



Department
for Work &
Pensions



Findings from the Local Authority Insight Survey

Wave 31: Discretionary Housing Payments, Temporary
Accommodation and Universal Support delivered locally

May 2016

Research Report No 921

A report of research carried out by NatCen Social Research on behalf of the Department for Work and Pensions

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List of abbreviations

CAB	Citizen's Advice Bureau
DHP	Discretionary Housing Payments
DWP	Department for Work and Pensions
HB	Housing Benefit
JCP	Jobcentre Plus
LA	Local authority
LHA	Local Housing Allowance
N/A	Not applicable
NatCen	NatCen Social Research
NEET	Not in education, employment or training
RSRS	Removal of the Spare Room Subsidy
TA	Temporary Accommodation
USdl	Universal Support delivered locally

Summary

This research report has been prepared by NatCen Social Research, an independent social research organisation, commissioned by the Department for Work and Pensions (DWP). It presents findings from wave 31 of the Local Authority Insight Survey, which focuses on Discretionary Housing Payments (DHPs), Temporary Accommodation (TA) and Universal Support delivered locally. This online survey of Housing Benefit managers at 380 local authorities (LAs) was conducted in autumn 2015, and achieved an overall response rate of 34 per cent. A summary of key findings is presented below.

Discretionary Housing Payments

- LAs estimated that around two thirds of DHPs were awarded for a period of time between 12 and 52 weeks.
- LAs were asked to select the main factors that affect their DHP expenditure. The predominant factor was found to be availability of suitable housing (84 per cent of responding LAs). Most LAs felt that rent prices were the second main factor affecting DHP expenditure (65 per cent of responding LAs).
- Most of the LAs who responded said that they fully utilise their DHP budget.

Temporary Accommodation

- LAs reported that nearly three quarters of claimants being placed in TA were single people.
- LAs reported that the most common reason TA was provided was because an offer was pending for permanent accommodation (78 per cent of responding LAs).
- The most frequent connection LAs cited that claimants had to the local area was that the claimant already lived in the local area.

Universal Support delivered locally

- Two-thirds of LAs reported that they had signed a Partnership Agreement.
- Of those LAs that had signed an agreement, most had Jobcentre Plus/DWP as a partner (89 per cent).
- Other commonly cited partners were Citizens Advice Bureau (65 per cent), other departments in their council (53 per cent) and landlords (44 per cent).

1 Survey background and methodology

1.1 Background to the policies

1.1.1 Discretionary Housing Payments

Discretionary Housing Payments (DHPs) are a discretionary scheme that allows local authorities (LAs) to make monetary awards to people experiencing financial difficulty with housing costs or towards their rental liability. Only those who qualify for Housing Benefit or Universal Credit with housing element are eligible for DHPs. DHPs are awarded at the discretion of each LA and can provide help with on-going housing costs or one-off expenses.

An LA is given a limited amount of funding by central government for DHPs. In addition to this, English and Welsh LAs are able to top up the funding to a maximum of two and a half times this figure using their own funds. There is no limit in Scotland.

1.1.2 Temporary Accommodation

The Housing (Homeless Persons) Act 1977 placed a duty on LAs to secure permanent accommodation for unintentionally homeless people in priority need. LAs do not have a duty to secure accommodation for all homeless people. If an applicant has become homeless unintentionally, the authority must assess whether they, or a member of their household, falls into a 'priority need' category. These categories are set out in section 189 of the 1996 Act and include:

- people with dependent children who are residing with, or might reasonably be expected to reside with them, for example, because the family is separated solely because of the need for accommodation; or
- people who are homeless or threatened with homelessness as a result of any emergency such as flood, fire or any other disaster; or
- where any person who resides or who might reasonably be expected to reside with them, is vulnerable because of old age, mental illness, handicap or physical disability or other special reason; or
- pregnant women, or a person who resides or might reasonably be expected to reside with a pregnant woman;
- all 16 and 17-year-olds;
- 18–20-year-old care leavers;
- vulnerable care leavers;
- vulnerable former members of the armed forces;
- vulnerable former prisoners; and
- people who are vulnerable because they are fleeing violence.

Findings from the Local Authority Insight Survey

LAs can provide Temporary Accommodation (TA) in a range of different types of housing. It may be a bedsit, a flat, a house, a place in a hostel or bed and breakfast.

The TA may be run by the LA itself, a housing association, a private landlord or a voluntary organisation.

There is no limit to the amount of time that someone might spend in TA. The length of time spent in TA will largely depend on the availability of suitable accommodation in the LA's area.

The LA has to continue to provide TA until the household:

- is able to move into settled accommodation arranged by the LA;
- is no longer eligible for assistance (this is quite rare, but may happen if immigration status changes);
- moves out because, for example, they have found other accommodation where they would rather live;
- is evicted because of something they have done (such as rent arrears or antisocial behaviour); or
- refuses a final offer of settled accommodation that is suitable for them.

1.1.3 Universal Support delivered locally

Universal Credit is a single monthly payment for people in or out of work, which merges together some existing social security benefits and tax credits, being:

- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing Benefit

Universal Support delivered locally (USdl) (formerly known as Local Support Services Framework) has been developed by the Department for Work and Pensions, in collaboration with local government. USdl works as an additional resource to ensure claimants can make a successful transition to Universal Credit through highlighting services which can help people at a local level.

USdl is intended to:

- ensure people are supported to make the transition to Universal Credit by helping them adjust to some new aspects of the way Universal Credit is designed. So for those who are new to monthly budgeting or to getting online, they will get the help they need to manage that transition process;
- support the small number of people who find it more difficult to make the transition to Universal Credit and will do so over the longer term. Where people require support over a longer time period the USdl will ensure they get the local, tailored help that they need.

1.2 Methodology

NatCen Social Research (NatCen) conducted an online survey of Housing Benefit Managers and those in a similar position (who will be referred to as the Benefit Manager for the purpose of describing the methodology) at 380 LAs in England, Scotland and Wales. Email invitations containing unique links to the survey were sent to each LA.

Of the 380 individual managers who were sent the invitation, eight could not be contacted. Some LAs reported operating a shared service to manage benefits – 50 authorities invited to take part in the survey were managed by 19 named individuals. This meant that 349 Benefit Managers represented the 380 LAs.

A pdf copy of the questionnaire (Appendix B) was provided to give LA respondents the opportunity to prepare answers in advance of accessing the online survey. It was permitted for the Benefit Manager to share the pdf questionnaire with colleagues who might help with collating data. It was the responsibility of the Benefit Manager to submit the questionnaire.

In total, NatCen received responses from 122 Benefit Managers which covered 129 LAs. This amounts to an overall response rate of 34 per cent. This is not an uncommon level of response for an online survey. Response to this survey will have been affected by the respondents' ability and willingness to complete the questionnaire as participation was entirely voluntary. Competing demands on the LA employees' time, including their workload and statutory requests for information, will also have had an impact on the response rate to this survey. Appendix C shows there was a good spread of participants by type of authority and region. Nevertheless, the response rate varies somewhat between regions. This may affect the generalisability of the findings as well as the fact that not all LAs took part in this survey.

