

Welfare and Wellbeing Group

Retrospective equality impact assessment for Housing Benefit and Council Tax Benefit

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1. Introduction

1.1. This document provides a retrospective equality impact assessment for Housing Benefit and Council Tax Benefit. This document outlines the aspects of the benefit rules that are relevant for the equality assessment and provides statistics on the numbers of benefit recipients in each group. The equality areas studied in this equality impact assessment are ethnicity, disability, gender and age. There are no data in relation to Housing Benefit and Council Tax Benefit on the areas of sexual orientation and religion or belief.

1.2. Housing Benefit and Council Tax Benefit are available to all groups, regardless of ethnicity, disability, gender or age. This is in contrast to certain other benefits which are targeted at those unable to work or those of a certain age group. However Housing Benefit and Council Tax Benefit, in line with all income-related benefits, are targeted at those most in need. This means that some groups are more likely to be in receipt of Housing Benefit and Council Tax Benefit as they are more likely to have low incomes.

1.3. In addition, the income premia and allowances used in the Housing Benefit and Council Tax Benefit assessment are more generous for disabled people and older customers.

1.4. Housing Benefit and Council Tax Benefit provide help with rent and Council Tax for people on low incomes in work as well as people who are out of work. These benefits are reduced as earnings increase, but the way that income is assessed ensures that the vast majority of people are better off in work than receiving out-of-work benefits. However, it is clear that the financial gains to work are not always clear to people looking for a job. The Government is looking at new ways of using the benefit system to promote and improve work incentives for our customers. Proposals for increasing work incentives are a central feature of recent consultations including the recently launched consultation on Housing Benefit in December 2009.¹

Background to Housing Benefit and Council Tax Benefit

1.5. Housing Benefit and Council Tax Benefit are income-related benefits available to those on low incomes, with similar rules on assessing entitlement. In contrast to other social security benefits, Housing Benefit and Council Tax Benefit are not administered by the Department or its agencies, but by 380 local authorities in Great Britain. and the benefits are available to all our customer groups, including:

- working age customers and older customers;
- both customers who are in work and customers who are out of work; and
- customers with a disability and customers without one.

1.6. Housing Benefit helps towards the cost of rented accommodation and is potentially available to those who rent their main residence. Council Tax Benefit provides help towards the cost of Council Tax and can be claimed by homeowners as well as those who rent their accommodation.

1.7. Both benefits are administered by 380 local authorities in Great Britain, who receive and process claims and award and pay benefit. The Department maintains

¹ *Supporting people into work: the next stage of Housing Benefit reform* was announced on 15 December 2009.

ownership of the overarching policy for Housing Benefit and Council Tax Benefit such as the qualifying conditions that eligible households need to satisfy and the way benefit is calculated. The Department also reimburses local authorities for the benefits they pay and provides financial support to the authorities towards their administration costs.

1.8. Housing Benefit and Council Tax Benefit are presented together in this document because there is a large overlap in the nature of the two benefits, both in the manner in which each is assessed and the way the benefits are paid. Many customers are entitled to both benefits. National Statistics for August 2009 show that 89% of Housing Benefit customers also receive Council Tax Benefit, and 72% of Council Tax Benefit customers receive Housing Benefit.

Rationale for Housing Benefit

1.9. Since its introduction in 1983, Housing Benefit has provided vital help to enable families on low incomes to afford decent housing. It is a stand-alone benefit, designed and administered separately from other benefits and is paid to people on a low income to help them meet the costs of their rent. It is available to tenants renting their homes but does not provide help with mortgage costs or non-rent related housing costs. Eligibility for Housing Benefit may be determined by receipt of certain qualifying benefits or may be paid to people with some limited amount of savings or who work but have a low income. Housing Benefit performs three important functions:

- it provides a safety net to ensure that a customer's income does not fall below a certain level after rent payments have been taken into account;
- it improves the affordability of housing whilst not subsidising unreasonably high rents; and
- it provides personal subsidies for rental costs, shifting responsibility away from 'bricks and mortar' housing subsidies.

Rationale for Council Tax Benefit

1.10. Council Tax Benefit is the means by which people on low incomes are helped to discharge their local tax liability. Help with Council Tax bills is available through a non-contributory, income-related social security benefit. Essentially the benefit is a reduction in the Council Tax bill rather than a payment to a customer. Main Council Tax Benefit, which can be up to 100% rebate of the Council Tax, is based on the financial circumstances of the person liable for the Council Tax. In addition, alternative Council Tax Benefit (also commonly known as Second Adult Rebate), reduces the Council Tax bill by up to 25% (or up to 100% for students) and is based on the financial circumstances of the second adult who shares the home of someone liable for the Council Tax.

The Housing Benefit and Council Tax Benefit assessment

1.11. The assessment of a person's benefit entitlement incorporates two elements: a calculation of eligible rent (and/or Council Tax) liability and consideration of available income. This means that in some cases the amount of benefit will not cover the entire rent or Council Tax liability.

1.12. If customers are in receipt of certain benefits, including:

- Income Support;
- Income-based Jobseeker's Allowance;
- Income-related Employment and Support Allowance; or

- Guarantee Credit element of State Pension Credit,

the legislation provides for an automatic 'passport' to entitlement to Housing Benefit and Council Tax Benefit.

1.13. Around 70% of Housing Benefit and 69% of Council Tax Benefit recipients are 'passported'. This means there is a large overlap between entitlement to these benefits and the other means-tested benefits and therefore many of the characteristics of the customers are the same.

1.14. Customers who are 'passported' will receive the maximum support towards their eligible rent or Council Tax liability less any deductions for non-dependants.

Non-dependant deductions

1.15. Non-dependant deductions are fixed amount deductions from the Housing Benefit and Council Tax Benefit awards applied when an adult, who is not a tenant or a joint tenant, (for example, a relative or friend), is living on a non-commercial basis in the same property as the benefit customer. This is to reflect the non-dependant's deemed contribution towards housing costs.

1.16. Standard deductions apply for Housing Benefit and Council Tax Benefit, based on the age and financial circumstances of the non-dependant, for example if they are in full-time employment or receiving income-tested benefits themselves. Non-dependants who are in remunerative employment have a deduction applied which reflects their gross weekly income.

The social and private rented sectors

1.17. The social rented sector refers to customers who rent their property from a local authority or a housing association that is a Registered Social Landlord. Around 71% of all Housing Benefit customers live in the social rented sector (Figure 3 in Annex A).

1.18. Contractual rents in the social rented sector are substantially influenced by central government regulation and tend to be set substantially below the market level. In contrast, in the private rented sector, nearly all contractual rents are freely determined by individual landlords and will reflect market values.

The Local Housing Allowance

1.19. The Local Housing Allowance was introduced in 2008 as a way of calculating Housing Benefit in the deregulated private rented sector based on the area in which a customer lives and household size.

1.20. A Regulatory Impact Assessment carried out in relation to the Welfare Reform Act 2007 (at the time of its introduction as a Bill in Parliament in 2006) included some assessment of equality issues, including disability issues, arising from the introduction of the Local Housing Allowance.² This focused on the exclusion from the Local Housing Allowance of certain types of supported and adapted accommodation, and the inclusion of safeguards for those who (for example, due to mental incapacity) were unlikely to be able to manage their own affairs. However, it did not consider existing features of Housing Benefit which would continue to apply under the Local Housing Allowance scheme, such

² Pages 34-36 of *Welfare Reform Bill 2006 – Regulatory Impact Assessment*, <http://www.dwp.gov.uk/docs/welfareformria.pdf>

as the rules and policy regarding consideration given to the provision of a room for a carer. These rules were not changed when the Local Housing Allowance was introduced but remained the same as those which applied previously (and which continue to apply in other Housing Benefit cases where Local Housing Allowance is not applicable).

1.21. Local Housing Allowance rates are set locally for each property size according to the number of bedrooms (up to a maximum of five bedrooms) so that customers are able to see in advance the maximum amount of benefit they are entitled to.

1.22. Figure 3 in Annex A shows the breakdown of the caseload by each tenure type. One year after it was introduced, around half of the private rented sector caseload is receiving Housing Benefit assessed under the Local Housing Allowance scheme.

2. Consultation and involvement

2.1. In formulating policy on Housing Benefit and Council Tax Benefit the Department involves and consults a number of stakeholders, including:

- Social Security Advisory Committee.
- Local authorities and Local Authority Associations.
- Welfare organisations/charities.
- Landlord groups.
- Other Government Departments.
- Devolved Administrations.
- DWP Policy and Strategy forum.
- Rent Services and the Valuation Office Agency.
- Customers and the public.

Social Security Advisory Committee

2.2. Most legislative change that supports the introduction of reforms in Housing Benefit and Council Tax Benefit is presented to the Social Security Advisory Committee for consultation. Membership of this committee is diverse including disabled people, trade union members and industry and commerce representatives. All proposals for change and submissions to the Social Security Advisory Committee must include an equality impact assessment to ensure that all aspects of equality have been appropriately considered. The committee will challenge proposed changes if they have concerns.

Local authorities and Local Authority Associations

2.3. The Department has a statutory duty to consult with bodies regarded as representing the Local authorities on most Regulations and Orders relating to Housing Benefit and Council Tax Benefit schemes. This includes Regulations affecting Housing Benefit and Council Tax Benefit as well as changes to processes, in particular the manner in which the Department shares and collects information. There are monthly meetings between our officials and the four Local Authority Associations.

Welfare organisations and charities

2.4. Due to their large interest in housing support, regular meetings between Department officials and welfare organisations (such as Citizens Advice, Shelter, Help the aged, Age Concern) are held to discuss aspects of Housing Benefit and Council Tax Benefit.

Landlord groups

2.5. A forum of Departmental officials and representatives of residential landlord associations is established to discuss issues around Housing Benefit in the private rented sector.

Other Government Departments

2.6. The Department is in regular contact with other Government departments who have an interest in Housing Benefit and Council Tax Benefit. In particular:

- Communities and Local Government has a strong interest in Housing Benefit and Council Tax Benefit as the Department has responsibility for policy on social housing, local authority expenditure and Council Tax.
- HM Treasury also maintains an interest in Housing Benefit and Council Tax Benefit, as these two benefits constitute a sizeable element of public spending.
- HM Revenue and Customs have an interest in Housing Benefit and Council Tax Benefit as there is an overlap between these benefits and Tax Credits.
- The Ministry of Justice has responsibility for the Tribunals Service, which administers social security and child support appeals to the First-Tier Tribunal and Upper Tribunal, including cases involving Housing Benefit and Council Tax Benefit.

Devolved administrations

2.7. Although Housing Benefit and Council Tax Benefit policy is the responsibility of central Government, housing and homelessness policy are devolved areas. As a result, the Department consults with the Devolved administrations on issues that are of interest to them.

DWP Policy and Strategy Forum

2.8. The purpose of the Policy and Strategy Forum is for the Department to consult with key stakeholder organisations that work with and represent our customers on policy and strategic issues, at an early stage of development. Meetings are scheduled quarterly and held on an 'as required' basis.

