more bedrooms than is necessary for their household they will be considered to be under occupying that property and there will be a reduction in their housing benefit.

Also from April 2013 a cap will be introduced on the total amount of benefit that working age people can receive. This will mean that workless households should no longer receive more in benefits than the average earnings of working households. In the first instance, the cap will be administered jointly by DWP and local authorities through deductions from Housing Benefit payments. In the longer term it will form part of the new Universal Credit system.

All Answer.

**F1** LAs are currently in the process of identifying cases affected by size criteria rules. How is your LA finding this process? Tick one box only.

- Very easy  Go to F3
- Fairly easy  Go to F3
- Neither easy nor difficult  Answer F2
- Fairly difficult  Answer F2
- Very difficult  Answer F2
- Too early to say  Answer F2
- Don't know  Answer F2

Answer if 'Neither', 'Fairly difficult' or 'Very difficult' at F1. Others go to F3.

**F2** Why do you say that the process of identifying cases affected by size criteria rules is not easy?

All Answer.

**F3** For the social sector size criteria, under-occupation will be calculated from bedroom entitlement based on household composition information already held by local authorities and property size information to be received from landlords. To what extent do you think your LA will be able to achieve the identification of cases affected by size criteria rules electronically rather than manually for individual cases? Tick one only.

- Completely (100%)
- 90-99%
- 70%-89%
- 50%-69%
- 1%-49%
- Not at all
- Too early to say
- Don't know

**F4** Do you currently hold information which allows you to easily identify HB claimants in Supported 'Exempt' Housing?

- (a) Yes, we currently hold information which allows us to identify **all** HB claimants in Supported 'Exempt' Housing  **Go to F6**
- (b) Yes, we currently hold information which allows us to identify **some** HB claimants in Supported 'Exempt' Housing  **Go to F5**
- (c) No, we don't hold information which allows us to identify any HB claimants in Supported 'Exempt' Housing  **Go to F5**
- Don't know  **Go to F6**

Answer if (b) or (c) at F4 ('Yes, but can only identify some' or 'No, can't identify any').

**F5** How do you intend to identify those HB claimants in 'Exempt' Supported Housing who will be excluded from the size criteria rules but you don't currently hold information on? Read all options below and tick one only.

We will use local knowledge/other resources available to us to identify these claimants, so we can exempt them

We will wait until these claimants notify us, so we can exempt them

Other (please specify)

.....

Don't know

All answer.

**F6** What work, if any, is your LA doing to alert current claimants of the upcoming size criteria rules and the benefit cap? Tick all that apply in both columns.

	Size Criteria	Benefit Cap
Printed leaflets – mailed out	<input type="checkbox"/>	<input type="checkbox"/>
Printed leaflets – in office	<input type="checkbox"/>	<input type="checkbox"/>
Notices within housing office	<input type="checkbox"/>	<input type="checkbox"/>
Posters	<input type="checkbox"/>	<input type="checkbox"/>
Letter sent direct to claimant	<input type="checkbox"/>	<input type="checkbox"/>
Information sent with Decision Letters	<input type="checkbox"/>	<input type="checkbox"/>
Phoning claimant personally	<input type="checkbox"/>	<input type="checkbox"/>
Workshops with customers	<input type="checkbox"/>	<input type="checkbox"/>
Visits	<input type="checkbox"/>	<input type="checkbox"/>
Road shows	<input type="checkbox"/>	<input type="checkbox"/>
Website	<input type="checkbox"/>	<input type="checkbox"/>
Press release	<input type="checkbox"/>	<input type="checkbox"/>
Local radio	<input type="checkbox"/>	<input type="checkbox"/>
Article in Council newsletter	<input type="checkbox"/>	<input type="checkbox"/>
Texts	<input type="checkbox"/>	<input type="checkbox"/>
Automated telephone calls	<input type="checkbox"/>	<input type="checkbox"/>
Set up a telephone advice line	<input type="checkbox"/>	<input type="checkbox"/>
Liaison through stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify) .....	<input type="checkbox"/>	<input type="checkbox"/>
Not doing any work to alert current claimants	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