Table 1.1 Response rates by local authorities and Benefit Managers

	LAs	Benefit Managers
Total number issued	380	349
Full survey completed	111	104
Partial survey completed	18	18
Total number of responses	129	122
Response rate	34%	35%

2 Key findings

2.1 Discretionary Housing Payments

2.1.1 DHP claimant profile

Local authorities (LAs) were asked to consider what types of household have been awarded Discretionary Housing Payments (DHPs) as a result of welfare reforms (Local Housing Allowance (LHA) changes, Removal of the Spare Room Subsidy (RSRS) and benefit cap). For each type of reform, LAs were asked to estimate the proportion of awards made to different types of households. There are clear differences among the household types which are awarded DHPs as a result of different welfare reforms.

On average, LAs reported that out of the total DHPs made as a result of the LHA changes, 48 per cent were awarded to single people without children and 46 per cent of DHPs as a result of RSRS were awarded to the same group. The LAs reported that 38 per cent of the awards as a result of the LHA changes went to those with children. A similar proportion (37 per cent) of awards as a result of RSRS went to the same group. However, LAs estimated that awards made as a result of the benefit cap are distributed differently among different household types. Around half (47 per cent) of such awards were made to single parents and 39 per cent to couples with children.

Table 2.1 Since April 2014, roughly what proportion of the following household types have been given a DHP award as a result of the following welfare reforms?

	LHA changes (mean) %	RSRS (mean) %	Benefit cap (mean) %	Not directly affected (mean) %
Single, aged under 35 years	30	15	5	15
Single, aged 35 years or older (but not including pensioners)	18	31	5	21
Couple without children	10	17	3	10
Couple with children	16	16	39	18
Single parent with children	22	21	47	26
Pensioners	6	N/A	N/A	10

Valid responses: Minimum 92 excludes 'don't know' responses.

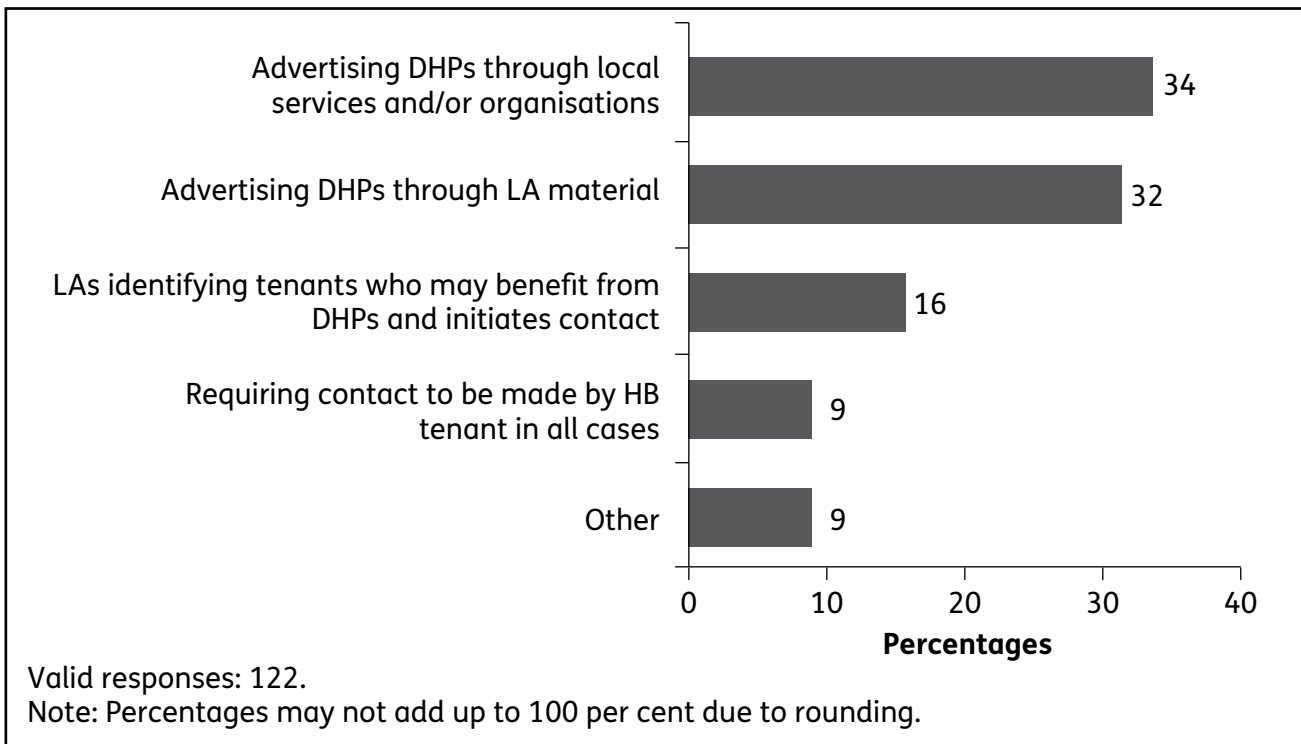
Percentages may not add up to 100 per cent due to rounding.

Base: Those who received a DHP award as a result of a welfare reform.

2.1.2 DHP communication and application

As shown in Figure 2.1 the main channel LAs used to communicate the availability of DHP was found to be advertising through local services and/or organisations (34 per cent) and advertising DHPs through their own material (32 per cent).

Figure 2.1 Which option below describes your LA’s main mode of communicating the availability of DHPs to potential DHP claimants?



With regards to how claimants apply for a DHP in their LA, around three-quarters (77 per cent) of LAs use a written application form while around 17 per cent use an electronic application form. There was a small proportion of LAs who used face-to-face application or a combination of these methods.

2.1.3 DHP administration

DHP is administered in various ways across the LAs. Many LAs (44 per cent) have a general benefits team, benefit assessment team or housing benefit team that administers DHP. However a significant proportion (29 per cent) were categorised as being administered by a dedicated DHP team, while 24 per cent of LAs administered DHP with one dedicated employee (16 per cent employing a part-time employee and eight per cent a full-time employee).

2.1.4 DHP claim length

The length of awards was estimated to be broadly similar whether they resulted from LHA changes, RSRS, benefit cap and those not directly affected by welfare reforms. Around two-thirds (68 per cent) of all claims were awarded for between 12 and 52 weeks; around a fifth (21 per cent) were for less than 12 weeks and around seven per cent were for more than 52 weeks.

Findings from the Local Authority Insight Survey

Table 2.2 Since April 2014, what proportion of DHPs for the following welfare reforms were awarded for the different time periods listed?

	Means			
	Less than 4 weeks (includes one-off payments) %	4 weeks to 12 weeks %	Between 12 weeks and 52 weeks %	More than 52 weeks %
LHA changes	4	22	68	7
RSRS	3	14	69	15
Benefit cap	5	26	66	3
Not directly affected	6	22	70	3
Total	5	21	68	7

Valid responses: minimum 102 excludes 'don't know' responses.

Note: Percentages may not add up to 100 per cent due to rounding.

Base: Those who received a DHP award as a result of a welfare reform.

2.1.5 DHP expenditure

The majority (86 per cent) of LAs allocated their DHP budget on an 'as-needed' basis until it was all used up in the financial year of 2014/15. Just five per cent of LAs split the budget into equal monthly amounts across the year.