Rent Services

2.9. The Department consults with the three Rent Services on issues relating to Housing Benefit in the private rented sector and the Local Housing Allowance. These are Valuation Office Agency's *Rent Officer Services* in England, the Welsh Assembly Government's *Rent Officers Wales*, and the Scottish Executive's *Rent Registration Service*.

Public consultations

2.10. The Department carries out consultation generally when looking at new functions, policies and services in accordance with the Government Code of Practice on Consultation. A public consultation on Housing Benefit "*Supporting people into work: the next stage of Housing Benefit reform*" was announced on 15 December 2009. The consultation document is available in alternative formats.

3. Assessing the impact and meeting the legal duties

3.1. This section provides a breakdown of the Housing Benefit and Council Tax Benefit caseload by ethnicity, disability, gender and age, and compares them with non-benefit households. The aim of this is to identify any differences between the various groups that

could be attributed to the benefit rules. In this section, the document focuses on specific provisions that could have a different impact (either direct or indirect) on each of the equality groups.

3.2. Housing Benefit and Council Tax Benefit are available to all groups, regardless of ethnicity, disability, gender or age. However, in line with all income-related benefits, those most in need are targeted. This means that some groups are more likely to be in receipt of Housing Benefit and Council Tax Benefit as they are more likely to have low incomes.

3.3. In addition, the income premia and allowances used in the Housing Benefit and Council Tax Benefit assessment are more generous for disabled people and older customers.

3.4. In general, there is no evidence to suggest that there are issues of inequality in the treatment of customers with regards to the assessment of Housing Benefit and Council Tax Benefit.

Disability equality

3.5. Table 1 shows the breakdown of the Housing Benefit population according to disability status. Our information shows that Housing Benefit customers are more likely to be in receipt of disability benefits (17%) compared to the rental population not in receipt of Housing Benefit (3%) as well as the overall rental population (9%).

3.6. This is more evident in the social sector (around 18% of which is made up of people receiving disability benefits, compared to only 6% among non-Housing Benefit social tenants), reflecting lettings decisions by social landlords.

3.7. Table 2 shows a similar breakdown for Council Tax Benefit according to disability status. Among Council Tax Benefit customers, around 18% are in receipt of a disability benefit, whereas the comparable proportion among renters not on Council Tax Benefit is 4%.

Table 1: Breakdown of Housing Benefit recipients by disability

	Private rented sector (PRS)			Social rented sector (SRS)			All renters		
	PRS HB	PRS Non-HB	All PRS renters	SRS HB	SRS Non-HB	All SRS renters	HB	Non-HB	All renters
In receipt of a disability benefit	11%	1%	3%	18%	6%	14%	17%	3%	9%
Not in receipt of a disability benefit	89%	99%	97%	82%	94%	86%	83%	97%	91%
All	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8). Receipt of a disability benefit refers to someone in the benefit unit receiving the higher rate of DLA or AA.

Table 2: Breakdown of Council Tax Benefit (CTB) recipients by disability

	All CTB households	All non-CTB households	All households
In receipt of a disability benefit	18%	4%	6%
Not in receipt of a disability benefit	82%	96%	94%
All	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8). Receipt of a disability benefit refers to someone in the benefit unit receiving the higher rate of DLA or AA. All households include only those liable to pay Council Tax.

3.8. Disabled people benefit from more generous provisions in the Housing Benefit and Council Tax Benefit regulations.

Premia for disability

3.9. The applicable amounts for Housing Benefit and Council Tax Benefit are made up of several allowances and premia. The applicable amount specifies the amount of income that someone needs to have before Housing Benefit and Council Tax Benefit start to decrease.

3.10. Disabled customers receive a premium which enables them to receive more help towards their rent or Council Tax. The disability premium provides a straightforward and administratively simple means of targeting additional support to sick or disabled people.

3.11. Additional living and accommodation expenses may be incurred by long-term sick or disabled people, as such people whose illness or disability is of a long-term nature are more likely to experience increased financial pressure associated with their duration on benefit. For example, a disabled person may be forced to spend a greater than normal proportion of their time at home, thereby incurring extra costs for heating, lighting and electricity.

3.12. However, disability premia are not calculated with reference to specific circumstances or needs. Instead Housing Benefit and Council Tax Benefit adopt a 'broad brush' approach, providing all customers who satisfy the qualifying criteria with additional benefit at a flat rate.

3.13. Therefore, to qualify for the disability premium, the customer must normally have been sick for 12 months, or be registered blind, or be entitled to one of a number of long-term disability benefits, such as Disability Living Allowance.

Increased earnings disregards

3.14. A higher earnings disregard applies for those who qualify for the disability premium or severe disability premium (or either component of the Employment and Support Allowance) in Housing Benefit and Council Tax Benefit. This means that more of the disabled customer's income is not taken into account when calculating Housing Benefit / Council Tax Benefit.

Disregard of disability benefits

3.15. Generally, disability benefits do not reduce the amount of weekly Housing Benefit and Council Tax Benefit to which a person is entitled. These disability benefits are provided to cover specific costs arising from a person's disability rather than to meet housing costs or Council Tax liability. These include Disability Living Allowance (either mobility or care component), Attendance Allowance, Severe Disablement Allowance, or payments made under the War Pensions or Industrial Disablement schemes.

Entitlement to Housing Benefit for students with disabilities

3.16. Generally, full-time students are not entitled to Housing Benefit, but some disabled students may receive Housing Benefit. The way Housing Benefit operates for full-time students is considered in more detail in the section on "age equality".

Reduced non-dependant deductions for customers with disabilities

3.17. For certain disabled Housing Benefit and Council Tax Benefit customers no non-dependant deductions are applied to their Housing Benefit and Council Tax Benefit award, regardless of the number of non-dependants that they may be living with them. These are either:

- registered blind people;
- those in receipt of Attendance Allowance; or
- those in receipt of the care component of Disability Living Allowance.

3.18. There is limited management information collected on the characteristics of non-dependants included in the assessment of Housing Benefit and Council Tax Benefit. Only information that is required to assess the claim itself is collected so we are unable to assess whether any particular equality group is over-represented in these cases.

Accommodation exempt from the rent officer restrictions

3.19. From January 1996 restrictions were placed on the level of rent that was considered reasonable for new Housing Benefit customers where a Rent Officer decision was needed. This impacted upon the level of the Housing Benefit award in many cases in the private rented sector.

3.20. In order to ensure this change did not adversely affect vulnerable tenants (including disabled customers and older customers), ongoing protection has been afforded to customers whose landlord operates on a not-for-profit basis, and where that landlord (or someone on their behalf) provides the tenant with care, support and/or supervision. In these situations, the rent can only be restricted to the level of suitable alternative accommodation in the area. If no such alternative provision to compare with exists, then no restriction can be made on the rent.

Maximum rents for Housing Benefit for the private rented sector

3.21. In the private rented sector there are limits on how much Housing Benefit can be claimed, to prevent an excessive amount of benefit being paid unnecessarily.

3.22. For those who claimed Housing Benefit prior to April 2008 and consequently are not covered by the Local Housing Allowance, this is done by referral to a Rent Officer. Once a referral is made the Rent Officer determines the maximum rent based on:

- if the rent charged is significantly high for the property;

- if the dwelling is too large for the number of occupiers by applying the size criteria, and if it is too large, the reasonable rent of a property of the appropriate size;
- if the rent charged is exceptionally high for the neighbourhood;
- a local reference rent for the dwelling and the area; and/or
- a single room rent if the claimant is under 25 or is living in shared accommodation.

3.23. From April 2008, under the Local Housing Allowance rules, individual referrals are not made to rent officers. Instead, Local Housing Allowance rates are published on a monthly basis for each area and applied in the Housing Benefit assessment.

3.24. The 'bedroom size criteria' are used to determine which Local Housing Allowance rate applies to a new Housing Benefit application in the private rental sector. One bedroom is allowed for each of the following:

- a couple;
- a person who is not a child (age 16 and over);
- two children of the same sex (aged 10 and over but under 16);
- two children who are under 10; or
- any other child.

3.25. Under current Local Housing Allowance rules, benefit is calculated so that the customer is able to afford a property with a certain number of bedrooms based on the members of the household as described above. These arrangements allow for a separate bedroom for each adult, or adult couple, and for each child aged 16 or older. Younger children are assumed to be able to share a bedroom, subject to certain limits. These size criteria are different from many of the standards used by local councils and housing associations to allocate social housing.

3.26. At the same time the size criteria do not allow for additional pressures that some families face, such as the needs of disabled people to have space for a carer to stay overnight.

3.27. Currently such families are not given allowance for an additional room, under the Housing Benefit rules. A paid carer who has a home elsewhere cannot be said to occupy the customer's dwelling for benefit purposes as it is ultimately not their home. Any charge for providing care, or support of any kind, is not eligible for Housing Benefit. This recognises that the responsibility for funding care and support lies elsewhere, and the provision avoids double funding.

3.28. However, the distinction made here between a housing and social care need is in practice difficult to draw. For this reason the Department wants to look again at this policy and is consulting on whether the rules ought to be changed to extend Housing Benefit to provide for an extra bedroom where there is an established need for a non-resident carer.³

3.29. The data we collect on Housing Benefit do not currently include information beyond what is required to assess the entitlement for benefit and as a result we do not know the number of customers who require a non-resident carer to stay overnight. We are looking at ways of rectifying our gaps of information by increasing our evidence base (e.g. though

³ Public consultation: "Supporting people into work: the next stage of Housing Benefit reform", December 2009, DWP.

surveys) in order to assess the scale of the impact of this Housing Benefit feature onto this group, including liaising with stakeholders and lobby groups. The Department will ensure that the consultation properly involves and engages a range of stakeholders including these representing people with disabilities, for example, face to face meetings, seminars and workshops.

Gender equality

3.30. As Housing Benefit and Council Tax Benefit are assessed on overall household income, rather than distinguishing between male and female recipients of these benefits, it is more appropriate to make the classification at the household level as ‘couples’, ‘male’ and ‘female’, the latter two describing those without a partner. This breakdown by gender is shown in Table 3 and Table 4.

3.31. We note that, compared to the overall population, both Housing Benefit and Council Tax Benefit customers contain a higher proportion of females and a lower proportion of couples and single males, when compared to their non-benefit counterparts.

Table 3: Breakdown of Housing Benefit recipients by gender.

	Private rented sector (PRS)			Social rented sector (SRS)			All renters		
	PRS HB	PRS Non-HB	All PRS renters	SRS HB	SRS Non-HB	All SRS renters	HB	Non-HB	All renters
Couple	22%	39%	36%	21%	47%	31%	22%	42%	33%
Female	50%	27%	32%	54%	32%	46%	53%	29%	40%
Male	27%	34%	33%	24%	22%	23%	25%	30%	28%
All	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8). Female and male relate to HB customers without a partner.

