

**Manchester City Council
Report for Resolution**

Report To: Resources and Governance Scrutiny Committee

Date: 7 September 2017

Subject: Annual update on performance in the Revenues and Benefits Unit

Report of: City Treasurer

Summary

This report provides performance data for the 2016/17 financial year for the Council Tax, Benefits and Business Rates Service areas.

This report also provides an update on key areas of work and the welfare reform changes.

Recommendations

Committee is requested to note the contents of the report.

Wards Affected:

The functions and services covered in the report are provided to all wards in the city.

Contact Officers:

Carol Culley E-mail	City Treasurer c.culley@manchester.gov.uk	234 3406
Julie M Price E-mail	Head of Revenues, Benefits and Shared Services j.price2@manchester.gov.uk	953 8202

Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

Council Tax Support Scheme
http://www.manchester.gov.uk/info/500181/council_tax_support

Discretionary Housing Payments Policy
http://www.manchester.gov.uk/info/200008/benefits/1342/discretionary_housing_payments_dhp

Welfare Provision Scheme Policy

http://www.manchester.gov.uk/info/200008/benefits_and_support/6302/apply_for_a_loan_if_you_are_in_financial_crisis

NNDR Areas of Local Discretion Policy

http://www.manchester.gov.uk/info/200012/business_rates/2042/relief_and_exemptions

1. Introduction

The report provides members with the following information.

- i. Annual performance results for the Revenues and Benefits Unit and covers the following areas:
 - Council Tax collection;
 - Benefits administration; and
 - Business Rates collection.
- ii. Performance data in respect of areas of discretionary support including:
 - Discretionary Housing Payments (DHP);
 - Discretionary Council Tax Payment Scheme (DCTPS); and
 - Welfare Provision Scheme, including food poverty grants.
- iii. Summary data on welfare benefit changes including the progress to transfer claims to Universal Credit and those areas of welfare reform administered by the Council, including:
 - Spare room subsidy (bedroom tax); and
 - Household benefit cap
- iv. Key issues affecting the Unit and service areas and details the headline performance targets and objectives for the year ahead.

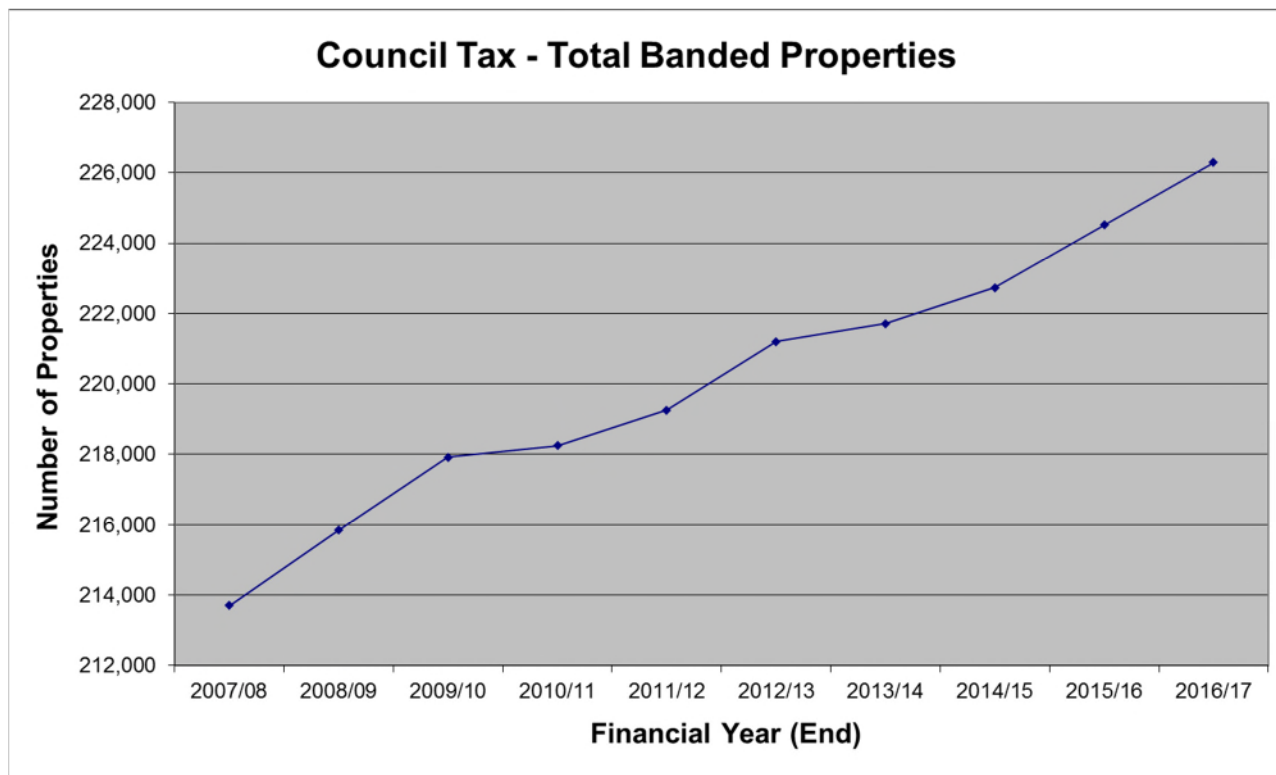
The report also provides additional information as requested by Scrutiny Committee in June 2016 and includes ward deprivation stats as appendix one that provide context and background to the ward based information within the report.