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**F7 Has your LA already reviewed, or does your LA intend to review, your DHP allocation criteria in anticipation of size criteria rules and the benefit cap? Tick one only in each column below.**

	<b>Size Criteria</b>	<b>Benefit Cap</b>
Printed leaflets – mailed out	<input type="checkbox"/>	<input type="checkbox"/>
Yes, already reviewed	<input type="checkbox"/>	<input type="checkbox"/>
Yes, intend to review	<input type="checkbox"/>	<input type="checkbox"/>
Too early to say	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

**F8 How useful were the Circulars sent to your LA regarding the size criteria rules and the benefit cap? Tick one in each column below.**

	<b>Size Criteria</b>	<b>Benefit Cap</b>
Very helpful	<input type="checkbox"/>	<input type="checkbox"/>
Fairly helpful	<input type="checkbox"/>	<input type="checkbox"/>
Not very helpful	<input type="checkbox"/>	<input type="checkbox"/>
Not at all helpful	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

**F9 Do you think that your LA needs further support to implement the size criteria rules and the benefit cap? Tick one in each column below.**

	<b>Size Criteria</b>	<b>Benefit Cap</b>
Yes, we definitely need more support	<input type="checkbox"/>	<input type="checkbox"/>
More support would be useful but not essential	<input type="checkbox"/>	<input type="checkbox"/>
We do not need any more support	<input type="checkbox"/>	<input type="checkbox"/>
Too early to say	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>

Answer if ‘Yes, we definitely need more support’ or ‘More support would be useful but not essential’. Others go to F11.

**F10** Which of these types of additional support would you like? Please tick the box for the type of additional support you would like for size criteria/benefit cap as appropriate and specify (on the dotted lines) what topics you would like it to cover.

	Size Criteria	Benefit Cap
Further circulars	<input type="checkbox"/>	<input type="checkbox"/>
	.....	.....
Information or tools online	<input type="checkbox"/>	<input type="checkbox"/>
	.....	.....
Forums	<input type="checkbox"/>	<input type="checkbox"/>
	.....	.....
Other	<input type="checkbox"/>	<input type="checkbox"/>
	.....	.....
	<input type="checkbox"/>	<input type="checkbox"/>
	.....	.....

All answer.

**F11** Is your LA producing anything to help support the delivery of size criteria/benefit cap changes that might be of value/use to other LAs? Tick one in each column below.

	Size Criteria	Benefit Cap
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>
Too early to say	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	<input type="checkbox"/>



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**Answer if ‘Yes’ at F11 for size criteria.**

**F12a**      **What is your LA producing to help support the delivery of size criteria changes that might be of value/use to other LAs? Please write in below as appropriate.**

Size criteria: .....

.....

**Answer if ‘Yes’ at F11 for benefit cap. Others go to Section G.**

**F12b**      **What is your LA producing to help support the delivery of benefit cap changes that might be of value/use to other LAs? Please write in below as appropriate.**

Benefit cap: .....

.....

## Section G – Supported ‘exempt’ accommodation

The following questions are about Supported ‘Exempt’ Accommodation. This refers to supported housing *but only* as defined in legislation: either a resettlement place or accommodation provided by a county council, housing association (be it unregistered or a registered housing association/ not for profit private registered provider of social housing/ registered social landlord), registered charity or voluntary organisation where that body or person acting on their behalf provides the claimant with care, support or supervision.

Such accommodation includes group homes, hostels, refuges, sheltered housing, supported living complexes, extra care housing and adapted housing for the disabled provided by housing associations (see above), registered charities, voluntary organisations and county councils. Housing Benefit recognises the often higher costs of providing such accommodation.

Following our consultation last year on reforming this area of support for housing costs, we are now seeking to update our information on caseloads and expenditure in this area to inform further development of the reforms.

All Answer.

**G1** How many cases do you currently have in supported housing that meet the above definition of ‘Exempt Accommodation’. If reports indicating these amounts can be run easily then we would strongly encourage that, especially as the reports will also be of value in preparing for implementation of the social sector size criteria. **PLEASE WRITE IN ACTUAL FIGURE BELOW OR TICK DON’T KNOW AND MAKE AN ESTIMATE AT G2**

- a) Where the landlord is a county council or housing association (see above)   
 Don’t know
- b) Where the landlord is a registered charity or voluntary organisation   
 Don’t know

Answer if ‘Don’t Know’ at G1 for either (a) or (b).

