# DWP Housing Benefit Debt Recoveries Statistics - user views questionnaire

## Statistics on the amounts of Housing Benefit overpaid to claimants.

The Department for Work and Pensions (DWP) bi-annually publishes key figures and breakdowns on the amounts of overpaid Housing Benefit in PDF and Excel format.

This questionnaire covers user views on the Housing Benefits Debt Recoveries publication, including:

* internet page
* published report
* underlying Excel tables

This ongoing questionnaire gives users a structured way of expressing their views. This enables DWP to target future consultations at interested users; shape the future direction of statistics development to address user needs; and help ensure value for money.

Please return this questionnaire to stats-consultation@dwp.gov.uk or to:

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Client Statistics

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 Many thanks for your time!

## Personal details

*(All personal details optional)*

Name:

Organisation:

Email address:

## About you

1. Which of the categories below best describes you as a user of the DWP Housing Benefit Debt Recoveries statistics? (select all that apply)

|  |  |
| --- | --- |
| DWP  | [ ]  |
| Central Government | [ ]  |
| Local Government | [ ]  |
| Academia | [ ]  |
| Student | [ ]  |
| Business | [ ]  |
| Personal use | [ ]  |
| Other (please state)       | [ ]  |

1. Roughly, how often do you use the publication?

|  |  |
| --- | --- |
| First time user | [ ]  |
| Weekly | [ ]  |
| Monthly | [ ]  |
| Quarterly | [ ]  |
| Annually | [ ]  |

1. Which parts of the DWP Housing Benefits Debt Recoveries statistics are of interest to you or your organisation? (select all that apply):

|  |  |
| --- | --- |
| Total GB value of outstanding HB overpayments during the quarter | [ ]  |
| Total GB value of HB overpayments identified during the quarter | [ ]  |
| Total GB value of HB overpayments recovered during the quarter | [ ]  |
| Total GB value of HB overpayments written off during the quarter | [ ]  |

## Use of the publication

1. To what extent does the statistical data currently provided meet your needs?

|  |  |
| --- | --- |
| Completely | [ ]  |
| Mostly | [ ]  |
| Partly | [ ]  |
| Not at all | [ ]  |

To help DWP understand your needs as a user, please explain your needs which are not met by the current suite of statistics:

1. To what extent does the Publication meet your needs as a way of disseminating DWP statistics?

|  |  |
| --- | --- |
| Completely | [ ]  |
| Mostly | [ ]  |
| Partly | [ ]  |
| Not at all | [ ]  |

To help DWP understand current user experience of the Publication, please explain how you would like it to change:

1. Is there sufficient information on methodology and quality in support of the statistics produced?

|  |  |
| --- | --- |
| Yes | [ ]  |
| No (please explain) | [ ]  |
| Don’t know | [ ]  |

1. Is there sufficient commentary on the website or in the publications to assist you in understanding the statistics?

|  |  |
| --- | --- |
| Yes | [ ]  |
| No (please explain) | [ ]  |
| Don’t know | [ ]  |

1. Are you satisfied with the way that DWP engages and consults with you as a user?

|  |  |
| --- | --- |
| Yes | [ ]  |
| No (please explain) | [ ]  |
| Don’t know | [ ]  |

1. In what way(s) do you use the information provided in this publication? (select all that apply)

|  |  |
| --- | --- |
| To support local evaluation | [ ]  |
| To compare against national level figures | [ ]  |
| To use in briefing | [ ]  |
| For personal interest | [ ]  |
| Other (please use text box for explanation) | [ ]  |

1. Would you like to join a User Group for these statistical outputs using the following methods of discussion? (select all that apply)

|  |  |
| --- | --- |
| Not interested in joining | [ ]  |
| Email notifications service | [ ]  |
| Internet forum/ “webchat” based | [ ]  |
| Telephone meetings | [ ]  |
| Video conference meetings from DWP sites | [ ]  |
| Face-to-face meetings | [ ]  |

Please add me to the email mailing list for changes and updates relating to the DWP Housing Benefits Recoveries Statistics. DWP will only use your email address for this purpose:

Yes:[ ]  No:[ ]