2. Performance in the collection of Council Tax

2.1 Background

Council Tax is essentially a property tax which is levied on the broad capital value of domestic properties. The Valuation Office split all domestic properties into eight bands from A to H, with an amount charged linked to each band. Calculation of the amount payable follows a weighted calculation set by central government. Properties in Band A pay two thirds of the tax levied on Band D properties; those in Band H pay twice the tax levied on Band D.

The number of properties within the city has been increasing annually and has increased from 192,500 in 2000, to 226,299 at the end of March 2017, an increase of 17% in this period. This had risen further to 226,739 by the beginning of August 2017.



58% of the properties in the city are in Band A, with 89% being in Bands A-C (inclusive) and less than 1% (909 properties) are in the top two Bands of G and H. A full breakdown of properties split into Bands and across wards based on August 2017 data is shown as appendix two.

For the 2016/17 financial year, the total banded properties in the city had an associated Council Tax debit of £203.9m. The amount due to be collected was then reduced by the award of £40.1m in Council Tax Support to eligible accounts leaving an amount of £163.8m to be collected. This is an increase in the amount due to be collected for last year of around £9.6m.

2.2 Council Tax Support

Council Tax Support (CTS) is a local means tested support scheme funded by the Council that provides financial support to working age residents towards their Council Tax liability. The Council's scheme provided means tested support towards 85% of the Council Tax that is due.

Government has determined that pensioners must still be assessed for means tested support towards their Council Tax based on 100% of the Council Tax that is due resulting in a more generous scheme for residents of pension age. Of the £40m paid in Council Tax Support during 2016/17, £14.5m, 36% was paid to pensioners and £25.5m, 64% was paid to working age households.

Based on a March 2017 snapshot, 59,035 claimants were receiving some Council Tax Support towards their bill, of which 40,223 (68%) were working age and 18,812 (32%) were classed as pensioner households.

Of the working age households, 31,951 (79%) of these were receiving the maximum amount of Council Tax Support of 85%, leaving them with 15% to pay. Of the pensioner households in receipt of CTS, 13,956 (74%) were receiving maximum benefits of 100% of the Council Tax bill and 4,856 (26%) received partial benefits.

A full breakdown of working age and pensioner households in receipt of Council Tax Support split by ward is included at appendix three.

Residents' benefits will be changing all the time as their circumstances change, this includes coming on and off benefits. Examples of other changes include address changes, family composition and income details and work status. The levels of transience within the caseload and the number of people going on and off benefits, along with the high levels of deprivation in the city make the administration of Council tax Support and the collection of Council Tax challenging and complex.

2.3 2016/17 targets

At the beginning of the year the Council Tax collection targets were to:

- Collect 93% (+0.6% on last year's outturn) of the 2016/17 Council Tax within the financial year;
- In cash terms this equates to £152.3m to be collected in the year (excluding arrears);
- Collect £6.75 million of Council Tax arrears from previous years.