3.32. This reflects the fact that a large number of lone parents, who are predominantly female, are eligible to receive Housing Benefit and Council Tax Benefit, via the passporting links to other benefits. The older age group, who comprise a sizeable proportion of Housing Benefit and Council Tax Benefit customers, also contributes to the relatively smaller proportion of couples and the higher proportion of females.

Table 4: Breakdown of Council Tax Benefit recipients by gender

	All Council Tax Benefit households	All non-Council Tax Benefit households	All households
Couple	25%	52%	48%
Female	52%	24%	29%
Male	23%	24%	24%
All	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8). Female and male relate to CTB customers without a partner. All households include only those liable to pay Council Tax.

3.33. There are no direct gender specific provisions in the Housing Benefit and Council Tax Benefit legislation, though as explained earlier, lone parents, the majority of whom are female, can receive maximum Housing Benefit and Council Tax Benefit via entitlement to Income Support or income-based Jobseeker's Allowance serving as a passporting benefit. Lone parents are considered in the next section.

3.34. Although not directly linked to gender, since 2005, civil partnerships for same-sex couples have been recognised, meaning that they could also benefit from the Housing Benefit and Council Tax Benefit provisions which relate to couples. These changes also ensured that same-sex couples not in a civil partnership were thereafter treated the same as other unmarried couples.

More generous provisions for lone parents

3.35. Table 5 shows the breakdown of the lone parent group by the gender of the head of the household.

3.36. There is no significant difference in the percentage of the Housing Benefit population who is a female lone parent (94%) rather than male lone parent, as compared with the percentage among non-Housing Benefit renters as a whole.

3.37. This can be attributed to the small number of male lone parents combined with the small number of lone parent renters who are not receiving Housing Benefit.

Table 5: Breakdown of lone parents by gender and Housing Benefit and Council Tax Benefit status

	All renters		All households liable for CT	
	Housing Benefit	Non-Housing Benefit	Council Tax Benefit	Non-Council Tax Benefit
Female	94%	92%	93%	91%
Male	6%	8%	7%	9%
All	100%	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8); percentages should be treated as indicative as they are based on small sample sizes.

3.38. Lone parents also benefit from more generous Housing Benefit and Council Tax Benefit earnings disregards than couples or single customers.

Race equality

3.39. The Housing Benefit and Council Tax Benefit legislation does not make any distinction based on the ethnicity of the customer. As Housing Benefit and Council Tax Benefit are income-related benefits, a different pattern for ethnic minority groups may be observed reflecting differences in income levels and benefits take-up.

3.40. Table 6 presents a breakdown of the Housing Benefit population by ethnicity. As the sample sizes for some groups are small, to obtain reliable breakdowns for each tenure and Housing Benefit subgroups these are presented as 'white' and 'ethnic minority'.

3.41. The proportion of ethnic minority households receiving Housing Benefit in the private rented sector (13%) is slightly lower to the corresponding figure for ethnic minority non-Housing Benefit renters group (16%). A similar observation can be made for the social rented sector, though the difference between the groups is quite small.

Table 6: Breakdown of Housing Benefit recipients by ethnicity

	Private rented sector (PRS)			Social rented sector (SRS)			All renters		
	PRS HB	PRS Non-HB	All PRS renters	SRS HB	SRS Non-HB	All SRS renters	HB	Non-HB	All renters
White	87%	84%	85%	90%	88%	90%	90%	85%	87%
Ethnic minority	13%	16%	15%	10%	12%	10%	10%	15%	13%
All	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8). Ethnicity refers to the head of the benefit unit.

3.42. Table 7 presents a similar breakdown for Council Tax Benefit, where the proportion of ethnic minority recipients is 10% of the total Council Tax Benefit caseload, while in the non-Council Tax Benefit population around 9% of households are ethnic minority.

Table 7: Breakdown of Council Tax Benefit recipients by ethnicity

	All Council Tax Benefit households	All non- Council Tax Benefit households	All households
White	90%	91%	91%
Ethnic minority	10%	9%	9%
All	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8). Ethnicity refers to the head of the benefit unit. All households include only those liable to pay Council Tax.

3.43. Entitlement to Housing Benefit and Council Tax Benefit is not linked to ethnicity and therefore there is no direct impact to this equality group. Indirectly, there are aspects of the benefit calculation that may relate to certain types of accommodation or household sizes that are more prevalent in certain ethnic groups. These are presented below.

Gypsy and Traveller tenants

3.44. Housing Benefit is payable in respect of any dwelling occupied as the home including caravans, mobile homes and houseboats. The Housing Benefit regulations allow claimants to receive Housing Benefit for the full eligible rent where different elements are payable to a different landlord, for example, a caravan and pitch or a houseboat and mooring.

3.45. Although this situation is uncommon for most tenures, it may arise particularly in certain Gypsy and Traveller sites, for which payments towards the pitch rent may be due to the local authority whereas the rent for the caravan or mobile home itself may go to a different landlord. The rules ensure that both these rental elements qualify for Housing Benefit and as a result tenants in this situation are not disadvantaged. No statistical information is available on how many cases are benefiting.

Large households

In the social rented sector:

3.46. For cases of large households whom the local authority is not able to house satisfactorily in one dwelling, the Housing Benefit regulations allow payment of Housing Benefit in two dwellings simultaneously.

In the private rented sector:

3.47. Under the Local Housing Allowance in the private rented sector, from April 2009 the maximum Local Housing Allowance rate that can be claimed is the five-bedroom rate. An impact assessment has been produced and published for this change.⁴

3.48. Table 8 shows estimates of how the Local Housing Allowance size criteria vary by ethnic group. We note that as a whole 10% of Housing Benefit tenants are ethnic minority, however this percentage varies from as 7% of the Housing Benefit caseload entitled to the 'one bedroom' size criterion to 37% among those entitled to '5 or more bedrooms'.

Table 8: Breakdown of bedroom entitlement by ethnicity

Bedroom entitlement (size criteria)	White	Ethnic minority	All
1	93%	7%	100%
2	87%	13%	100%
3	84%	16%	100%
4	80%	20%	100%
5+	63%	37%	100%
All	90%	10%	100%

Note: Table reproduced from page 7 of "Local Housing Allowance – larger properties" equality impact assessment, published online on 5 Jan 2009. Based on the Family Resources Survey 2004/5 to 2006/7 and includes both private and social rented sector Housing Benefit tenants.

Age equality

3.49. Table 9 shows the breakdown of Housing Benefit recipients by age and tenure. Around 61% of those receiving Housing Benefit are of working age and around 39% are older customers (aged over 60 years). The corresponding percentages for non-Housing Benefit renters are 87% for working age and 13% older customers.

3.50. The larger proportion of older customers receiving Housing Benefit compared with non-Housing Benefit could be partially explained by the fact that relatively more of them are on low incomes.

3.51. Looking in more detail at social and private rented sectors, we note that Housing Benefit customers in the social rented sector are more likely to be older customers than those in the private rented sector. This is the result of the lettings decisions over time of local authority landlords and registered social landlords, combined with the security of tenure.

⁴ *Local Housing Allowance – larger properties*, Equality Impact Assessment, <http://www.dwp.gov.uk/docs/localhousinglargerproperties.pdf>

Table 9: Breakdown of Housing Benefit recipients by age and tenure

	Private rented sector (PRS)			Social rented sector (SRS)			All renters		
	PRS HB	PRS Non-HB	All PRS renters	SRS HB	SRS Non-HB	All SRS renters	HB	Non-HB	All renters
Working age	78%	95%	92%	57%	74%	63%	61%	87%	76%
Older customers	22%	5%	8%	43%	26%	37%	39%	13%	24%
All ages	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8).

Working age refers to the head of the benefit unit being under 60 years old.

3.52. Similar observations can be made for Council Tax Benefit (Table 10), where around 49% of Council Tax Benefit recipients are older customers, while only 24% of non-Council Tax Benefit households are older customers.

Table 10: Breakdown of Council Tax Benefit recipients by age

	All Council Tax Benefit households	All non-Council Tax Benefit households	All households
Working age	51%	76%	72%
Older customers	49%	24%	28%
All ages	100%	100	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8).

Working age refers to the head of the benefit unit being under 60 years old. All households include only those liable to pay Council Tax.

3.53. Table 11 and Table 12 show a more detailed breakdown of the Housing Benefit and Council Tax Benefit population by age. As noted earlier, older customers tend to be over-represented in the social rented sector and under-represented in the private rented sector as a result of lettings decisions over time by social sector landlords and security of tenure.

Table 11: Breakdown of Housing Benefit recipients by age (detail)

	Private rented sector (PRS)			Social rented sector (SRS)			All renters		
	PRS HB	PRS Non-HB	All PRS renters	SRS HB	SRS Non-HB	All SRS renters	HB	Non-HB	All renters
Age under 25	14%	31%	28%	8%	8%	8%	9%	23%	17%
Age 25 to 34	22%	36%	33%	12%	17%	14%	14%	29%	22%
Age 35 to 44	23%	17%	18%	17%	24%	19%	18%	20%	19%
Age 45 to	13%	8%	9%	14%	18%	15%	14%	12%	13%

54									
Age 55 to 59	5%	3%	3%	7%	8%	7%	6%	5%	5%
Age 60 to 64	5%	2%	2%	8%	5%	7%	7%	3%	5%
Age 65 to 74	8%	2%	3%	15%	9%	13%	14%	4%	9%
Age 75 to 84	6%	1%	2%	15%	8%	13%	13%	4%	8%
Age 85 or over	2%	0%	1%	6%	3%	5%	5%	1%	3%
All ages	100%	100%	100%	100%	100%	100%	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8). Working age refers to the head of the benefit unit being under 60 years old.

3.54. Similarly for Council Tax Benefit (Table 12) the percentage of older customers aged 65 and above tends to be over-represented among Council Tax Benefit recipients compared to non-Council Tax Benefit households, with less variation for the younger groups.

Table 12: Breakdown of Council Tax Benefit recipients by age (detail)

	All Council Tax Benefit households	All non-Council Tax Benefit households	All households
Age under 25	7%	16%	14%
Age 25 to 34	11%	17%	16%
Age 35 to 44	15%	19%	18%
Age 45 to 54	12%	16%	16%
Age 55 to 59	6%	8%	8%
Age 60 to 64	8%	6%	6%
Age 65 to 74	17%	9%	11%
Age 75 to 84	18%	7%	8%
Age 85 or over	7%	2%	3%
All ages	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8). Working age refers to the head of the benefit unit being under 60 years old. All households include only those liable to pay Council Tax.

Older customers

3.55. The Housing Benefit and Council Tax Benefit entitlement calculations become more generous when a customer or their partner reaches the age of 60. This is by design of the benefit, and to a certain extent reflects the more generous provisions of the pensioner passporting benefits, for example, the higher rates of the Guarantee Credit element of State Pension Credit when compared with the rates for Income Support or income-based Jobseeker's Allowance). Some of these elements are outlined below.