**G2** Please can you estimate in which range your caseload falls in terms of the numbers your LA currently has in supported housing that meets the above definition of ‘Exempt Accommodation’. If reports indicating these amounts cannot be obtained then estimates are acceptable. Please complete and tick box for estimate where it applies.

- a) Where the landlord is a county council or housing association (see above)
- 100 or less   
 101-200   
 201-500   
 501-1500   
 1501-5000   
 More than 5000   
 Don’t know

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b) Where the landlord is a registered charity or voluntary organisation

- 100 or less
- 101-200
- 201-500
- 501-1500
- 1501-5000
- More than 5000
- Don't know

**All Answer.**

**G3 For HB cases in Supported Exempt Accommodation where the landlord is a county council or housing association, what proportion of cases are referred to a rent officer? If reports indicating these amounts cannot be obtained then estimates are acceptable, but we would strongly encourage the running of reports where possible.**

- None
- Up to 2%
- More than 2% up to and including 5%
- More than 5% up to and including 10%
- More than 10% up to and including 50%
- More than 50%
- Don't know
- Tick this box if answer here is an estimate**

**G4 Thinking of HB cases in Supported Exempt Accommodation where the landlord is a county council or housing association, that are not referred to a rent officer, what are the reasons for not referring? Tick all that apply.**

- The LA judges the rent reasonable compared to social sector rents for similar accommodation
- The LA does not consider the claimant to be over housed
- Other (please specify)
- .....  
Don't know

All Answer.

**G5** Please write in what percentage of cases in Supported Exempt Accommodation are living in each of the following types of accommodation? The total for all percentages should not exceed 100%. If reports indicating these amounts cannot be obtained then estimates are acceptable, but we would strongly encourage the running of reports where possible.

	Percentage
Purpose built	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Hostels	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Adapted from mainstream social sector housing stock	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Foyer or other specialist provision	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Refuges	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Sheltered Housing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Extra Care Housing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Group Homes	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Other shared houses	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	100%
Don't know	<input type="checkbox"/>
<b>Tick this box if any answers here are estimates</b>	<input type="checkbox"/>

**G6** Please write in what percentage of cases in Supported Exempt Accommodation are living in each of the following? The total for all percentages should not exceed 100%. If reports indicating these amounts cannot be obtained then estimates are acceptable, but we would strongly encourage the running of reports where possible.

	Percentage
Communal/shared units	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Self-contained units	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	100%
Don't know	<input type="checkbox"/>
<b>Tick this box if any answers here are estimates</b>	<input type="checkbox"/>

**G7** What is the average weekly amount of eligible rent, including eligible service charges, used for your caseload in Supported Exempt Accommodation? If reports indicating these amounts can be run then we would strongly encourage that, especially as reports identifying these cases will also be of value in preparing for implementation of the social sector size criteria.

- a) Where the landlord is a county council or housing association      £   
Don't know
- b) Where the landlord is a registered charity or voluntary organisation      £   
Don't know

Answer if 'Don't Know' at G7 for either (a) or (b).

**G8** Please can you estimate in which range the average weekly amount of eligible rent, including eligible service charges, used for your caseload in Supported Exempt Accommodation falls. If reports indicating these amounts cannot be obtained then estimates are acceptable.

a) Where the landlord is a county council or housing association

- £50 or less        
£51-£100        
£101-£150        
£151-£200        
£201-£250        
More than £250        
Don't know

b) Where the landlord is a registered charity or voluntary organisation

- £50 or less        
£51-£100        
£101-£150        
£151-£200        
£201-£250        
More than £250        
Don't know

## Section H – Contact details

The information that you provide on the following questions will only be passed back to DWP Policy Group, where you have agreed for us to do so.

All Answer.

H1 Would you be willing for DWP to get in touch with you in the future to pick up on any issues you may have raised and/or to offer advice or support where appropriate.

Yes

No

H2 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.

.....  
.....  
.....

H3 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 24 of the Local Authority Insight Survey**