



Supported Housing Review

Local Authority Questionnaire: Housing Benefit Team

The Department for Levelling Up, Housing and Communities (DLUHC) has commissioned the Centre for Regional Economic and Social Research (CRESR) at Sheffield Hallam University to undertake a research study to assess the size, cost and demand of the supported housing sector across England, Scotland and Wales. This will build on and update the 2016 [supported accommodation review](#) and we expect the research findings to be published by the end of 2023.

We are contacting all Local Authority Housing Benefit Teams to take part in this survey as part of this study. The questions relate to your Single Housing Benefit Extract (SHBE) records for Housing Benefit claimants (in payment) that are classified as living in supported housing in your local authority in the month of January 2023.

We are grateful for your time in completing the survey as it really makes a difference to the overall research and robustness of the findings.

The data provided will not be seen by anyone other than the research team. An anonymised version of the database (with personal details removed but including Local Authority name) will be made available to the DLUHC team at the end of the study but this will not be made publicly available. The data provided will be stored securely (see below) and used only for the purposes of this research. No personal details of respondents will be used in reporting.

If there is a more appropriate person within your department to fill in this questionnaire, please forward the email with the link for the survey to them.

If you have any questions about this questionnaire, want to know more about the study or need any assistance then please do not hesitate to contact the CRESR research team:

David Leather - d.leather@shu.ac.uk or on 07471 266857.

Information about data protection and security

Information supplied will be used by DLUHC and Sheffield Hallam University in accordance with the General Data Protection Regulation and other applicable legislation. For this project, the law in the UK permits the processing of personal data on the basis of public interest.

The data will be processed by DLUHC and Sheffield Hallam University for the purposes of research according to our privacy policies. More information about use of your personal information is in the Privacy Notice on [DLUHC's website](#) and Sheffield Hallam University's Privacy Policy for research can be found on [their website](#).

Paper copies of both Privacy Notices can be provided on request.

DLUHC and Sheffield Hallam University may retain data from this study for up to 5 years after the study has finished.

Contact Details

Please provide your name, job title, local authority, email address and telephone number: We are asking for contact details to help track who has completed the survey and to enable us to follow-up any queries which might emerge from survey responses. Details will not be shared beyond the research team or used in reporting.

a) Name:

b) Job title:

c) Local Authority:

d) Email address:

e) Telephone number:

Housing Benefit Claimants

We'd like to ask you about the number of Housing Benefit claimants in your records that are for people living in supported housing.

Supported housing definition: For the purpose of this survey and to ensure consistency of responses, the definition of supported housing is: 'specified accommodation' as set out in [HB A8/2014](#), and other types of supported housing where some form of care, support or supervision is provided to residents but which have not currently been classified as 'specified accommodation'.

Supported housing is: housing that is designed or designated to come with care, support and supervision and provided by a social landlord, charity, non-profit voluntary organisation or local authority. This excludes 'floating support' services where this is not designated to the accommodation. This also excludes care homes.

When questions ask you to provide numbers of claimants, please only count claimants and not their partners i.e. both a couple and a single person would count as one.

Q1. Please tell us the total number of Housing Benefit claimants (in payment) for supported housing in your Local Authority from your most up to date data for January 2023:

Total number of claimants in supported housing:

Q2. Of these total claimants, please tell us how many there are by each type of supported housing as of January 2023:

Please enter amount or tick relevant box for each row.

	Number of claimants	LA does not hold information/ not available
Specified accommodation - exempt:	<input type="text"/>	<input type="checkbox"/>
Specified accommodation – other (managed properties, refuges and LA hostels):	<input type="text"/>	<input type="checkbox"/>
Non-specified accommodation:	<input type="text"/>	<input type="checkbox"/>

If you are able to provide information on claimants within other specified accommodation, please answer Q3, otherwise please go straight to Q4.

Q3. Of all claimants in other specified accommodation (i.e., not exempt accommodation), please tell us how many there are by the following categories of supported housing as of January 2023:

Please enter amount or tick relevant box for each row.

	Number of claimants	LA does not hold information/ not available
Managed properties (where not included in exempt accommodation):	<input type="text"/>	<input type="checkbox"/>
Refuges (where not included in exempt accommodation or managed properties above):	<input type="text"/>	<input type="checkbox"/>
Hostels (where not included in exempt accommodation or managed properties above):	<input type="text"/>	<input type="checkbox"/>

Q4. For all claimants in specified accommodation (either exempt or other specified), please tell us how many there are by the following types of supported housing provider as of January 2023:

Please enter amount or tick relevant box for each row.

	Number of claimants	LA does not hold information/ not available
Local Authority:	<input type="text"/>	<input type="checkbox"/>
Housing Association:	<input type="text"/>	<input type="checkbox"/>
Registered Charity or voluntary sector organisation (e.g., Community Interest Company):	<input type="text"/>	<input type="checkbox"/>
Other Provider:	<input type="text"/>	<input type="checkbox"/>

Q5. For each type of specified accommodation below, please tell us how many claimants there are by type of supported housing provider as of January 2023:

	Exempt accommodation	Other specified accommodation
Local Authority:	<input type="text"/>	<input type="text"/>
Housing Association:	<input type="text"/>	<input type="text"/>
Registered Charity or voluntary sector organisation (e.g., Community Interest Company):	<input type="text"/>	<input type="text"/>
Other Provider:	<input type="text"/>	<input type="text"/>

If you are able to provide information on claimants within other specified accommodation, please answer Q6, otherwise please go straight to Q7.