Increased applicable amounts for older customers

3.56. Increased personal allowances for older customers result in increased applicable amounts, and therefore increased levels of income needed for Housing Benefit and Council Tax Benefit to start reducing.

3.57. The personal allowance used in the Housing Benefit and Council Tax Benefit calculation increases when the customer or their partner reaches the age of 60, and is increased further when one of them reaches 65 years old to reflect the maximum amount of the Savings Credit element of State Pension Credit that could be awarded to the customer.

More generous earnings disregards for older customers

3.58. Some sources of income are ignored for older customers when calculating Housing Benefit and Council Tax Benefit. These disregards can in some circumstances increase the award of Housing Benefit or Council Tax Benefit.

More generous capital rules for older customers

3.59. The amount of capital that can be ignored in Housing Benefit and the 'tariff' income rule used to assess capital in the Housing Benefit and Council Tax Benefit income test is more generous for older customers, so any savings they may have has a lesser impact in the benefit calculation.

Delayed effective date for non-dependant changes for older customers

3.60. For customers aged 65 years and over, there are no non-dependant deductions applied for the first 26 weeks after a non-dependant moves into the property. Likewise, changes in the non-dependant's circumstances that would decrease the Housing Benefit and Council Tax Benefit received are deferred for 26 weeks.

Younger customers

The single or shared room rate for younger customers

3.61. For the majority of single people under 25 there is a restriction on the maximum rent that can be covered by Housing Benefit. This is known as the single room rate and does not apply to single people who have a disability.

3.62. This restriction only applies to those young people living in the deregulated private rented sector, so those who live in the social sector (for example, council homes, housing associations, registered social landlords) are not affected.

3.63. For customers in this group the maximum rent that can be covered by Housing Benefit is the rent of a single room in shared accommodation. The 'Single Room Rate' provisions were amended when the Local Housing Allowance was introduced. The 'Shared Room Rate' has a wider definition of what is considered as shared accommodation, and rates are published monthly for each area.

3.64. Table 13 presents a breakdown of the under-25 age group without a partner, children or disability, according to their Housing Benefit status. We note that in the private rented sector, relatively few receive Housing Benefit, only 6% compared to 52% in the social rented sector.

Table 13: Breakdown of single under 25 year olds, not in full-time education and without disability

	Private rented sector	Social rented sector	All renters
In receipt of HB	6%	52%	15%
Not in receipt of HB	94%	48%	85%
All	100%	100%	100%

Notes: Based on three years of Family Resources Survey data (2005/6 to 2007/8); percentages should be treated as indicative as they are based on small sample sizes.

Treatment of students

3.65. Although not directly linked to age, the Housing Benefit rules are different for full-time students, who are usually of a younger age. Generally, full-time students cannot receive Housing Benefit. Part-time students can receive Housing Benefit under the usual rules. The exceptions where full-time students are eligible for Housing Benefit and Council Tax Benefit include:

- those receiving Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance;
- students with children or foster children;
- disabled students.

3.66. Moreover, those who are part of a couple where the partner is not a student can receive Housing Benefit and Council Tax Benefit if the partner applies for it and the household is found to be eligible.

3.67. Full-time students who live on their own or with other full-time students should be exempt from Council Tax, so they do not need to claim Council Tax Benefit. Those who live with someone who is neither a full-time student nor their partner can benefit from the more generous 'second adult rebate' provisions for their Council Tax, which provide up to 100% rebate since April 2006.

4. Administration and take up

4.1. Local authorities have a statutory responsibility for delivering Housing Benefit and Council Tax Benefit, in accordance with the legislation set by DWP.

4.2. Section 134 of the Social Security Administration Act 1992 provides that "Housing Benefit shall be funded and administered by the appropriate housing authority or local authority."

4.3. The local authorities also have a responsibility under section 123 of Social Security Contributions and Benefits Act 1992 to take such steps as appear appropriate for the purpose of securing that persons who may be entitled to Housing Benefit become aware of it.

4.4. Table 14 presents a breakdown of the take-up of Housing Benefit by various family types. We note that pensioner households entitled to Housing Benefit are slightly less likely to be claiming it, compared to working age households. It is difficult to produce reliable estimates of take-up by ethnicity or disability due to the small sample sizes involved.

Table 14: Housing Benefit take-up by family type

	Year	Pensioners	All Non-Pensioners	Non Pensioners without Children
Number of Recipients	2006/07	1,590	2,380	1,210
	2007/08	1,560	2,380	1,190
Range of entitled Non-Recipients	2006/07	200:350	360:630	180 : 330
	2007/08	230:380	350:640	190 : 340
Take-Up Ranges	2006/07	82:89	79:87	78:87
	2007/08	81:87	79:87	78:86

Table 4 continued

	Year	Couples with Children	Single with Children	All
Number of Recipients	2006/07	280	890	3,960
	2007/08	230	950	3,940
Range of entitled Non-Recipients	2006/07	100:180	60:140	570:950
	2007/08	90:150	50:180	600:990
<i>(Percentages)</i>				
Take-Up Ranges	2006/07	60:74	86:94	81:87
	2007/08	61:72	84:95	80:87

Source: Published statistics on take-up of means tested benefits.

4.5. A breakdown by family type for Council Tax Benefit is shown in Table 15. We note that pensioner households entitled to Council Tax Benefit are also less likely to be claiming it, compared to working age households, but note that take-up statistics are based on small sample sizes and the results should be treated with caution.

4.6. Research on 'awareness and understanding of Housing Benefit and Council Tax Benefit as in work benefits' suggests that people do not fully understand the system – in particular they are not aware that Housing Benefit and Council Tax Benefit are paid in work and that the way that excess income is applied means that they may get some benefit even if they are earning.⁵

Table 15: Council Tax Benefit take-up by family type

⁵ Housing Benefit and Council Tax Benefit as in-work benefits; claimants' and advisors' knowledge, attitudes and experiences, DWP Research Report 383, 2006.

	Year	Pensioners	All Non-Pensioners	Non Pensioners without Children
				<i>(Thousands)</i>
Number of Recipients	2006-07	2,610	2,450	1,240
	2007-08	2,610	2,340	1,170
Range of Entitled Non-Recipients	2006-07	1,680 : 2,140	550 : 890	210 : 430
	2007-08	1,780 : 2,310	460 : 790	250 : 450
				<i>(Percentages)</i>
Take-Up Ranges	2006-07	55 : 61	73 : 82	74 : 85
	2007-08	53 : 60	75 : 84	72 : 82

Table 15 continued

	Year	Couples with Children	Single with Children	All
				<i>(Thousands)</i>
Number of Recipients	2006-07	310	890	5,050
	2007-08	250	930	4,950
Range of Entitled Non-Recipients	2006-07	220 : 310	100 : 190	2,250 : 2,990
	2007-08	130 : 190	60 : 180	2,330 : 3,060
				<i>(Percentages)</i>
Take-Up Ranges	2006-07	50 : 59	82 : 90	63 : 69
	2007-08	57 : 66	84 : 94	62 : 68

Source: DWP published statistics on take-up of means tested benefits.

4.7. The Department is currently pursuing strategies to raise awareness and understanding of Housing Benefit and Council Tax Benefit. This includes providing desk aids and advisor training material to Jobcentre Plus staff and the development of an on-line Benefit Advisor Service, being released in two stages. The first stage (benefit eligibility checker) was released in October 2008 on the Directgov website. The second stage (calculation and comparison functionality which states the benefit entitlement and allows customers to compare different work scenarios) was released in autumn 2009.

4.8. We are also devising a wider communications strategy: starting in 2009, this strategy targets key stakeholders such as staff, welfare rights / advice organisations, housing associations and landlord associations to ensure they have the correct information, consistent with what Jobcentre Plus would give out, when giving employment advice to customers.

4.9. Since maximising the take up of benefit is crucial to tackling poverty levels, every effort is made to ensure that people are aware of and claim their entitlement.

4.10. For older customers, where take-up is lowest, the claim process has been simplified: from November 2008 claims to Housing Benefit and Council Tax Benefit made over the phone with State Pension Credit can be forwarded directly to the local authority without the need for a signed claim form.

4.11. In addition, there is regular and targeted regional marketing, based on partnership working. This engages with the local pensioner population, using channels of communication and organisations that they are likely to be familiar with.

4.12. The Pension, Disability and Carers Service currently have Joint Working Partnerships, live or at the implementation stage, with all 203 primary tier Local Authorities in England, Scotland and Wales. These partnerships enable the Pension, Disability and Carers Service, Local Authorities and the voluntary sector to provide a single point of access to social care and benefit entitlement.

5. Monitoring and evaluation

Collecting administrative data

5.1. The main source of Housing Benefit and Council Tax Benefit data is the Single Housing Benefit Extract, which is a dataset collected monthly via electronic means from local authorities. It contains information on the characteristics and the benefit entitlement details of Housing Benefit and Council Tax Benefit recipients. Information on age, disability and gender has been included since its introduction, and ethnicity was included into the Single Housing Benefit Extract from 2007.

5.2. Following the introduction of the Single Housing Benefit Extract and given the complexities of collecting and validating large amount of data separately from nearly 400 local authorities, some elements of the dataset are still being validated before being released. As a result, this dataset cannot be reliably used for some of the statistics and this is the reason that the Family Resources Survey was used instead.

5.3. However, once the datasets are fully validated it will be possible to update or expand the statistics provided.

5.4. In August 2009, the Department resumed publishing Housing Benefit and Council Tax Benefit statistics under the National Statistics umbrella (backdated to November 2008), and over time the Department shall aim to increase the amount of publicly available data.

Conducting research

5.5. The Department has been carrying out both in-house and externally commissioned social research on various aspects of Housing Benefit and Council Tax Benefit.

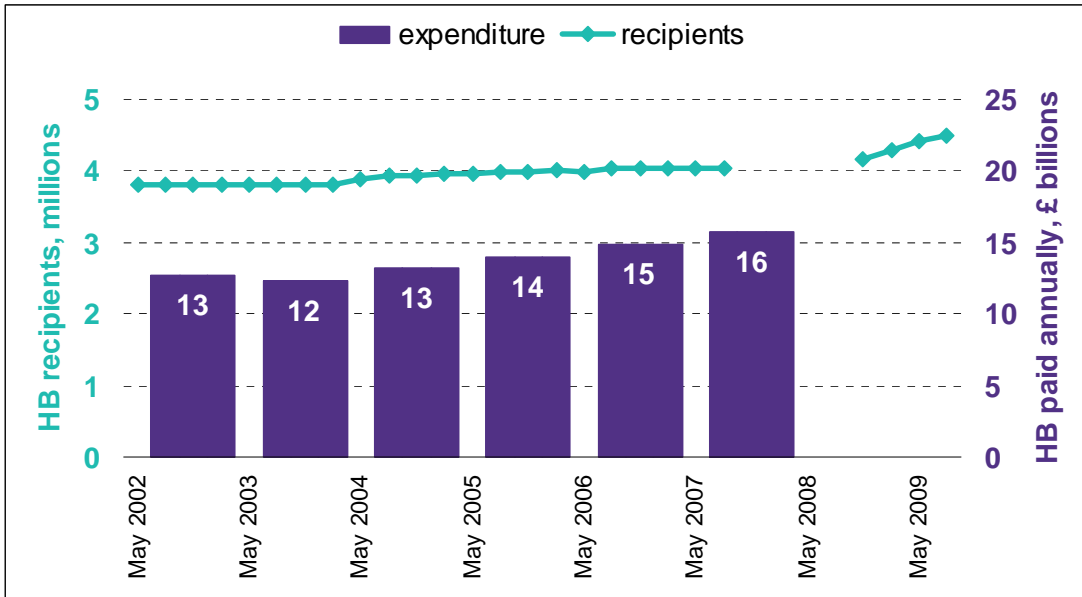
5.6. A list of Housing Benefit and Council Tax Benefit research reports published by the Department is included in Annex B.