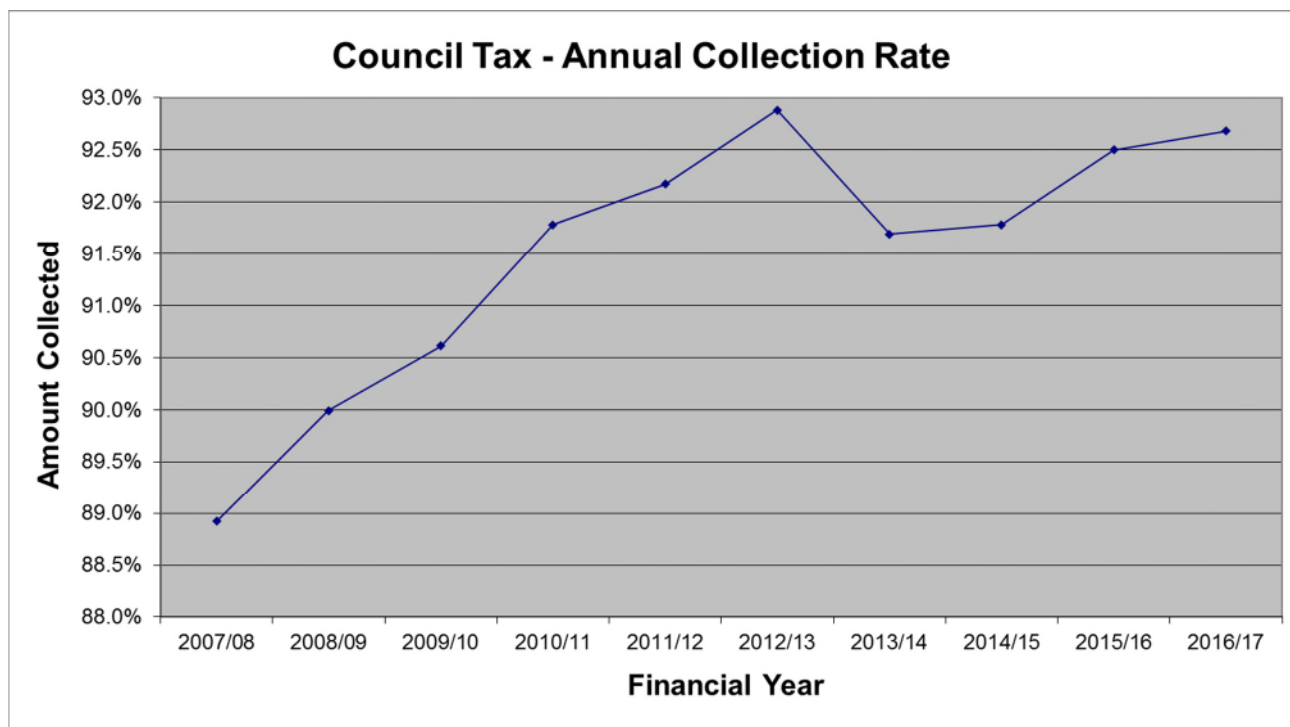
2.4 2016/17 performance results

The Council Tax collection figures for 2016/17 have now been submitted to central government and the national results have been published. The collection rate measures the percentage of Council Tax (after the award of CTS) that was raised and collected in the same financial year (between 1 April and 31 March). The performance indicator does not recognise how generous a council's CTS scheme is, any late property increases or billing changes or any money paid after the end of the financial year.

The end of year performance figures show that £151.8m was collected. This represents 92.7% of the amount due for the year had been collected within the same financial year.

This is below the internal target of 93% that had been set. Although not reaching the target, the result represents a further annual increase of 0.3% when compared with the end of March 2016. This is the second best outturn figure that the Council has achieved, and is just 0.2% below the best figure of 92.9% that was achieved in 2012/13. It should be noted that the 2012/13 result was before working age customers on maximum benefit had to make a payment towards their Council Tax and the Council had approximately 36,000 fewer accounts that had a balance to pay.

Council Tax in year collection performance								
2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
90%	90.9%	92%	92.3%	92.9%	91.7%	91.8%	92.4%	92.7%
+0.9%	+0.9%	+1.1%	+0.3%	+0.6%	-1.2%	+0.1%	+0.6%	+0.3%



The following table below shows the gross collection rate when Council Tax Support is included in the calculation as an income stream against the amount due.