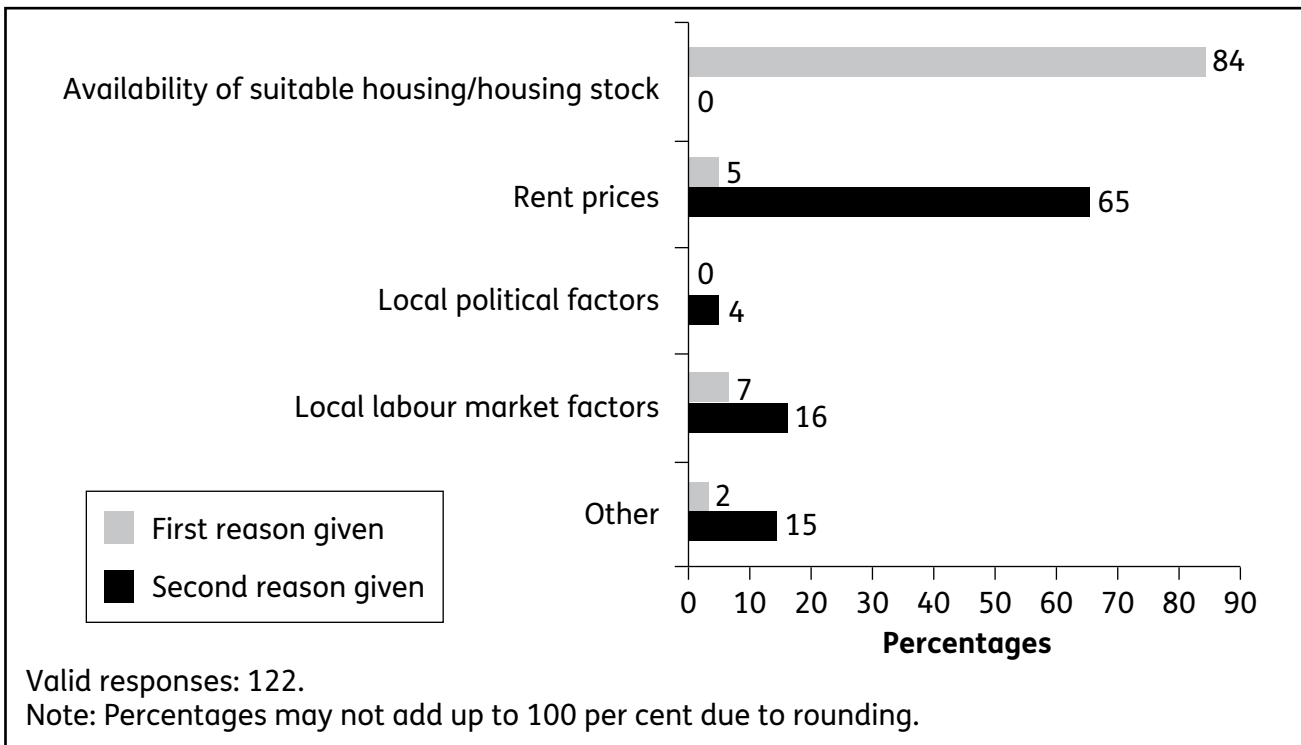
LAs were asked an open question to describe the main criteria used to establish if claimants require further financial assistance in the form of a DHP award. Many LAs said that this was a result of an assessment of financial hardship and calculating the claimant's income and 'essential' expenditure to determine whether the claimant could afford the 'shortfall' resulting from the impact of the welfare reform. Some LAs also reported assessing whether the claimant appeared to be making reasonable steps to better manage his/her finances by appropriate budgeting.

Some LAs said that they have no particular criteria and 'each application is considered on a case-by-case basis' while others suggested that they put particular attention on 'vulnerable groups' such as claimants with disabilities (in particular where modifications and adaptations to the accommodation were needed) and claimants with mental health issues for whom moving to a new home was made more difficult in a short timescale.

Most of the LAs reported that they use their entire DHP allocation. However, when asked why their LA does not fully utilise their DHP allocation we received a number of responses. For example, it was acknowledged by some LAs that it was difficult to accurately predict the demand for DHPs throughout the year.

LAs were asked to select the main two local factors that affect their DHP expenditure. The predominant factor was reported to be availability of suitable housing. Most LAs felt that rent prices were the second main reason for what affects DHP expenditure.

Figure 2.2 Which main two local factors affect your DHP expenditure?



2.2 Temporary Accommodation

LAs were asked to describe the profile of Temporary Accommodation (TA) claimants, reasons for claimants being in TA, the period of time respondents are in TA and the connection to the LA's local area that the claimants have. Fewer responses to the TA questions were received than to the other questions asked in this survey. The reasons for this are unclear but could partly be the result of these questions not having been referred to the housing teams in the LA who may have been better placed to answer them but being answered only by the Benefits Managers.

2.2.1 Temporary Accommodation claimant profile

On average, LA respondents estimated that around three quarters of people who were placed in TAs were single people, around 40 per cent of whom had children. Most of the couples placed in TA had children. Just under a third (30 per cent) of LAs did not know the TA claimant profile.

Findings from the Local Authority Insight Survey

Table 2.3 Thinking of all the claimants who are being placed in TA, roughly what proportion were from each of the following household types?

	Mean %	Median %
Single parent with children	29	25
Single, aged under 35 years	28	26
Single, aged 35 years or older (but not including pensioners)	19	15
Couple with children	16	10
Couple without children	6	5

Valid responses: 81 excludes 'don't know' responses.

Note: Percentages may not add up to 100 per cent due to rounding.

Base: Those who were placed in a TA.