Annex A - data

Overview of Housing Benefit and Council Tax Benefit customers

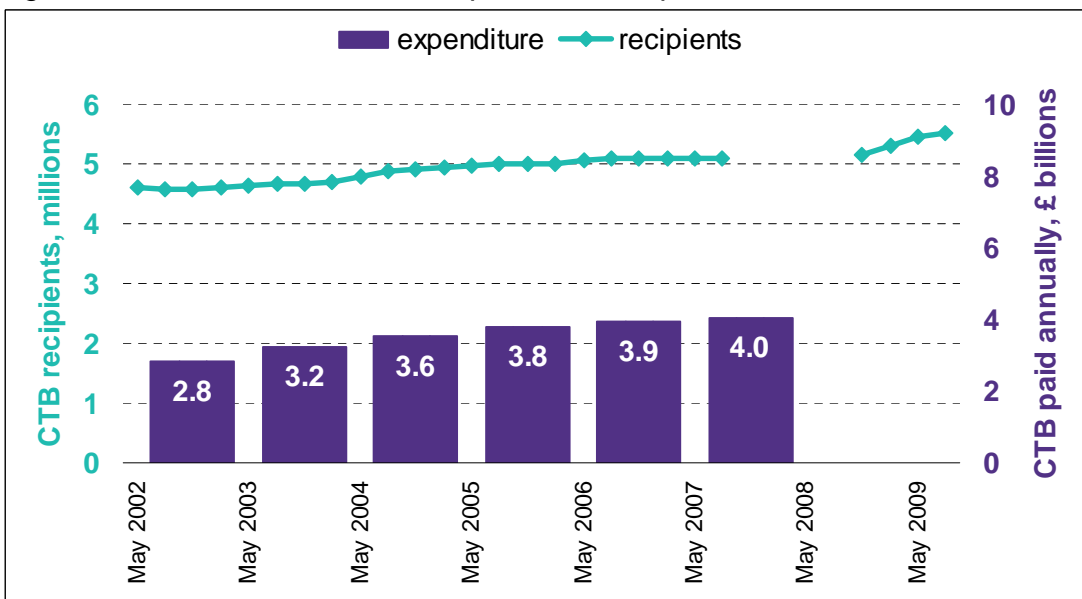
In August 2009 there were around 4.5 million Housing Benefit and around 5.5 million Council Tax Benefit recipients (Figure 1 and Figure 2). The number of customers receiving these benefits has remained relatively steady over time, with a small increase over 2009. The average amount paid has also been increasing largely in line with rents and Council Tax.

Figure 1: Housing Benefit recipients and expenditure



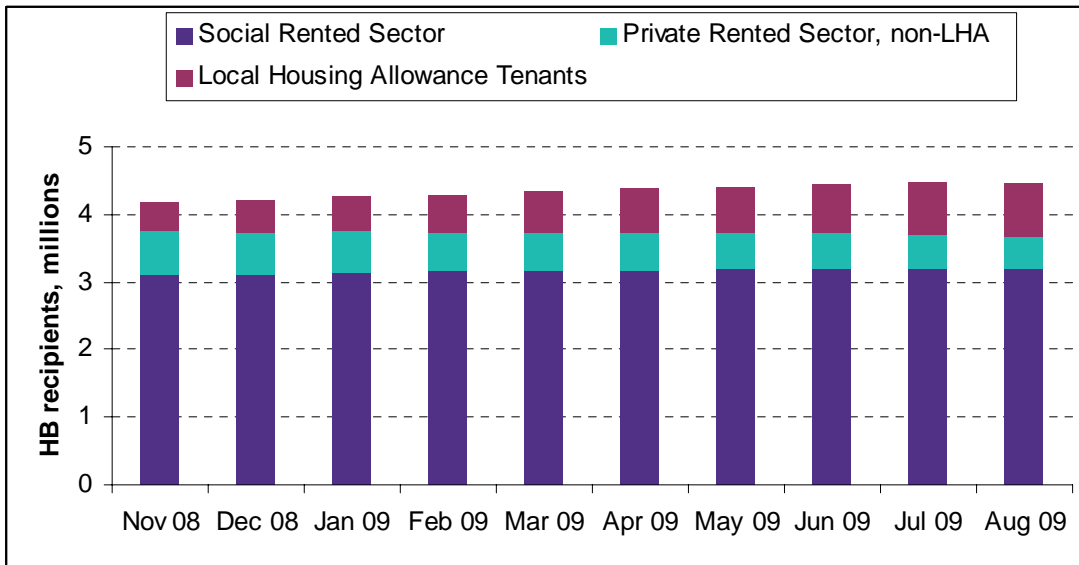
Notes: Based on published expenditure and caseload figures. No information on caseload is available between Aug 2007 and Aug 2008 at the time of publication. Expenditure amounts relate to financial years.

Figure 2: Council Tax Benefit recipients and expenditure



Notes: Based on published expenditure and caseload figures. No information on caseload is available between Aug 2007 and Aug 2008 at the time of publication. Expenditure amounts relate to financial years.

Figure 3: Housing Benefit recipients broken down by rental sector



Notes: Based on published National Statistics.

Annex B - DWP Publications on Housing Benefit and Council Tax (HB/CTB) Benefit since 1997

List of published research

The table below summarises the DWP research publications on HB/CTB from 1997 to date.

- Part A: HB/CTB Research reports commissioned by DWP (1-21)
- Part B: HB/CTB In-house reports (22-43)
- Part C: Local Housing Allowance Pathfinder evaluation reports (44-67)

	Title, Authors	Date (Report number)	Abstract
Part A: Housing Benefit/Council Tax Benefit research Reports			
1	A Comparative Study of Housing Allowances: Compares housing allowance schemes in Britain, Australia, Canada, Germany, The Netherlands, New Zealand and Sweden. <i>Peter Kemp</i>	February 1997 (60)	Compares housing allowance schemes in Britain, Australia, Canada, Germany, the Netherlands, New Zealand and Sweden.
2	Moving into Work: Bridging Housing Costs. Evaluation of the Housing Benefit/Council Tax Benefit Extended Payments and Fast-track Incentive Schemes. <i>Bruce Stafford, Claire Heaver, Nicola Croden, Anne Abel Smith, Susan Maguire and Jill Vincent</i>	May 1998 (79)	This report examines the implementation and operation of the Housing Benefit/Council Tax Extended Payments and Fast-track Incentive Schemes. and their impacts on claimants. These schemes were designed as work incentives to ease the movement into employment: claimants' Housing Benefit and Council Tax Benefit are paid for the first four weeks following a return to work (Extended Payments), and the subsequent payment of any in-work claim for these benefits is 'seamless' (the Fast-track Incentive Scheme). The research, by the Centre for Research in Social Policy at Loughborough University, was commissioned by the Department of Social Security. Fieldwork, conducted in 1997, involved group discussions and depth interviews with staff from local authorities, the Benefit Agency and the Employment Service, and depth interviews with welfare rights officers, claimants of Extended Payments and eligible non-claimants.
3	Housing Benefit Exceptional Hardship Payments:	April 1999 (91)	Local authorities have a range of discretionary powers which can be used in the administration of Housing Benefit. These include the power to make exceptional hardship payments to claimants whose

	Title, Authors	Date (Report number)	Abstract
	evaluation of local authorities' use of exceptional hardship payments. <i>Roy Sainsbury</i>		Housing Benefit is less than their rent because of regulations introduced since 1996. These regulations incorporated the local reference rent and the single room rent into Housing Benefit calculations. This study evaluates local authority's use of exceptional hardship payments. Findings are based on telephone interviews with Housing Benefit managers. The Social Policy Research Unit at the University of York carried out the research.
4	Housing Benefit and Supported Accommodation: estimation of the number of Housing Benefit claimants in supported accommodation, and the amount of Housing Benefit spent on support services considered ineligible for Housing Benefit at that time. <i>Andreas Cebulla with Jennifer Beach, Claire Heaver, Zoë Irving, Robert Walker and The National Centre for Social Research.</i>	July 1999 (93)	Supported accommodation schemes provide services to tenants, which are not normally available in the mainstream housing sector, such as meals or counselling. Tenants include older people, the homeless, or women escaping domestic violence, who often receive Housing Benefit. Housing Benefit may be used to fund property-related costs of accommodation schemes and some services that relate to the schemes' maintenance and to administering basic 'good neighbourly' tasks. Because these tasks are difficult to identify and to cost, ineligible services have also been funded. The report presents estimates of the number of Housing Benefit claimants in Britain who were in supported accommodation in 1996/97 and of the amount of Housing Benefit spent on support services considered ineligible for Housing Benefit at that time. The research was commissioned by the Department of Social Security, which was heading a Inter-departmental Working Group investigating the funding of supported accommodation. It was carried out by the Social Security Unit at the Centre for Research in Social Policy, Loughborough University.
5	Housing Benefit and Council Tax Benefit Delivery: Claimant Experiences: applications, processing times, communication with council staff, and reporting changes in circumstance. <i>Nick Pettigrew, Andrew Thomas,</i>	July 1999 (97)	The Department of Social Security commissioned BMRB Qualitative to carry out research exploring claimants' views and experiences of benefits delivery by local authorities. The fieldwork, in October and November 1998, comprised thirty group discussions involving 260 claimants of Housing Benefit and Council Tax Benefit in ten local authority areas.