Council Tax in year collection performance (including Council Tax Support as part of the calculation)								
2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
91.8%	92.6%	93.4%	94.4%	94.7%	93.6%	93.5%	93.9%	94%
+1.1%	+0.8%	+0.8%	+1%	+0.3%	-1.1%	-0.1%	+0.4%	+0.1%

2.5 Arrears Collection

Council Tax collection does not stop at the end of the financial year but continues for as long as it is cost effective. In the long term, collection is expected to be around 97%. However, this takes several years to achieve and has to be considered in the context of, where possible maximising current year's collection, and considering what is affordable cognisant of a household's financial circumstances.

Each financial year the Council collects several million pounds in Council Tax arrears from previous years. During 2016/17, the amount collected in arrears was £6.2m against an internal target of £6.7m. Although this is £0.5m below both the target and the 2015/16 result, this is still a positive result when the in-year collection performance is taken into account (less recent arrears to collect) and recognises the Council's proactive and pragmatic approach to Council Tax recovery, especially when collecting money owed from those households that are in receipt of benefits.

Details of arrears collection over several years are as follows:

Amount of Council Tax arrears collected by year
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2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
£4.7m	£5.3m	£5.5m	£4.4m	£5m	£4.2m	£5.9m	£6.7m	£6.2m

2.6 Recovery activity

If Council Tax is not paid, the Council follows a formal recovery process that includes recovery notices and magistrates' court summons and orders. Ultimately, a resident can be made bankrupt or committed to prison.

2.6.1 Recovery action

The table below shows how many summons have been issued and how many accounts were referred to external enforcement agents (previously called bailiffs) for collection.

Council Tax recovery activity- summons								
2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
60,000	61,000	54,000	53,000	50,000	84,800	85,800	63,300	59,000
Council Tax recovery activity- enforcement activity								
2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
41,500	54,000	45,500	35,000	33,600	27,000	26,900	22,000	15,700

Although the Council has improved the current year collection level and has collected more than £6m in arrears, the volumes in terms of accounts being passed to enforcement agents (bailiff recovery) continues to reduce year on year.

The above table shows that there was a significant spike in recovery activity during 2013/14 and 2014/15 as a direct result of the changes to Council Tax Support when more than 36,000 residents on low income had to pay something towards their Council Tax for the first time as well as many others that had to pay more. Given that the Council has taken the decision to further change the CTS scheme for 2017/18, this may have an impact on next year's recovery volumes. This will be reported in future reports.

In recent years the Council has taken a more informed approach to the use of enforcement agents and will not send accounts that are not deemed suitable for collection via this route. For example, where possible, recovery from earnings or benefits are set up as the preferred recovery route, even if it could take some time to clear the debt. The Council has also worked with the Money Advice Trust and has developed and introduced an additional warning letter to encourage residents to get in touch. In the majority of cases an account is sent to the external enforcement agent when we have had no engagement from a debtor and we have no intelligence about them, including either their employer or benefit details.

Where a Council Tax debt is less than £150 when passed to an enforcement agent, the Council has determined that it should not progress to further enforcement activity and the additional costs are therefore limited to the £75 administration fee as covered by legislation.

For the £75 administration fee the enforcement agency will attempt to contact the debtor several times by phone or letter and seek to secure an arrangement. However, they will not visit the property, levy on goods or add further costs. If unsuccessful the debt has to be

returned to the Council where the Council will consider alternative recovery methods where appropriate.

It is of note that the Money Advice Group nationally has commended the Council's approach to enforcement agent activity in relation to vulnerable and benefit claimants.

2.6.2 Attachment of earnings orders

Once a summons has been issued and a Liability Order (LO) has been granted by the magistrates due to Council Tax arrears, as described above, one of the recovery options is to apply to the debtor's employer for deductions to be made from their wages and paid over to the Council. The debtor and the employer are informed of the application at the same time.

Deductions are made based on the level of earnings with the percentage taken increasing as the wages increase. For example, an attachment against someone earning between £740 and £900 a month is made at a rate of 12% and would recover between £89 and £108 a month.

A council can make two attachments at any given time in respect of separate LOs and if there are more than two LOs further attachments can be 'pended' to start once one of the existing attachments have cleared. Employers are allowed to make a charge of £1 per payment to cover their costs.