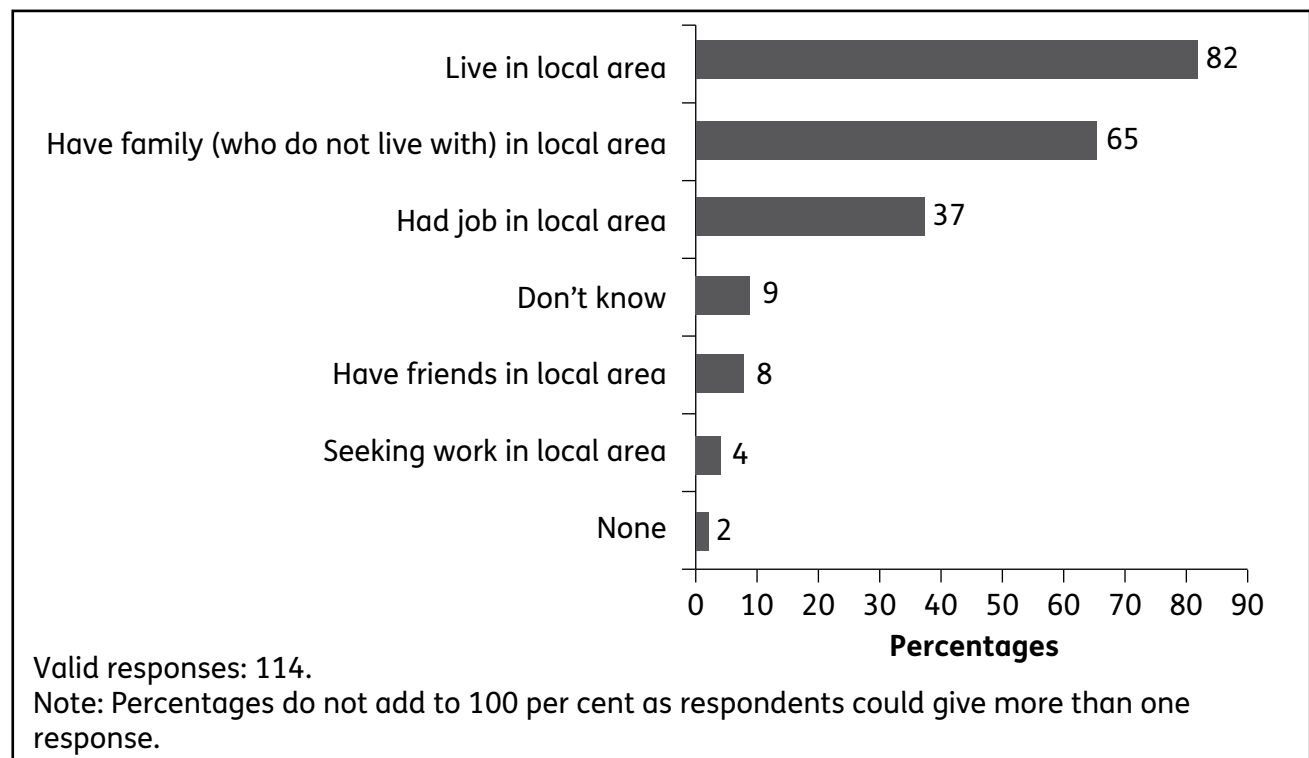
2.2.2 Local connection

A local connection was commonly defined by LAs as any of the following:

- Having lived in the area for six months out of the last 12 months or three years out of the last five.
- Having close family who have lived in the area for five years.
- Working in the area.

As might be expected, the most commonly cited local connection claimants had to the local area was that they lived in the local area (82 per cent).

Figure 2.3 What connection with the local area did those placed in TA commonly claim to have?

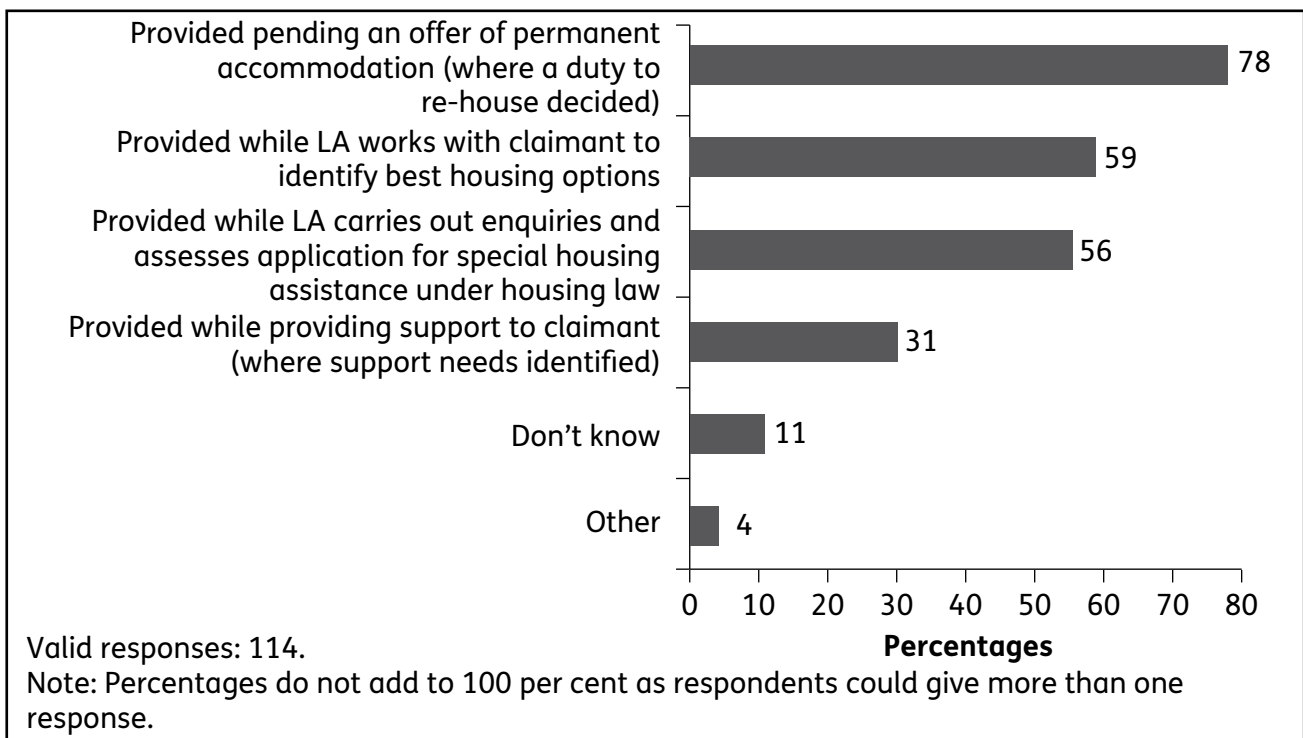


LAs reported that half (51 per cent) of claimants had lived in the area for more than a year and 38 per cent for less than a year. Furthermore, LAs estimated that around half of claimants had lived in the local area all of their life (47 per cent).

2.2.3 Reasons for placement in Temporary Accommodation

As shown in Figure 2.4, the most frequent reason (78 per cent of respondents) for placing claimants in TA was that it was provided pending an offer of permanent accommodation.