- Q6. Of all claimants in other specified accommodation (i.e., not exempt accommodation) please tell us how many there are by the following categories of housing and types of supported housing provider as of January 2023:**

	Managed properties	Refuges	Hostels
Local Authority:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Housing Association:	<input type="text"/>	<input type="text"/>	
Registered Charity or voluntary sector organisation (e.g., Community Interest Company):	<input type="text"/>	<input type="text"/>	
Other Provider:	<input type="text"/>	<input type="text"/>	

- Q7. If possible, please tell us the total number of claimants you have in specified accommodation (either exempt or other specified) by gender from your most up to date data for January 2023:**

Please only count claimants and not their partners i.e. both a couple and a single person would count as one. Please enter amount or tick relevant box for each row.

	Number of claimants	LA does not hold information/ not available
Male:	<input type="text"/>	<input type="checkbox"/>
Female:	<input type="text"/>	<input type="checkbox"/>
Other:	<input type="text"/>	<input type="checkbox"/>

- Q8. If possible, please tell us the total number of claimants you have in specified accommodation (either exempt or other specified) by working age and pension age from your most up to date data for January 2023:**

Please note: 65+ has been used as pension age rather than 66+ to be consistent with Single Housing Benefit Extract (SHBE) records.

Please only count claimants and not their partners i.e. both a couple and a single person would count as one. Please enter amount or tick relevant box for each row.

	Number of claimants	LA does not hold information/ not available
Working age claimants (16-64):	<input type="text"/>	<input type="checkbox"/>
Pension age claimants (65+):	<input type="text"/>	<input type="checkbox"/>

Q9. If possible, please also tell us the total number of claimants you have in specified accommodation (either exempt or other specified) by the age groups below from your most up to date data for January 2023:

Please only count claimants and not their partners i.e. both a couple and a single person would count as one. Please enter amount or tick relevant box for each row.

	Number of claimants	LA does not hold information/ not available
16-24:	<input type="text"/>	<input type="checkbox"/>
25-54:	<input type="text"/>	<input type="checkbox"/>
55-64:	<input type="text"/>	<input type="checkbox"/>
65+:	<input type="text"/>	<input type="checkbox"/>

Housing Benefit Awards

Q10. Please provide information on the Weekly Housing Benefit Awards for all claimants in specified accommodation (and split by working age and pensionable age if possible) for the most up to date data for your Local Authority for January 2023:

Please report the HB award i.e. after income/capital tapering but before any overpayment deductions. Please enter amounts where available or tick relevant box for each row.

	All claimants	LA does not hold information/ not available	Working-age claimants (16-64)	LA does not hold information/ not available	Pensionable claimants (65+)	LA does not hold information/ not available
Minimum weekly HB awarded £ per week:	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>
Maximum weekly HB awarded £ per week:	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>
Average (mean) weekly HB awarded £ per week:	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>
TOTAL AMOUNT of weekly HB awarded £ per week:	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>

Processes Around Supported Housing

Now we'd like to ask you about processes your Local Authority may have in place around supported housing.

Q11. Do you have a record or register of specified accommodation in your Local Authority?

☐ Yes

☐ No **GO TO Q12**

☐ Don't know **GO TO Q12**

Q11a. Is this record or register publicly available?

☐ Yes

☐ No

☐ Don't know

Q12. Do you have a record or register of supported housing in your local authority which does not meet the specified accommodation definition?

☐ Yes - we can identify this accommodation within our Housing Benefit data management system

☐ Yes - we do this on a separate list/system

☐ No – we cannot identify claims for supported housing that do not meet the specified accommodation definition

☐ Other (please specify below)

☐ Don't know

Other, please specify:

Q13. In the main, how are eligible rents and service charges decided in your Local Authority? And which is the most common method?

	Tick all that apply	Tick the most common (one only)
Proposed rent set by providers	<input type="checkbox"/>	<input type="checkbox"/>
Proposed rent set by a consultant acting on behalf of one or more providers	<input type="checkbox"/>	<input type="checkbox"/>
Arrived at by HB teams	<input type="checkbox"/>	<input type="checkbox"/>
Negotiated and agreed between HB teams and providers	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>
Don't know	<input type="checkbox"/>	
Other, please specify:		

Q14. Please use the box below to tell us what you think are the key challenges and priorities for the funding of supported housing in your Local Authority:

Please write in below.

Q15. Please use the box below to tell us what you think are the key challenges and priorities for the development of new supported housing in your Local Authority:

Please write in below.

Q16. Please use the box below to tell us what you think are the key challenges and priorities for future policy in relation to supported housing in your Local Authority:

Please write in below.

Further Research

Q17. As part of this study, the Sheffield Hallam University research team plan to undertake some qualitative research with a range of key stakeholders across local authorities. This might involve a phone call, or a Teams call with one of the research team so that we can gain a more in-depth understanding of the key issues facing your local authority in the provision of supported housing. We are hoping you will be willing to consider taking part in this next stage of the research.

Could you please confirm if you are willing to be contacted again by the research team about the next stage of the research – there will be no obligation to take part.

☐ Yes

☐ No **GO TO END**

Q18. If yes, please confirm your contact details (these details will not be shared beyond the research team or used in reporting):

a) Name:

b) Job title:

c) Email address:

d) Telephone number:

Thank you for your time in completing this survey.