Deduction rate	Weekly earnings	Monthly earnings
0%	<£75	<£300
3%	£75-£135	£300-£550
5%	£135-£185	£550-£740
7%	£185-£225	£740-£900
12%	£225-£355	£900-£1,420
17%	£355-£505	£1,420-£2,020

Where the salary is more than £505pw/£2,020pcm, the attachment rate is 17% for the first £505/£2,020 and then 50% of the remainder. A second attachment is calculated by removing the amount of the first attachment from the weekly/monthly earnings then applying the deduction rate appropriate to the reduced earnings.

The table below shows a snapshot of the number of live and 'pended' attachment of earning orders and the amount of money owed within those attachments.

	2009/10	2010/11	2011/2	2012/3	2013/4	2014/5	2015/16	2016/17
No. of live attachments	1,484	1,943	1,934	2,459	2,786	3,187	3,563	2,685
Debt owed	£0.58m	£0.8m	£0.79m	£0.93m	£1.02m	£1.29m	£1.366m	£1,034m
No. pending	1,361	1,710	2,094	3,520	4,208	5,326	5,936	5,248
Debt owed	£0.59m	£0.78m	£0.97m	£1.57m	£1.8m	£2.26m	£2.45m	£2,135m

It is not possible to show the amount of money that has been paid over by employers as a separate income stream as this is not separately identified within the system.

Following annual increases in the number of active AEOs for the last four years, in 2016/17 the number of active AEOs has reduced. This is attributable to increased Direct Debit take-up resulting in increased in-year collection and more residents making payment arrangements that are adhered to.

One of the major barriers to recovery is a lack of engagement by some residents that means the level of information held by the Council is limited, thus preventing recovery action by attachment of earning orders. The Council has made representations to central government and has requested access to HMRC data for employer records and also for changes to the Universal Credit rules to allow an attachment of the Tax Credit element of Universal Credit where the claimant is in work and has Council Tax arrears. Although the government consulted on this proposal some time ago, this is not yet in place.

2.6.3 Attachments to Benefits

Another recovery option for the Council, post Liability Order (LO), is to apply to the Department for Work and Pensions (DWP) for deductions to be made from certain benefits the debtor receives and have this money paid direct to the Council to pay off the money owed.

Deductions are at a standard rate (currently £3.70) which is increased annually by around five pence per year. A council can only make one attachment for Council Tax arrears at any given time even if there are debts for several different years. Further attachments can be 'pended' to start once the existing attachment to benefits has cleared.

The table below shows a snapshot of the number of live and 'pended' attachments to benefits and the increasing amount of money covered by those attachments. The cash collected as an attachment to benefits is then included as part of the total collection figure for either current year or arrears.

	2009/10	2010/11	2011/2	2012/3	2013/4	2014/5	2015/16	2016/17
No. of live attachments	5,220	5,251	5,690	6,088	12,169	12,228	10,975	10,687
Debt covered	£1.30m	£1.33m	£1.42m	£1.53m	£1.92m	£2.13m	£1.82m	£1.88m
Cash collected	n/a	n/a	£0.7m	£0.67m	£1.05m	£1.44m	£1.52m	£1.46m
No. of pending attachments	6,602	6,507	7,832	8,152	11,202	16,196	18,858	19,993
Debt covered	£1.92	£2.03m	£2.47m	£2.62m	£3.11m	£4.11m	£4.56m	£4.7m

The significant increase between 2012/13 and 2014/15 stems from the requirement of working age residents in receipt of CTS to make a payment for the first time. Although the number of 'live' attachments stabilised during 2015/16 and 2016/17, this is still almost double the number of attachments that were in place in 2012/13. In addition there

continues to be an increasing number of accounts that are held/pended waiting for an attachment to be in place. Although this is deferring the recovery of money owed to the Council, it is the correct approach as it prevents unnecessary action and escalating costs to the city's poorest households.

There are a number of households in the city in receipt of benefits who do not pay their Council Tax liability each year and as such new debt is stacked as previous years are cleared. This is a particular issue for households in receipt of maximum benefits that have to pay at least 15% of the Council Tax charge but also have an additional charge, for example non dependant deductions. If they do not pay what they owe and the Council is left to pursue the debt by a deduction from benefits, in some cases this will not even cover what would be the regular weekly amount due, with no money towards the arrears. Some residents therefore have an escalating debt position with arrears spanning several years.