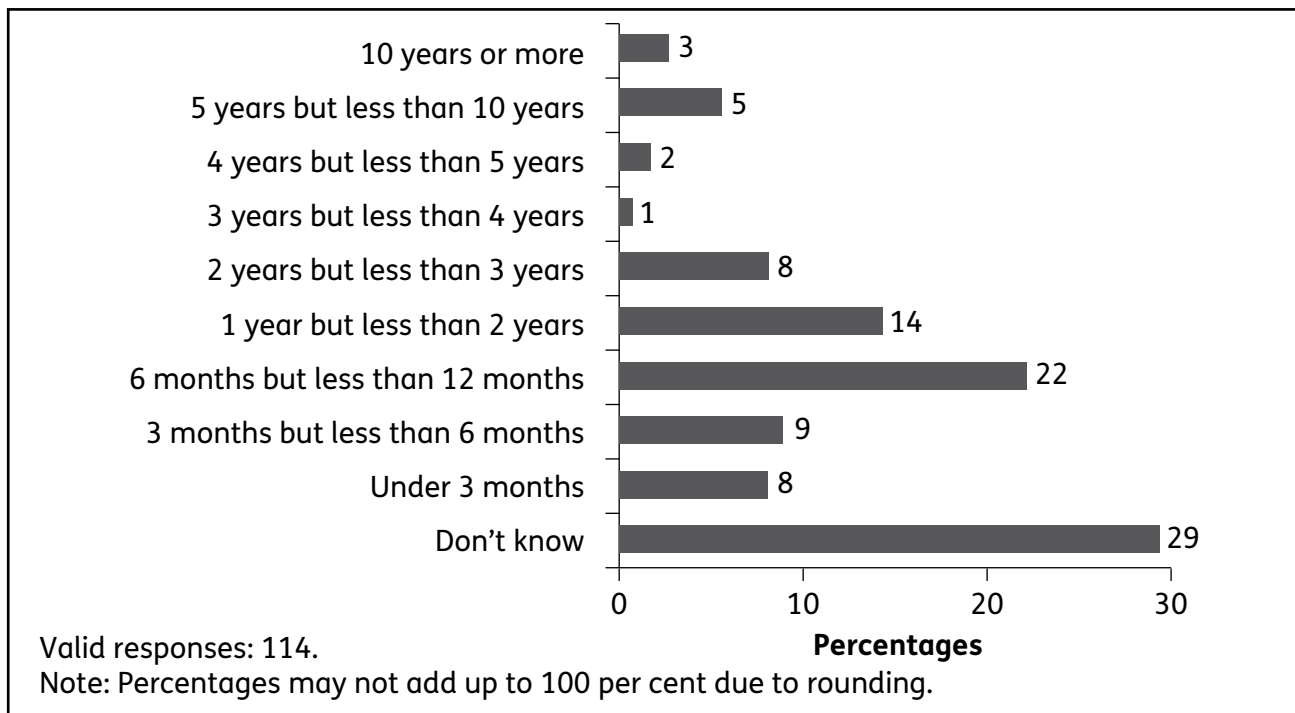
Figure 2.4 What are the reasons for claimants being placed in TA?



2.2.4 Period in Temporary Accommodation

A large proportion of LAs did not know the minimum period of time claimants spend in TA (24 per cent) or the maximum period (29 per cent). Of those LAs who did know the maximum period that claimants were in TA, 54 per cent reported that it was for less than a year and 74 per cent reported that it was less than two years.

Figure 2.5 Since April 2014, what is the maximum period for which claimants are being placed in TA by your LA?



The most frequent reason for being in TA for the maximum period was a lack of alternative accommodation (40 per cent). Other frequently cited reasons were a lack of affordable housing (19 per cent) and a lack of suitably-sized housing (13 per cent)¹.

2.3 Universal Support delivered locally

2.3.1 Partnership Agreements and preparedness for USdl

The majority of LAs had either signed or were in the process of signing a Partnership Agreement. Two-thirds (67 per cent) reported that they had signed a Partnership Agreement and 16 per cent were in the process of doing so, while 13 per cent had not signed an agreement. Four per cent of LAs didn't know whether they had a partnership agreement.

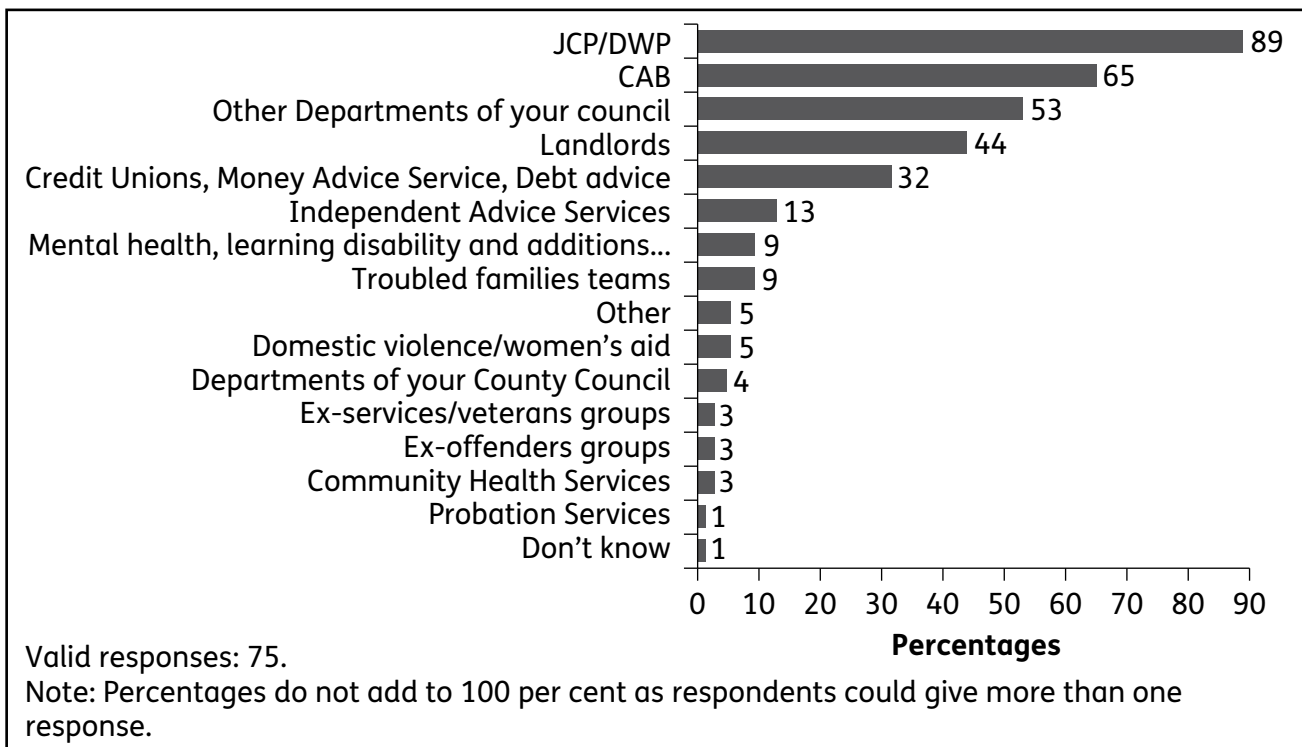
Nearly two-thirds of LAs (62 per cent) who responded to the survey have reviewed partnership arrangements in advance of Universal Support delivered locally (USdl).

2.3.2 Partnership arrangements

The LAs who had signed a Partnership Agreement were asked who the current members of their partnership were. Figure 2.6 shows the members of current partnerships and proportion of LAs who have agreements with each of these. Most had partnerships with Jobcentre Plus (JCP)/Department for Work and Pensions (DWP) (89 per cent). Around two-thirds had partnerships with Citizens Advice Bureau (CAB) (65 per cent) and over half of LAs (53 per cent) had other departments of their council as partners. Slightly less than half (44 per cent) include landlords. The questionnaire did not differentiate the differing types of landlord but it is likely that these primarily include registered social landlords rather than private landlords.

¹ Valid responses: 80.

Figure 2.6 Who are current members of your partnership?



LAs were also asked whether they were considering including other organisations in their partnership. A high proportion of LAs did not know (44 per cent). About one in ten (nine per cent) mentioned they were considering Independent Advice Services, and Troubled Families Teams was being considered by seven per cent. Credit Unions, Money Advice Services and Debt Advice were the next most commonly considered partnerships (five per cent).