	Title, Authors	Date (Report number)	Abstract
	<i>Paul Tovey, Vanessa Stone</i>		
6	Local Authorities and Benefit Overpayments: findings of research to explore Housing Benefit (HB) and Council Tax Benefit (CTB) overpayments. <i>Roy Sainsbury</i>	May 2000 (119)	This report presents quantitative findings for the Evidence Gathering Pilot in the Sheffield and Rotherham area during 2002. The pilot was a part of the IB Change Programme and explored the impact of utilising general practitioner (GP) patient records to support the Incapacity Benefit Personal Capability Assessment (IB PCA) process. Both the GP and the client themselves needed to consent to this new arrangement. It was hoped that this form of evidence rather than that commonly requested from GPs through the current PCA process would help DWP doctors and decision-makers make 'better' or more appropriate decisions on benefit entitlement including earlier identification of people who satisfy the PCA without recourse to examination and improved ability to identify and support the disallowance of claims that do not satisfy the PCA.
7	Housing Benefit and the Appeals Service: information on the level and type of appeals activity in a range of Local Authorities <i>Yvette Hartfree, Bruce Stafford and Jenny Beach</i>	January 2001 (129)	The aim of this research was to provide information on the level and type of appeals activity in a range of Local Authorities, and identify good practice for the transition of appeals activity to the Appeals Service. It was based on depth interviews and case paper analysis in nine local authorities. The Centre for Research in Social Policy carried out the research.
8	The Verification Framework: Early experiences of Implementation: setting-up and operating the Housing Benefit/Council Tax Benefit Verification Framework. <i>Nick Pettigrew, Andrew Thomas, Sara Candy, Lucy Joyce and Tanya Saunders</i>	February 2001 (137)	This report presents the findings of research to explore local authorities' experiences and behaviours in setting-up and operating the Housing Benefit/Council Tax Benefit Verification Framework. The research involved depth interviews with a variety of staff in fourteen local authorities. BMRB Qualitative carried out this research.
9	Easing the transition to work.	October 2002 (175)	This qualitative study explores the transitional period between leaving benefit and starting full-

	Title, Authors	Date (Report number)	Abstract
	<i>Tim Harries and Kandy Woodfield</i>		time employment, considering clients' perceptions and experiences of moving into work, and the effectiveness of key work incentive measures such as Job Grant, Lone-Parent Benefit Run-on and Housing Benefit Run-on. The study is based on qualitative research with clients who have made the transition into work, and with staff involved in delivering and promoting the measures. This is the first of two reports examining the transition into work. Results from a quantitative survey exploring client awareness of a range of work incentive measures, and perceptions of the transitional barriers amongst current claimants will be published separately.
10	Easing the transition to work (part 2 – client survey): exploring the transitional period between leaving benefit and starting full-time employment. <i>By Stephen Woodland, William Mandy and Melissa Miller</i>	April 2003 (186)	This report presents findings from a survey of current benefit claimants, exploring the transitional period between leaving benefit and starting full-time employment. It considers client perceptions of the transitional barriers, and assesses the effectiveness of key work incentive measures such as Job Grant, Lone-Parent Benefit Run-on and Housing Benefit Run-on. This is the second of two reports examining the transition into full-time employment. DWP Report 175 presents findings from a qualitative study of clients who have made the transition into work, and with staff involved in delivering and promoting the measures.
11	Management styles and characteristics of local housing benefit managers: <i>By Lisa Grainger, Dr Emma Bird and John Harvey</i>	September 2004 (218)	This report identified the hallmarks of good leadership practises and skills employed by housing benefit managers of top performing or rapidly improving housing benefit services. A review of literature was used to develop a management and leadership framework which formed the basis by which case study local authorities were examined.
12	Research into the Single Room Rent Regulations: investigation into the impact of changes to the Single Room Rent regulations introduced in July 2001, and the effects of the SRR in general. <i>By John</i>	June 2005 (243)	This report presents the findings of a research project into the impact of changes to the Single Room Rent regulations introduced in July 2001, and the effects of the SRR in general. In particular, it looks at three main issues:- The various ways in which the SRR regulations affect claimants and the choices they make about their accommodation. The effects that the July 2001 regulations have had on shortfalls between contractual rent and determined rents. How the July 2001 regulations have influenced landlord behaviour and letting strategies.

	Title, Authors	Date (Report number)	Abstract
	<i>Harvey and Donald Houston</i>		The research involved interviews with key national stakeholders as well as in-depth case studies in eight local authorities. The case studies involved the collation of background contextual information along with a series of interviews with HB administrators, claimants, landlords/letting agents, advice agencies and rent officers. Lastly, the research assembles information at a national level on the impacts on rent levels, access to accommodation and income profiles associated with the introduction of the July 2001 changes. IRIS Consulting in association with Dundee University undertook the research on behalf of the Department.
13	Costs of Administering Housing and Council Tax Benefits by <i>Michelle Boath, Ian Dunbar and Helen Wilkinson</i>	April 2006 (332)	This report presents the findings of research undertaken on behalf of the Department for Work and Pensions, to determine the costs to local authorities of administering housing and council tax benefit and to identify the main cost drivers. This research was conducted by Risk Solutions in two phases between December 2003 and May 2005. The development, conduct and reporting of the research and its findings were guided by a panel of key stakeholders. The main features of the research design also included a detailed case study analysis of 30 Local Authorities and a national survey conducted by GfK NOP
14	A single housing benefit control for Gypsy and Traveller sites by <i>Michael Wagstaff</i>	October 2006 (379)	This report presents findings of research undertaken by Spark Research on behalf of the Department for Work and Pensions, to examine the way housing benefit rules operate for Gypsy and Traveller site rents in England, Scotland and Wales. The research also considers options for change. The research was conducted between February and July 2005 and included case studies with 17 local authorities and a self-completion survey of all local authorities and agents that provide or manage sites
15	Housing Benefit and Council Tax Benefit as in-work benefits; claimants and advisors knowledge, attitudes and experiences by <i>Caroline Turley and Andrew Thomas</i>	September 2006 (383)	This report provides findings from a qualitative study exploring whether or not Housing Benefit and Council Tax Benefit (HB/CTB) act as incentives to move into work. The research involved qualitative interviews with HB/CTB claimants, and non-claimants who had moved into work, but were likely to be eligible for in-work HB/CTB. The opinions and experience of staff at Jobcentre Plus offices and Local Authority staff dealing with HB and CTB were also explored

	Title, Authors	Date (Report number)	Abstract
			through qualitative interviews and focus groups. The research was undertaken in five case study areas.
16	Achieving good reporting of changes in circumstances by <i>Michelle Boath and Helen Wilkinson</i>	October 2007 (457)	One of the Department for Work and Pensions (DWP's) aims is to reduce the level of error in Housing Benefit. Previously, this objective was cascaded to local authorities (Local Authorities) as an activity based measure (PM10). In April 2007, DWP moved to a new PM10 measure and target, based on the number of reductions in benefit processed. This is an output based target and gives Local Authorities increased flexibility to decide how to allocate resources and what activities to undertake to reduce overpayments. The research seeks to identify why some Local Authorities performed well against the new PM10 measure in 2006/07, before it was introduced, and as a result deliver recommendations to achieve the new PM10.
17	Social housing and worklessness: Key policy messages by <i>Del Roy Fletcher, Tony Gore, Kesia Reeve and David Robinson</i>	May 2008 (482)	This report presents the key policy messages to emerge from a study that explored possible explanations for the relatively high levels of worklessness among tenants in social housing. A separate, forthcoming, report will present the detailed research findings. The Department of Work and Pensions (DWP) commissioned a team from the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University to undertake the study. The research sought to build on existing evidence regarding the characteristics and factors that inhibit moves into employment by social tenants. In addition to a review of relevant literature and secondary data, the research approach centred on in-depth, qualitative interviews with social tenants with a recent or ongoing experience of worklessness. More than 120 interviews were conducted with tenants living in concentrated and pepper-potted areas of social housing in four local authority districts (Derby, Islington, Peterborough and Sheffield). Interviews were also completed with 30 people with a recent or ongoing experience of worklessness living in the private rented sector. All respondents were living in neighbourhoods located close to major centres of employment. The report is structured around six key themes identified by DWP, Communities and Local Government (CLG) and Cabinet Office as potential

	Title, Authors	Date (Report number)	Abstract
			areas for effective intervention – geography, mobility, tax and benefits, social housing as a work incentive, further barriers to work facing social tenants and integrating services.
18	Reporting changes in circumstances: Tackling error in the benefit system <i>by Annie Irvine, Jacqueline Davidson and Roy Sainsbury</i>	June 2008 (497)	<p>Since 1997 successive governments have pursued a range of policies to reduce the amount of money lost to the social security budget through fraud and error. While levels of fraud have consistently decreased, the problem of error has persisted and its reduction has therefore become an important policy objective.</p> <p>Qualitative research was carried out by the Social Policy Research Unit at the University of York in 2006-07 to explore benefit claimants' knowledge and understanding concerning changes in circumstances and obligations to report them. This research was based on a longitudinal panel of 51 claimants who were interviewed three times over the course of nine months.</p> <p>The objectives of the overall study were focused on the key areas of:</p> <ul style="list-style-type: none"> • how claimants experience changes in circumstances • their knowledge and perceptions about reporting changes in circumstances • their sources of knowledge • their experiences of reporting changes • experiences and responses to overpayment recovery due to error.
19	Social housing and worklessness: Qualitative Research Findings <i>by Del Roy Fletcher, Tony Gore, Kesia Reeve and David Robinson</i>	August 2008 (521)	<p>This report is one of two reports to emerge from a qualitative study of social housing and worklessness, commissioned by the Department for Work and Pensions (DWP) in March 2007. The first report covering Key policy messages was published as DWP Research Report No. 482, in May 2008. This main research report presents detailed findings from a study that explored possible explanations for the relatively high levels of worklessness among tenants in social housing. DWP commissioned the Centre for Regional Economic and Social Research at Sheffield Hallam University (CRESR) to undertake the study. Five key research questions focused the research effort:</p> <ol style="list-style-type: none"> 1. Are social tenants able to recognise and realise the work-related benefits of living in the social rented sector?