There are several reasons why the Council may not be able to attach to benefits:

1. The debtor is already having other deductions made from their benefit due to other debts putting them below the threshold figure.
2. The liable person is not the benefit claimant.
3. The DWP says the customer is not claiming benefits.
4. The benefit that is being claimed is not suitable for deductions. For example, the Council cannot deduct from tax credits.

Over the past few years the council has been in discussion with government about changes to the current approach, including

- To allow attachment benefits without the need for a Liability Order.
- Discussions with DWP aimed at attaching in-work Universal Credit payments (currently called tax credits).

Unfortunately to date this has not been changed.

2.6.4 Council Tax and Universal Credit

Deductions from Universal Credit are subject to different rates and rules. The amount deducted and paid over is variable and is based on 5% of the basic allowance for Universal Credit. For example, this works out at £15.89 per month for a single person aged over 25. There are up to three deductions allowable for different debts and Council Tax is sixth in the priority list behind rent/service charges/mortgage/gas/electricity.

The table below gives the same detail as above in relation to these attachments. The amount collected is included in the overall amount paid over from the DWP as described in the table within paragraph 2.5.3.

	2015/16	2016/17
Number of AOUCs	471	170
Debt covered	£137,000	£46,000
Pending AOUCs	553	1,242
Debt covered	£147,000	£341,000

2.6.5 Committal proceedings

Committal proceedings can only be considered after a debt has been returned uncollected by enforcement agents and where there has been a wilful refusal or culpable neglect by the debtor in not paying Council Tax.

When considering cases for committal officers would consider the following:

- The level of the debt – committal is normally only considered for debts over £1,000.
- Where the resident appears to be employed – benefit claimants are not normally considered for committal.
- Where insolvency is not an option – the resident may be a tenant or there may be no equity in the property.
- Where there is no evidence of vulnerability.

Since April 2015, 187 cases have been considered for committal proceedings of which 44 have been withdrawn because they have absconded or another, easier, recovery method has been identified during the process. The total amount that was owed by these residents was just over £1m and works out an average of more than £5,000 owed by each of them (some will owe a lot more than this, some less).

The table below shows the current position of the 143 cases:

Total level of debt involved	£1,050,000
Arrangements made and being maintained	63
Debt paid in full	13
Total amount paid	£205,000
Arrest Warrants Issued	67
Number imprisoned (including suspended custodial sentences)	6

2.7 Direct Debit activity

Direct Debit is the preferred method of payment for the service and there is a target to increase the number of accounts being paid by Direct Debit by 5% each year. We also have aspirational long term targets to get to a position whereby 60% of those residents who have something to pay, use Direct Debit and we collect 70% of money owed by this route.

The following table shows the number of live Direct Debits over recent years and the percentage of residents who have something to pay that pay by Direct Debit. During 2016/17 there were around 195,200 live Council Tax accounts with a balance to pay, 1,200 more than the year before. 104,500 of these were paid by Direct Debit (53.5%). In financial terms this equated to £104.2m and 63% of the overall amount owed.

Although there has been a year on year increase in the number of residents paying by Direct Debit, the number shown as a percentage of all those residents with a bill to pay is still lower than at the end of 2013/14. This is due to the introduction of CTS, when there was a significant increase in the number of residents that had a bill to pay.

	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Accounts	n/a	n/a	151,000	153,000	187,000	188,000	194,000	195,200
On DD	70,800	73,900	77,900	82,900	89,600	93,500	100,200	104,500
% increase	2.6%	4.4%	5.4%	6.4%	8.1%	4.4%	7.2%	4.3%
% paying by DD	n/a	n/a	51.6%	54.2%	47.9%	49.7%	51.6%	53.5%
Amount by DD	£66.4m	£69.9m	£72.8m	£76.9m	£84.6m	£90m	95.4m	£104.2m

Direct Debit is advertised on all bills, letters and the website. In recent years, the most successful route for sign up to pay by Direct Debit is via the Council's website. In addition, there is also an annual exercise whereby letters explaining the benefits of Direct Debit, along with a mandate are sent to residents who paid their bill in full when they received a summons or went to the enforcement agent and had to pay additional costs.