At the time of the survey, only live Universal Credit service was running in most of the areas. Now that Universal Credit full service is operational and transitioning incrementally through to 2021, it is expected that more claimants who would benefit from the USdI support will now be claiming Universal Credit; for example, those who would have claimed legacy benefits such as Employment and Support Allowance. We therefore expect LAs to continue to review their partnerships to ensure support is available.

2.3.3 Data sharing within partnerships

LAs were asked about their experience of sharing data with their partnerships. In terms of their experience with sharing data with JCP/DWP, around a third (32 per cent) had found it not to be a problem; however, nearly a quarter (23 per cent) had found it to be a problem or very problematic, while 45 per cent of LAs said neither of these options, which was on the middle of the scale².

² This option was called 'Neither a problem or not a problem' and was the middle option on a five-point scale.

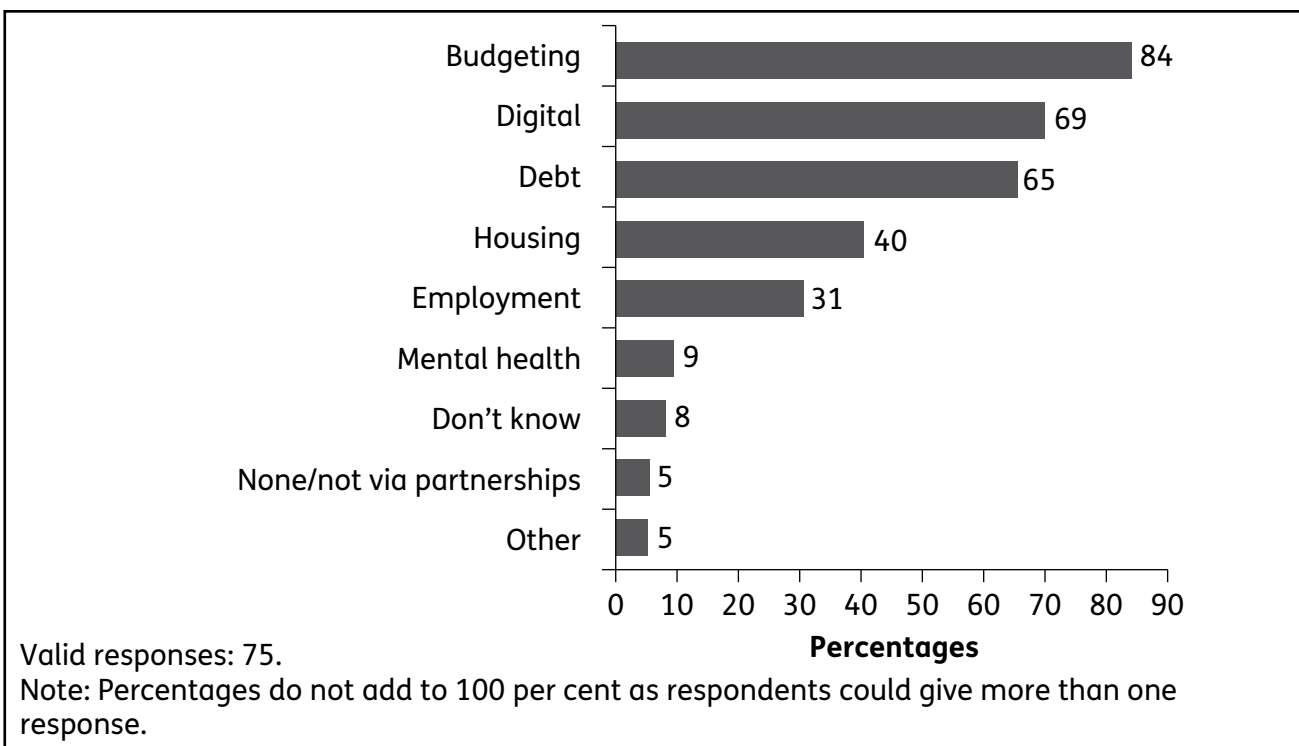
Findings from the Local Authority Insight Survey

Comparatively, a third (34 per cent) of LAs had found sharing data with other partners not to be a problem while only seven per cent had found it to be a problem. Most LAs (59 per cent) said neither of these options (the middle option)³.

2.3.4 Support delivered

The most common services delivered were budgeting support (84 per cent); digital support (69 per cent) and debt support (65 per cent).

Figure 2.7 What types of support services are you currently delivering with established partnerships?



Around two-thirds of the LAs are delivering these in-house (65 per cent) and/or working in partnership with other organisations (63 per cent). Some LAs (36 per cent) commissioned others to deliver these support services.

2.3.5 USdl user profiles

LAs were asked to consider the type of claimants who might access USdl to help make a claim for Universal Credit and for each type, to estimate whether this factor was present in all of the claims, most, some, a few or none. There was a low response to these questions. A large proportion of LAs who provided an answer to these questions gave a 'don't know' response.

The results are presented in Appendix A and show that there is not one but a variety of factors that LAs thought may influence why claimants might access USdl.

³ This option was called 'Neither a problem or not a problem' and was the middle option on a five-point scale.

Appendix A – USdl user profiles

Table A.1 Thinking of all the claimants who might access Universal Support to help them make a claim for Universal Credit, roughly how many do you estimate would be due to factors below?

Factor	All/most %	Some/few %	None %	Don't know %
Learning difficulties	35	36	1	28
Families with multiple and complex needs	28	33	8	31
Currently in rent arrears/threat of eviction/repossession	24	52	1	23
Mental health condition	24	44	4	28
Claimant is a refugee/asylum seeker	24	17	25	33
Claimant is young: a 16/17-year-old and/or a care leaver	24	35	15	27
Severe/multiple debt problems	23	53	0	24
Language skills	20	39	7	35
Addiction problems	19	47	0	35
Claimant had just left prison	17	51	3	29
History of rent arrears	15	56	1	28
No bank account	15	45	11	29
Homeless	13	49	11	27
In temporary and/or supported accommodation	12	48	13	27
Previously homeless and/or in supported accommodation	12	51	8	29
Claimant had just left hospital	8	52	7	33
Domestic violence/abuse	7	60	5	28
Post office card account user	7	40	13	40
Not in Education, Employment or Training (NEET)	4	47	11	39
Other disability	4	56	5	35
Recently bereaved	4	52	8	36
Third party deductions in place	4	61	4	31
Other factor	3	19	15	64
Ex-Service personnel	0	41	15	44

Valid responses: 75.

Note: Percentages may not add up to 100 per cent due to rounding.

Appendix B – Questionnaire

Thank you for taking part in this survey. This wave of the survey includes questions about the implementation of Discretionary Housing Payments (DHPs), Temporary Accommodation and Universal Support (formerly known as Local Service Support Framework). The information you provide will help DWP understand how current and future housing policy decisions affect the local authorities that administer them and will help inform the future policy strategy.

Please feel free to consult colleagues when answering these questions. Please note that you can close the survey and reopen it at the most recent point should you need to do so. You will be asked at the end of this questionnaire to confirm that you have completed it. Once you have confirmed that you have completed the questionnaire you will not be able to return to it.