	Title, Authors	Date (Report number)	Abstract
			<p>2. Does living in the social rented sector expose people to area effects that serve to distance them from work?</p> <p>3. Do difficulties moving within the social rented sector for work-related reasons serve to restrict the job opportunities available to tenants?</p> <p>4. Does the current system of benefits and tax credits serve to distance social tenants from work and are these effects more pronounced than in the private rented sector?</p> <p>5. Are there any barriers, operating in isolation or combination, that help to explain the high levels of worklessness apparent among social tenants, in addition to those that have been already examined by quantitative analysis of administrative and survey data?</p> <p>The team's approach to addressing these five questions was to adopt a qualitative approach, involving the in-depth interviewing of 107 social tenants and 30 private tenants.</p> <p>This report is organised around consideration of the five key research questions – social housing as a work incentive; geography; mobility; tax and benefits; and further barriers to work facing social tenants.</p>
20	Reporting changes in circumstances: tackling error in the Housing Benefit system - Standard Housing Benefit cases <i>by Jacqueline Davidson and Roy Sainsbury</i>	September 2008 (523)	<p>This report presents findings from a qualitative research project to explore Standard Housing Benefit claimants' knowledge and understanding concerning changes in their circumstances and their obligations to report them and, as such, complements earlier research which considered a range of means-tested benefits including Jobseeker's Allowance and Income Support (Irvine et al., 2008). The research was carried out by the Social Policy Research Unit at the University of York in 2007-08. The findings of the report comprise information on:</p> <ul style="list-style-type: none"> • Claimants' knowledge and understanding of reporting changes in circumstances • Claimants reporting changes in circumstances: influences on behaviour • Claimants' experiences and consequences of reporting changes in circumstances
21	Housing Benefit – a literature review <i>By Sylvia Karabiner and Camellia Raha</i>	June 2009 (587)	<p>In the Budget 2008 statement, the Chancellor announced an internal review of the working age Housing Benefit (HB) system to be taken forward by the Department for Work and Pensions (DWP) and HM Treasury (HMT). This literature review</p>

	Title, Authors	Date (Report number)	Abstract
			forms part of the evidence base gathered as part of the internal HB review. It is a collection of mainly DWP commissioned, published evidence relating to Housing Benefit since 1992. The literature review is organised around five main themes which are: Social Housing and Worklessness, Under occupation and Mobility, HB as an in-work benefit, Single Room Rent (SRR) and the Private Rented Sector (PRS) and Management and Performance.
Part B: in-house reports			
22	Housing Benefit Data and Literature Sourcebook: information on large-scale surveys, management data collected by the Department, reports of qualitative research and academic texts and articles containing relevance to Housing Benefit policy. <i>By Peter A. Kemp</i>	June 1997 (29)	This is a sourcebook compiled by Professor Peter Kemp at the University of Glasgow. It includes information on large-scale surveys, management data collected by the Department, reports of qualitative research and academic texts and articles containing relevance to Housing Benefit policy. The sourcebook is also available in database format.
23	Verifying Housing Benefit and Council Tax Benefit: information on local authorities' approach to fraud prevention, application forms, internal auditing. <i>By Roy Sainsbury, Anne Corden and Jane Carlisle</i>	March 1998 (35)	This report presents findings of qualitative research into the procedures used to verify Housing Benefit and Council Tax Benefit claims in a representative sample of 30 local authorities. It includes information on local authorities' approach to fraud prevention, application forms, internal auditing and the resource implications of setting up and operating the Department's forthcoming Verification Framework for Housing Benefit and Council Tax Benefit claims. The research was based on interviews with Housing Benefit Managers, front-line staff, internal auditors and fraud officers in each local authority. The study was carried out by the Social Policy Research Unit at the University of York.
24	Competitive Tendering and Management of	December 1997 (36)	This report presents the findings of research on the competitive tendering and management of local authority benefits administration. Carried out by

	Title, Authors	Date (Report number)	Abstract
	Housing Benefit and Council Tax Benefit Administration. <i>By Vikki Everett, Brenda Setchell, Joanne Hames</i>		Newchurch and Company, the research was commissioned to inform the development of good practice guidance, to be issued to local authorities by the Department of Social Security. The research explores the areas to be covered by guidance and makes recommendations for good practice in the competitive tendering of Housing Benefit and Council Tax Benefit administration. The research consisted of case studies in 15 local authorities.
25	Processing Housing Benefit and Council Tax Benefit. <i>By Rachel Trott and Carli Lessof</i>	April 1998 (37)	This report combines the findings of two studies investigating the processing and administration of Housing Benefit and Council Tax Benefit claims. The first focuses on processing times, particularly those relating to the fast-tracking of extended payments, and characteristics of claims including the use of payments on account and appointees. The second study is concerned with Housing Benefit and Council Tax Benefit claims backdated for reasons of 'good cause'. Data for the first study was collected from a representative sample of local authorities by BMRB International. All data was analysed within the Department's Social Research Branch.
26	Combating Housing Benefit Fraud: Local Authorities' Discretionary Powers. <i>By Roy Sainsbury</i>	June 1999 (53)	In November 1997, local authorities were granted new discretionary powers designed to combat Housing Benefit fraud. These were (i) the ability to stop or refuse to make direct payments of benefit to landlords considered 'not fit and proper' persons and (ii) extended powers to suspend payments from claimants where entitlement is uncertain, for example if there is doubt about a person's continued occupation of a dwelling. This research explored local authorities' use of and attitudes towards these new powers. It was based on telephone interviews with Housing Benefit managers and was conducted by the Social Policy Research Unit (SPRU) at the University of York.
27	Practise In Administration of Housing Benefit. <i>By Toby Taper, Trinh Tu and Anne Caughey</i>	July 1999 (55)	This report presents the findings of a telephone survey of 254 local authorities relating to their administration of Housing Benefit. The survey's main objective was to establish the prevalence of various elements of administrative practice including computer systems, training, internal accuracy checks and verification. The research was carried out in November 1998 by Market and Opinion Research International.
28	Housing Benefit	June 2000	This report presents the results of research to

	Title, Authors	Date (Report number)	Abstract
	Administration and the Speed of Claims Processing. <i>By Bruce Stafford, Laura Adelman, Heather Trickey and Karl Ashworth</i>	(69)	investigate whether variations in Housing Benefit administration have an impact on the speed of claims processing. The research was based on secondary analysis of administrative data and a survey of Housing Benefit administration practice conducted in 1998. The Centre for Research in Social Policy carried out the research.
29	Implementing the Transitional Housing Benefit Scheme. <i>By Kim Shrapnell and Kirby Swales</i>	December 2000 (73)	This report presents the results of research to identify local authorities' progress in implementing the Transitional Housing Benefit Scheme (THBS). The main aims were to find out how local authorities were progressing in identifying customers in supported accommodation, contacting providers, and reviewing claims. The research was based on a self-completion postal questionnaire that was sent to and returned by almost 400 authorities in summer 2000. This survey was conducted in-house by the DSS's Social Research Branch.
30	Social Housing, Tenure and Housing Allowance: An International Review. <i>By John Ditch, Alan Lewis and Steve Wilcox</i>	September 2001 (83)	This project, based on information provided by national experts, presents information on and compares systems of housing allowances and rents and tenures in ten countries: Great Britain, France, USA, Canada, Sweden, Netherlands, Australia, Germany, New Zealand, and Ireland.
31	The Transitional Housing Benefits Scheme: A Three Way Process. <i>By Roy Sainsbury and Christine Oldman</i>	October 2001 (86)	This report presents the findings of research commissioned by DWP and DTLR into the implementation of the Transitional Housing Benefit Scheme. Six case studies carried out in early 2001 and four workshops for local authorities were hosted by DETR and DSS in April and May 2001. The case studies comprised in depth interviews with the key stakeholders in each local authority area, including Housing Benefit managers, staff directly involved with implementing THBS, Supporting People lead officers, staff in housing and social services departments, and providers of supported accommodation. A small number of interviews with staff of Benefits Agency offices were also carried out. The workshops were attended by Housing Benefit and Supporting People staff from approximately 160 local authorities.
32	Evaluation of Department for Work & Pensions Under occupier	April 2002 (99)	This evaluation, commissioned by the Department for Work & Pensions (DWP), presents an interim assessment of the DWP's incentive payments scheme that began as a pilot in 2000/2001. The

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	Incentive Scheme: By Hal Pawson and Stephen Sinclair		scheme was designed to encourage council tenants that were eligible for HB and were under-occupying their homes to move to smaller properties. The pilot, undertaken in the London boroughs of Croydon, Haringey and Newham, is scheduled to run until 2003. The Department decided to commission an interim assessment of the scheme in its first year of operation. This evaluation was based upon in-depth interviews with key local authority staff, analysis of administrative data on under-occupier moves, and in-depth interviews with current under-occupiers as well as former tenants that had moved to smaller accommodation with the aid of an incentive payment.
33	The RSL VF PILOT: an evaluation - Registered Social Landlord involvement in the Housing Benefit/Council Tax Benefit Verification Framework. <i>By Barbara Carlisle, Michael Wagstaff, Sara Candy, Nick Pettigrew and Andrew Thomas</i>	January 2003 (106)	This document contains guidance to assist local authorities and RSLs in setting up and operating the RSL VF Scheme. It also includes Good Practice identified from the Pilot.
34	Housing Benefit Simplification In The Private Rented Sector: options for the simplification of the various private rented sector Housing Benefit schemes currently in operation. <i>By Nick Pettigrew and Andrew Thomas</i>	December 2002 (107)	The Department for Work and Pensions commissioned this research study to inform options for the simplification of the various private rented sector Housing Benefit schemes currently in operation. In addition, the study assessed the potential implications of major long-term reform of Housing Benefit through the introduction of Local Standard Rate payments. The research relied upon a qualitative case study approach, concentrated in a number of local authority areas that were selected to reflect a range of private rented sector conditions. Interviews were conducted with key Housing Benefit stakeholders including local authority managers and frontline staff, rent officers, landlords and claimants. Interviews examined many of the problems related to current practice and gathered views and perspectives on potential

	Title, Authors	Date (Report number)	Abstract
			options for the simplification and improvement of Housing Benefit administration in the private rented sector.
35	Local Authority Experience in Outsourcing Housing and Council Tax Benefits: <i>By John Harvey, Robin Gray, Geoff Fimister and Ken MacNeill</i>	June 2003 (115)	This report sets out the findings of a research project into the impact and effects of outsourcing Housing Benefit (HB) and Council Tax Benefit (CTB) administration carried out by IRIS Consulting and IRRV Solutions on behalf of the Department for Work & Pensions (DWP). The main objectives of the study were to see what lessons could be derived from local authority experience to date, to draw out the policy messages and to produce a good practice guide.
36	Review of Discretionary Housing Payments. <i>By Bruce Walker and Pat Niner. By Bruce Walker and Pat Niner</i>	November 2003 (127)	This report presents the findings of research reviewing how the Discretionary Housing Payments, introduced in July 2001, are working in practice and the current formula for distributing the Government's contribution to local authorities. The research involved a rigorous analysis of administrative data and 20 case studies. The Centre for Urban and Regional Studies, Birmingham University carried out the research.
37	A single Housing Benefit control for temporary accommodation: review of the current Housing Benefit arrangements for temporary accommodation. <i>By Michael Wagstaff</i>	August 2004 (147)	This report presents the findings of a review of the current Housing Benefit arrangements for temporary accommodation. Currently there are two separate types of Housing Benefit control where the property is leased or licensed from the private rented sector and the DWP is looking at having one system which applies to both local authority and housing association schemes. The research considered the possibility of basing benefit determinations upon local market rents but with adjustments to take into account management and maintenance charges that temporary accommodation attracts. Through a series of stakeholder and case study interviews with local authorities, housing associations, rent officers and others in eight local authority areas in England, Scotland and Wales the research assessed the feasibility of this option and discussed how it might operate.
38	Research into the Single Room Rent regulations. <i>John Harvey and Donald Houston</i>	June 2005 (243)	This report presents the findings of the tenth wave of the Omnibus Survey of local authority Housing Benefit (HB)/Council Tax Benefit (CTB) managers. The scope of the research covered the following: This report presents the findings of a research project into the impact of changes to the Single Room Rent regulations introduced in July 2001,