3. Performance in Benefit administration

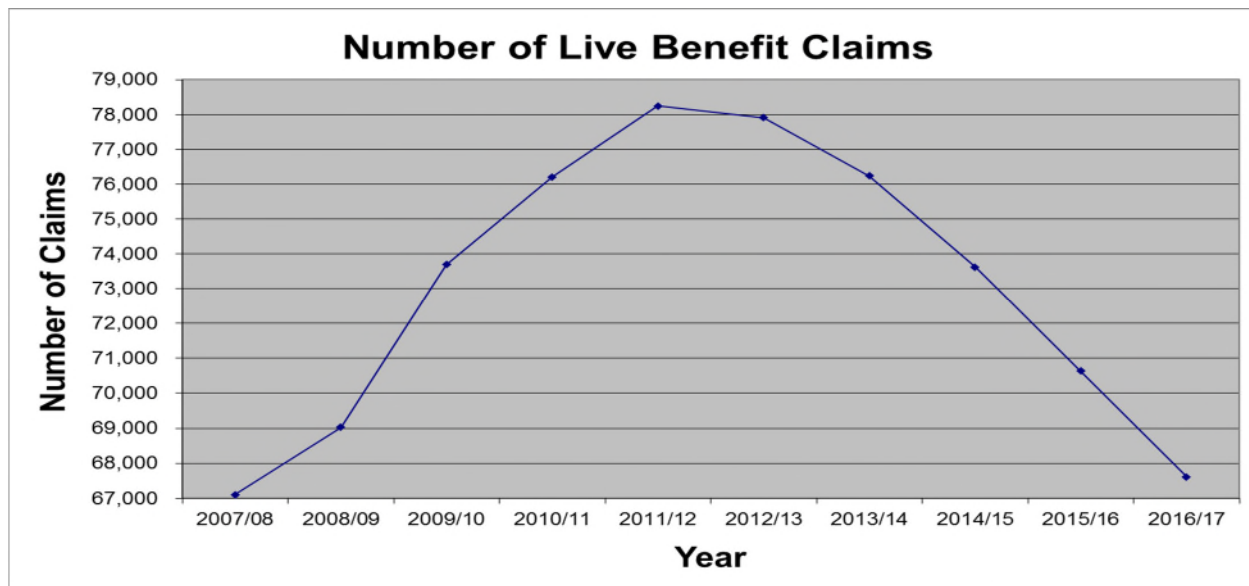
3.1 Background

In March 2017, the Council was paying out benefit to 67,425 households in the city. This includes Housing Benefit and Council Tax Support claims. The Council also supports the assessment of entitlement to free school meals that are captured and processed as part of the main HB and CTS claim form so as to maximise take-up.

The caseload increased from around 67,000 in 2008 to its peak of 78,077 in summer 2012. It maintained a plateau through 2012/13 but has been falling very gradually since April 2013. It is now back to around the same level as it was before the financial crisis in 2008/09 (67,103 at the end of March 2017).

These changes reflect:

- people gaining employment and coming off benefits;
- a drop in CTS claims because all working age people now have to pay at least 15% of their Council Tax; and
- a moderate reduction in HB claims because of the rollout of Universal Credit.
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3.2 Housing Benefit and Local Housing Allowance

Within the overall caseload figures, the March 2017 snapshot of Housing Benefit caseload was 58,096. The private tenant caseload was 15,421 and the social tenant caseload was 42,675.

Our reports on the housing benefit caseload were designed to provide a simple split of figures between under 60 (to represent working age) and over 60 (pension age).

Changes to when people become entitled to their state pension mean that this split is now less accurate in reflecting the working age / pension age split. It is not possible at this time to amend the reports to offer a clearer split of working age / pension age figures.

The over 60 household:

- 3% are where either claimant and/or partner are working and claiming housing benefit
- 32% are claiming housing benefit and live in social landlord tenancies
- 10.9% are claiming support and live in private accommodation

The under 60 household:

- 30% are where either claimant and/or partner are working and claiming housing benefit
- 68% are claiming housing benefit and live in social landlord tenancies
- 32% are claiming support and live in private accommodation