If you would like to see all of the survey questions in advance to prepare your answers, you can access a PDF copy of the questionnaire at the website natcen.ac.uk/LAinsight. Please note that the PDF is for reference only. All answers to the questions need to be provided in this web questionnaire.

A: Discretionary Housing Payments

The following questions are about Discretionary Housing Payments.

A1) Since April 2014, roughly what proportion of the following household types have been given a DHP award as a result of the following welfare reforms?

Please note your answers can be based on your general perception if you do not keep records of this information.

Please write in a percentage for each that applies and make sure that your answers add to 100%.

LHA changes	%
Single, aged under 35 years	
Single, aged 35 years or older (but not including pensioners)	
Couple without children	
Couple with children	
Single parent with children	
Pensioners	
	100%
Don't know	

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RSRS	%
Single, aged under 35 years	
Single, aged 35 years or older (but not including pensioners)	
Couple without children	
Couple with children	
Single parent with children	
	100%
Don't know	

Benefit cap	%
Single, aged under 35 years	
Single, aged 35 years or older (but not including pensioners)	
Couple without children	
Couple with children	
Single parent with children	
	100%
Don't know	

Not directly affected by welfare reforms	%
Single, aged under 35 years	
Single, aged 35 years or older (but not including pensioners)	
Couple without children	
Couple with children	
Single parent with children	
Pensioners	
	100%
Don't know	

Findings from the Local Authority Insight Survey

A2) Since April 2014, what proportion of DHPs for the following welfare reforms were awarded for the different time periods listed?

Please note your answers can be based on your general perception if you do not keep records of this information.

Please write in a percentage for each that applies and make sure that your answers add to 100%.

LHA changes	%
Less than 4 weeks	
4 weeks to 12 weeks	
Between 12 weeks and 52 weeks	
More than 52 weeks	
	100%
Don't know	

RSRS	%
Less than 4 weeks	
4 weeks to 12 weeks	
Between 12 weeks and 52 weeks	
More than 52 weeks	
	100%
Don't know	

Benefit cap	%
Less than 4 weeks	
4 weeks to 12 weeks	
Between 12 weeks and 52 weeks	
More than 52 weeks	
	100%
Don't know	

Not directly affected by welfare reforms	%
Less than 4 weeks	
4 weeks to 12 weeks	
Between 12 weeks and 52 weeks	
More than 52 weeks	
	100%
Don't know	

Findings from the Local Authority Insight Survey

A3) During 2014/15 financial year, how did your LA allocate the DHP budget across the financial year?

Please select one only.

- Split into twelve equal (monthly) budgets
- Split into two equal (6 monthly) budgets
- Budget not split up into parts but allocated as needed until all used up
- Other - please specify

.....

Don't know

A4) Since April 2014, how has DHP been administered within your LA? Please select one only.

- One dedicated DHP part time/combined job employee
- One dedicated DHP full time employee
- A dedicated DHP team
- Processed within the housing team
- Other - please specify

.....

Don't know

A5) Which option below describes your LA's main mode of communicating the availability of DHPs to potential DHP claimants?

Please select one only.

- Advertising DHPs through LA material
- Advertising DHPs through local services and/or organisations
- LAs identifying tenants who may benefit from DHPs and initiates contact
- Requiring contact to be made by HB tenant in all cases
- Other - please specify

.....

Don't know

A6) Which option below describes your LA's **main** form of handling DHP applications? Please select one only.

- Written form application
- Phone application
- Face to face application
- Electronic application
- Other – please specify

.....

Don't know

Findings from the Local Authority Insight Survey

A7) Please explain the **main** criteria used by your LA to establish if claimants require further financial assistance in the form of a DHP award?

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

A8) Which main **two** local factors affect your DHP expenditure? Availability of suitable housing/housing stock

- Local labour market factors
- Local political factors
- Rent prices
- Other - please specify

.....

Don't know

A9) If your LA does not fully utilise its DHP allocation, can you explain why?

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

B: Temporary Accommodation

The following questions are about Temporary Accommodation.

B1) Thinking of all the claimants who are being placed in Temporary Accommodation, roughly what proportion were from each of the following household types?

- | | |
|--------------------------------|----------------------|
| Single, aged under 35 years | <input type="text"/> |
| Single, aged 35 years or older | <input type="text"/> |
| Couple without children | <input type="text"/> |
| Couple with children | <input type="text"/> |
| Single parent with children | <input type="text"/> |
| Don't know | <input type="text"/> |

100 %

B2) What are the reasons for claimants being placed in Temporary Accommodation?

Select all that apply

- | | |
|--|--------------------------|
| Provided while LA works with claimant to identify best housing options. | <input type="checkbox"/> |
| Provided while LA carries out enquiries and assesses application for special housing assistance under housing law. | <input type="checkbox"/> |
| Provided while providing support to claimant (where support needs identified). | <input type="checkbox"/> |
| Provided pending an offer of permanent accommodation (where a duty to re-house decided). | <input type="checkbox"/> |
| Other – specify | <input type="checkbox"/> |

.....

B3) Since April 2014, what is the **minimum** period for which claimants are being placed in Temporary Accommodation by your LA?

Select one only.

- | | |
|----------------------------------|--------------------------|
| Under 3 months | <input type="checkbox"/> |
| 3 months but less than 6 months | <input type="checkbox"/> |
| 6 months but less than 12 months | <input type="checkbox"/> |
| 1 year but less than 2 years | <input type="checkbox"/> |
| 2 year but less than 3 years | <input type="checkbox"/> |
| 3 year but less than 4 years | <input type="checkbox"/> |
| 4 year but less than 5 years | <input type="checkbox"/> |
| 5 year but less than 10 years | <input type="checkbox"/> |
| 10 years or more | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Findings from the Local Authority Insight Survey

B4) Since April 2014, what is the **maximum** period for which claimants are being placed in Temporary Accommodation by your LA?

Select one only.

- Under 3 months
- 3 months but less than 6 months
- 6 months but less than 12 months
- 1 year but less than 2 years
- 2 year but less than 3 years
- 3 year but less than 4 years
- 4 year but less than 5 years
- 5 year but less than 10 years
- 10 years or more
- Don't know Go to B7

B5) What is the **main** reason for people being placed in Temporary Accommodation for this maximum time period?

Select one only

- Lack of alternative accommodation
- Lack of private rented sector accommodation
- Lack of social sector housing
- Lack of affordable housing
- Lack of suitably sized housing
- Other – specify

Local connection

B7) What connection with the local area did those placed in TA commonly claim to have?

Select all that apply

- Live in local area
- Have family (who do not live with) in local area
- Have friends in local area
- Had job in local area
- Seeking work in local area
- Other
- None Go to B9

B8) How long had people in TA been connected with the local area? Select all that apply

- Have lived in local area all life
- Have lived in local area for less than 1 year
- Have lived in local area for 1 year or more
- Do not live in local area but have other connection (please specify)
- Don't know

B9) How does your LA define a local connection?

.....

.....

.....

C: Universal Support delivered locally (formerly known as Local Service Support Framework)

The following questions are about Universal Support delivered locally (USdl).

C1) Has your LA signed a District Partnership Agreement covering arrangements for Personal Budgeting and Digital Support for the introduction of Universal Credit?