	Title, Authors	Date (Report number)	Abstract
			<p>and the effects of the SRR in general. In particular, it looks at three main issues:</p> <p>The various ways in which the SRR regulations affect claimants and the choices they make about their accommodation</p> <p>The effects that the July 2001 regulations have had on shortfalls between contractual rent and determined rents</p> <p>How the July 2001 regulations have influenced landlord behaviour and letting strategies.</p> <p>The research involved interviews with key national stakeholders as well as in-depth case studies in eight local authorities. The case studies involved the collation of background contextual information along with a series of interviews with HB administrators, claimants, landlords/letting agents, advice agencies and rent officers. Lastly, the research assembles information at a national level on the impacts on rent levels, access to accommodation and income profiles associated with the introduction of the July 2001 changes.</p>
39	Low-income homeowners in Britain: descriptive analysis <i>Pamela Meadows and Daniel Rogger</i>	June 2005 (251)	<p>This report is based on findings from secondary analysis of a range of datasets, including the Family Resources Survey (2002/03 and 1995/96), the British Household Panel Study 1991-2002), the Families and Children Study (1999 and 2002), the Survey of English Housing (2002/03) and the English House Condition Survey 2001).</p> <p>The study aimed to establish the characteristics and circumstances of low-income homeowners. It also examined the reasons why people become, or cease to be low-income homeowners. This study followed up research by Burrows and Wilcox (2000) that found around half the poor are homeowners.</p>
40	Costs of Administering Housing and Council Tax Benefits <i>Michelle Boath, Ian Dunbar and Helen Wilkinson</i>	April 2006 (332)	<p>This report presents the findings of research undertaken on behalf of the Department for Work and Pensions, to determine the costs to local authorities (Local Authorities) of administering housing and council tax benefit and to identify the main cost drivers. This research was conducted by Risk Solutions in two phases between December 2003 to May 2005. The development, conduct and reporting of the research and its findings were guided by a panel of key stakeholders. The main features of the research design also included a detailed case study analysis of 30 Local Authorities and a national survey</p>

	Title, Authors	Date (Report number)	Abstract
			conducted by GfK NOP.
41	Housing Benefit and Council Tax Benefit as in-work benefits; claimants' and advisors' knowledge, attitudes and experiences <i>Caroline Turley and Andrew Thomas</i>	September 2006 (383)	This report provides findings from a qualitative study exploring whether or not Housing Benefit and Council Tax Benefit act as incentives to move into work. The research involved qualitative interviews with Housing Benefit and Council Tax Benefit claimants, and non-claimants who had moved into work, but were likely to be eligible for in-work Housing Benefit and Council Tax Benefit. The opinions and experience of staff at Jobcentre Plus offices and Local Authority staff dealing with Housing Benefit and Council Tax Benefit were also explored through qualitative interviews and focus groups. The research was undertaken in five case study areas.
42	A single housing benefit control for Gypsy and Traveller sites <i>Michael Wagstaff</i>	October 2006 (379)	This report presents findings of research undertaken by Spark Research on behalf of the Department for Work and Pensions, to examine the way housing benefit rules operate for Gypsy and Traveller site rents in England, Scotland and Wales. The research also considers options for change. The research was conducted between February and July 2005 and included case studies with 17 local authorities and a self-completion survey of all local authorities and agents that provide or manage sites.
43	Local Authority Omnibus Survey: a regular telephone survey of local authorities' benefit managers. There have been 18 waves published to date, the first nine in the "In House Reports" series, and since wave 10 in the DWP Research Report series	March 2000 to July 2009	Various topics.
Part C: Local Housing Allowance pathfinder evaluation reports			
44	Evaluating the Local Housing Allowance	14th September 2004	Gives an overview of Local Housing Allowance and an explanation of the evaluation process in the nine Pathfinders (Blackpool, Brighton & Hove,

	Title, Authors	Date (Report number)	Abstract
	Pathfinders –		Conwy, Coventry, Edinburgh, Leeds, Lewisham, North East Lincolnshire and Teignbridge).
45	The nine Local Housing Allowance Pathfinder areas: a summary of the baseline position before the introduction of the Local Housing Allowance –	14th September 2004	Gives an overall picture of the position of the Pathfinders before the introduction of Local Housing Allowance.
46	Claiming Housing Benefit in the Private Rented Sector: the baseline experience of claimants in the nine Local Housing Allowance Pathfinder areas	14th September 2004	Report of the findings from the survey of people claiming Housing Benefit in the nine Pathfinders prior to the introduction of Local Housing Allowance.
47	Landlords and Agents in the Private Rented Sector: the baseline experience in the Local Housing Allowance Pathfinders	14th September 2004	Gives a summary of the findings from the survey of landlords.
48	Delivering the Local Housing Allowance: A summary of the early experiences of implementing the Local Housing Allowance in the nine Pathfinder areas.	5th April 2005	Gives findings from a survey of landlords prior to the introduction of Local Housing Allowance.
49	Receiving the Local Housing Allowance: Claimants' early experiences of the Local Housing Allowance in the nine Pathfinder areas	20th July 2005	Gives findings from a survey of claimants' early experiences of the Local Housing Allowance in the nine Pathfinder areas, nine months after the introduction of Local Housing Allowance.
50	Working with the	2nd	Gives findings from a survey of landlord and

	Title, Authors	Date (Report number)	Abstract
	Local Housing Allowance: Landlord and agents' early experiences of the Local Housing Allowance in the nine Pathfinder areas	November 2005	agents' early experiences of the Local Housing Allowance in the nine Pathfinder areas, nine months after the introduction of Local Housing Allowance.
51	Fifteen Months On: An Interim Evaluation of running the Local Housing Allowance in the nine Pathfinder areas –	14 February 2006	This report looks at the position within the Pathfinders fifteen months after the introduction of the Local Housing Allowance. It focuses on those involved in delivering the Local Housing Allowance and examines how it has affected the work of their organisations after fifteen months of live running.
52	Living with the Local Housing Allowance: Claimants experiences after fifteen months of the Local Housing Allowance in the nine Pathfinder Areas	5 October 2006	This report looks at claimant's experiences of the Local Housing Allowance in the nine Pathfinder areas after fifteen months of live running.
53	Local Housing Allowance Final Evaluation: Implementation and Delivery in the Nine Pathfinder Areas	5 October 2006	This report looks at the position within the Pathfinders after the full two years of running the Local Housing Allowance. It focuses on those involved in delivering the Local Housing Allowance and examines how it has affected the work of their organisations and evaluates the operational impact of the Local Housing Allowance.
54	Local Housing Allowance Final Evaluation: The Survey Evidence of Landlords and Agents Experience in the Nine Pathfinder Areas	5 October 2006	This report gives findings from the surveys of landlords and agents within the Pathfinders after the full two years of running the Local Housing Allowance. It focuses on their experiences of the Local Housing Allowance in the nine Pathfinder areas and is part of the final evaluation of the impact of the Local Housing Allowance on landlords and agents.
55	Local Housing Allowance Final Evaluation: The Qualitative Evidence of Landlords and Agents Experience	19 December 2006	This report gives findings from the qualitative interviews landlords and agents within the Pathfinders after the full two years of running the Local Housing Allowance. It focuses on their experiences of the Local Housing Allowance in the nine Pathfinder areas and is the second part of the final evaluation the impact of the Local Housing

	Title, Authors	Date (Report number)	Abstract
	in the Nine Pathfinder Areas		Allowance on landlords and agents.
56	Local Housing Allowance Final Evaluation: The Qualitative Evidence of Claimants Experience in the Nine Pathfinder Areas	14 March 2007	This report gives findings from the qualitative interviews with claimants in the Pathfinders after the full two years of running the Local Housing Allowance. It focuses on their experiences of the Local Housing Allowance in the nine Pathfinder areas and is the first part of the final evaluation the impact of the Local Housing Allowance on claimants.
57	Local Housing Allowance Final Evaluation: Case studies of Implementation and Delivery in the Nine Pathfinder Areas	2 October 2007	This report provides an evaluation of the experience and findings from the each of the nine Pathfinders over the full two years of running the Local Housing Allowance. It focuses on the experiences of local authority, Rent Service, Jobcentre Plus staff and voluntary sector advisors who implemented and delivered the Local Housing Allowance in the nine Pathfinder areas.
58	Local Housing Allowance Final Evaluation: The Survey Evidence of Claimants Experience in the Nine Pathfinder Areas.	22 November 2007	This report provides the quantitative element of the final evaluation of the claimants' experience in the nine pathfinder areas
59	Local Housing Allowance Final Evaluation: The Market Evidence in the Nine Pathfinder Areas	29 January 2008	This report provides an analysis of the housing and labour market impacts of the local housing allowance in the nine pathfinder areas, based on all the evidence streams of the evaluation.
60	Local Housing Allowance Final Evaluation: Delivering the Local Housing Allowance - some pointers from the Pathfinders -	29 March 2008	This report gathers some of the key findings from the work evaluating the delivery of the Local Housing Allowance into a form that should assist local authorities in implementing its roll-out. The note identifies the main issues local authorities are likely to face and indicates some of the ways the nine Pathfinders responded.
61	Evaluating the Local Housing Allowance Pathfinders –	14th September 2004	Gives an overview of Local Housing Allowance and an explanation of the evaluation process in the nine Pathfinders (Blackpool, Brighton & Hove, Conwy, Coventry, Edinburgh, Leeds, Lewisham, North East Lincolnshire and Teignbridge).
62	The nine Local	14th	Gives an overall picture of the position of the

	Title, Authors	Date (Report number)	Abstract
	Housing Allowance Pathfinder areas: a summary of the baseline position before the introduction of the Local Housing Allowance.	September 2004	Pathfinders before the introduction of Local Housing Allowance
63	Claiming Housing Benefit in the Private Rented Sector: the baseline experience of claimants in the nine Local Housing Allowance Pathfinder areas –	14th September 2004	Report of the findings from the survey of people claiming Housing Benefit in the nine Pathfinders prior to the introduction of Local Housing Allowance.
64	Landlords and Agents in the Private Rented Sector: the baseline experience in the Local Housing Allowance Pathfinders	14th September 2004	Gives a summary of the findings from the survey of landlords.
65	Delivering the Local Housing Allowance: A summary of the early experiences of implementing the Local Housing Allowance in the nine Pathfinder areas	5th April 2005	Gives findings from a survey of landlords prior to the introduction of Local Housing Allowance
66	Receiving the Local Housing Allowance: Claimants' early experiences of the Local Housing Allowance in the nine Pathfinder areas	20th July 2005	Gives findings from a survey of claimants' early experiences of the Local Housing Allowance in the nine Pathfinder areas, nine months after the introduction of Local Housing Allowance.
67	Working with the Local Housing Allowance: Landlord and	2nd November 2005	Gives findings from a survey of landlord and agents' early experiences of the Local Housing Allowance in the nine Pathfinder areas, nine months after the introduction of Local Housing

	Title, Authors	Date (Report number)	Abstract
	agents' early experiences of the Local Housing Allowance in the nine Pathfinder areas		Allowance.