- Yes
- No
- In process
- Don't know

C2) Have you reviewed partnership arrangements in advance of Universal Support delivered locally (USdl) being implemented within your Local Authority?

- Yes
- No
- Don't know

If (C1)=Yes then

C3) Who are current members of your partnership?

Select all that apply

- JCP/DWP
- Troubled families teams
- Probation Services
- Other Departments of your council (Housing, Social services, Education/Youth service, Public health
- Departments of your County Council (where applicable, e.g. English districts)
- Community Health Services – Community mental health or learning disability teams
- CAB
- Credit Unions, Money Advice Service, Debt advice
- Independent Advice Services
- Landlords (Social/Housing Associations, Private landlords)
- Mental health, learning disability and addictions services
- Domestic violence/women's aid
- Ex-offenders groups
- Ex-services/veterans groups
- Other
- Don't know

Findings from the Local Authority Insight Survey

If (C1)=Yes then

C4) Are you considering including other organisations?

Select all that apply

- | | |
|--|--------------------------|
| JCP/DWP | <input type="checkbox"/> |
| Troubled families teams | <input type="checkbox"/> |
| Probation Services | <input type="checkbox"/> |
| Other Departments of your council (Housing, Social services, Education/Youth service, Public health) | <input type="checkbox"/> |
| Departments of your County Council (where applicable, e.g. English districts) | <input type="checkbox"/> |
| Community Health Services – Community mental health or learning disability teams | <input type="checkbox"/> |
| CAB | <input type="checkbox"/> |
| Credit Unions, Money Advice Service, Debt advice | <input type="checkbox"/> |
| Independent Advice Services | <input type="checkbox"/> |
| Landlords (Social/Housing Associations, Private landlords) | <input type="checkbox"/> |
| Mental health, learning disability and addictions services | <input type="checkbox"/> |
| Domestic violence/women's aid | <input type="checkbox"/> |
| Ex-offenders groups | <input type="checkbox"/> |
| Ex-services/veterans groups | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| None | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

Findings from the Local Authority Insight Survey

If USdICA (C1)= Yes then

C5) Thinking of all the claimants who might access Universal Support to help them make a claim for Universal Credit, roughly how many do you estimate would be due to factors below?

	None	A few	Some	Most	All	Don't know
Drug/alcohol and/or other addiction problems e.g. gambling						
Learning difficulties including problems with literacy and/or numeracy						
Severe/multiple debt problems						
In temporary and/or supported accommodation						
Homeless						
Domestic violence/abuse						
Mental health condition						
Currently in rent arrears/threat of eviction/ repossession						
Claimant is young: a 16/17 year old and/or a care leaver						
Families with multiple and complex needs						
Third party deductions in place (e.g. for fines, utility arrears, etc)						
Claimant is a refugee/asylum seeker						
History of rent arrears						
Post office card account user						
No bank account						
Previously homeless and/or in supported accommodation						
Other disability (e.g. physical disability, sensory impairment, etc)						
Claimant had just left prison						
Claimant had just left hospital						
Recently bereaved						
Language skills (e.g. English not spoken as the 'first language')						
Ex-Service personnel						
NEETs – Not in Education, Employment or Training						
Other						
Don't know						

Findings from the Local Authority Insight Survey

If USdICA (C1)= No then

C6) In general, which of the following statements best describes the current level of preparedness of staff and systems for the switch to Universal Support at your LA?

Select one only

- | | |
|---|--------------------------|
| In our LA, staff and systems are completely prepared for the switch to Universal Support | <input type="checkbox"/> |
| In our LA, staff and systems are preparing for the change to Universal Support but we are not ready yet | <input type="checkbox"/> |
| In our LA, staff and systems are not yet making preparations for the switch to Universal Support | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

If USdICA (C1)=Yes then

C7) What types of support services are you currently delivering with established partnerships?

Select all that apply

- | | |
|---------------------------|--------------------------|
| Budgeting | <input type="checkbox"/> |
| Debt | <input type="checkbox"/> |
| Digital | <input type="checkbox"/> |
| Housing | <input type="checkbox"/> |
| Employment | <input type="checkbox"/> |
| Mental health | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| None/not via partnerships | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

If USdICA (C1)= Yes then

C8) How are you currently delivering these support services?

Select all that apply

- | | |
|---|--------------------------|
| In-house | <input type="checkbox"/> |
| Commissioned others | <input type="checkbox"/> |
| Working in partnership with other organisations | <input type="checkbox"/> |
| Other | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

If USdICA (C1)= Yes then

C9) How have you found sharing data within your partnership with DWP/ JCP?

- | | |
|------------------------------------|--------------------------|
| Very problematic | <input type="checkbox"/> |
| A problem | <input type="checkbox"/> |
| Neither a problem or not a problem | <input type="checkbox"/> |
| Not a problem | <input type="checkbox"/> |
| Not a problem at all | <input type="checkbox"/> |

If USdICA (C1)= Yes then

C10) How have you found sharing data within your partnership with other partners?

- Very problematic
- A problem
- Neither a problem or not a problem
- Not a problem
- Not a problem at all

Permissions to pass LA level data to DWP

D1) NatCen Social Research will pass responses from the survey back to DWP on an anonymised basis. However, to help improve the advice and support it offers to LAs, DWP would like to be able to see the responses you have given linked to you and your LA. Would you be willing for us to pass your responses back to DWP in this way?

- Yes
- No

D2) DWP may want to contact you again in relation to this survey to pick up on some of the issues you have raised and/or to offer advice or support where appropriate. Would you be willing for the DWP to contact you about this survey in the future?

- Yes
- No

Contact details updates

Finally, we would be grateful if you could confirm or amend the contact details we have for you.

First name

Last name

Job title

Phone number

E-mail

Address

Post Code

Questionnaire end confirmation

Thank you for taking part in this survey! Please click the 'Next' button to confirm that you have **completed** the questionnaire and to send us your reply.

Please note that you will not be able to go back to the questionnaire once you have clicked the 'Next' button here.

Appendix C – Responses by LA type and region

There is generally a good spread of completed questionnaires (those who completed the survey) by type of authority and region which mirrors that of non-responders (those who didn't complete the survey), although Welsh LAs are under-represented. Column totals may not equal 100%, due to rounding.

Type of authority	Number issued	% of all LAs	% of all completed surveys	Number of LAs that completed the survey	Response rate
English District	201	53	54	70	35
London	33	9	10	13	39
Metropolitan	36	10	9	12	33
Scottish	32	8	8	10	31
Unitary	56	15	16	20	36
Welsh	22	6	3	4	18
Total	380	100	100	129	34

Region	Number issued	% of all LAs	% of all completed surveys	Number of LAs that completed the survey	Response rate
East Midlands	40	11	10	13	33
East of England	44	12	13	17	39
London	33	9	10	13	39
North East	13	3	4	5	38
North West	38	10	10	13	34
Scotland	32	8	8	10	31
South East	70	18	20	26	37
South West	37	10	8	10	27
Wales	22	6	3	4	18
West Midlands	30	8	8	10	33
Yorkshire and the Humber	21	6	6	8	38
Total	380	100	100	129	34