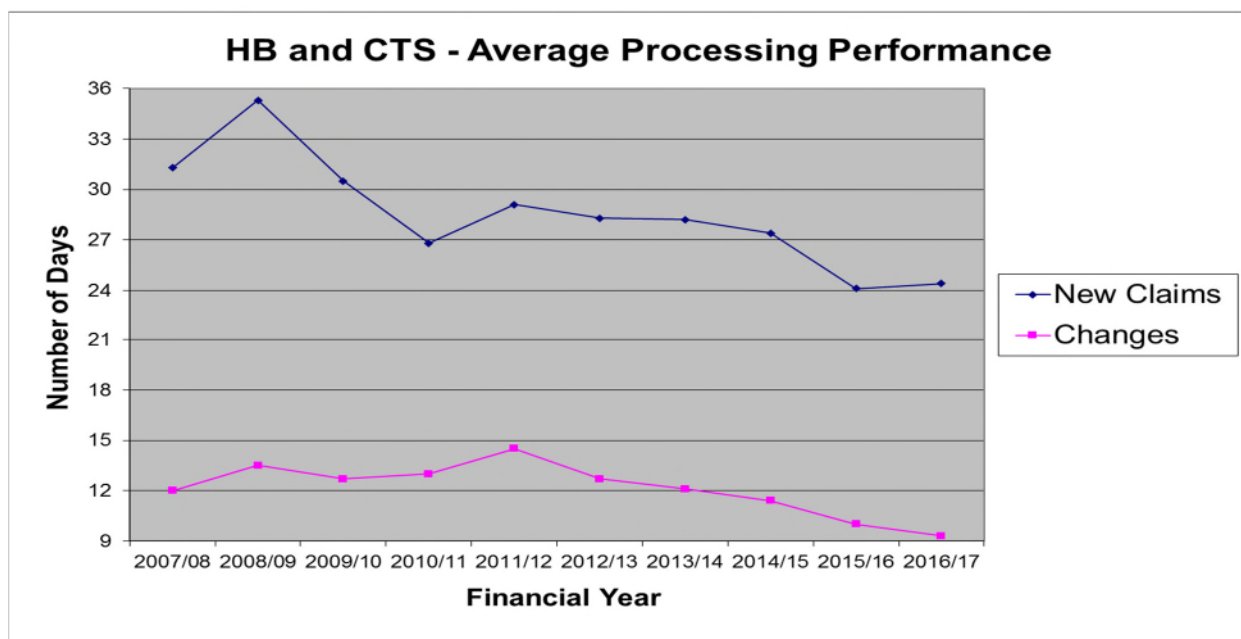
3.3 2016/17 Performance Results

The table below shows headline performance results for housing benefit administration.

The performance target for processing new claims and changes of circumstances counts the overall number of days taken to process a claim, including any claim pended time associated with claim follow up or requests for further evidence. There is also an additional

measure that calculates the percentage of new claims that are processed within 14 days of the Council receiving all the information necessary to process the claim.

	Processing New Claims	New claims in 14 days of getting all info	Changes of circumstances
Target	20 days or less	More than 92%	12 days or less
2016/17	24.4 days	94.6%	9.4 days
2015/16	24.1 days	94.5%	10 days
2014/15	27.4 days	91%	11.4 days
2013/14	28.2 days	90.9%	12.1 days
2012/13	28.4 days	91%	12.7 days
2011/12	29 days	90%	14.5 days
2010/11	26.8 days	91%	12.95 days
2009/10	30.5 days	87.6%	12.7 days
2008/09	35 days	83.8%	13.5 days



Accuracy of claim processing is based on a sampled caseload that is measured for core accuracy expectations set by the DWP. The annual accuracy level for 2016/17 was 98.2% with 98.4% for the first quarter of 2017/18.

These figures show a good level of service and positive outcomes for benefit claimants, landlords and partners. This is especially noteworthy when viewed in the context of ongoing welfare reform, increased fraud and error activity and an increasingly complex caseload.

4. Performance in the collection of Business Rates

4.1 Background

Business Rates are collected from approximately 25,958 business properties in the city (as at the end of March 2017).

For billing purposes a business rates hereditament can be as small as an ATM, parking or advertising space up to the size of an airport or sports stadium. Each hereditament has a separate bill. The Valuation Office Agency work out the rateable value for a property and the Council calculates and collects the amount due by applying a multiplier that is set by central government and other calculations where appropriate.

The collection rate for Business Rates is calculated in the same way as the Council Tax measure. Accounting for Business Rates income is covered separately as part of the Council's budget and financial reporting process.

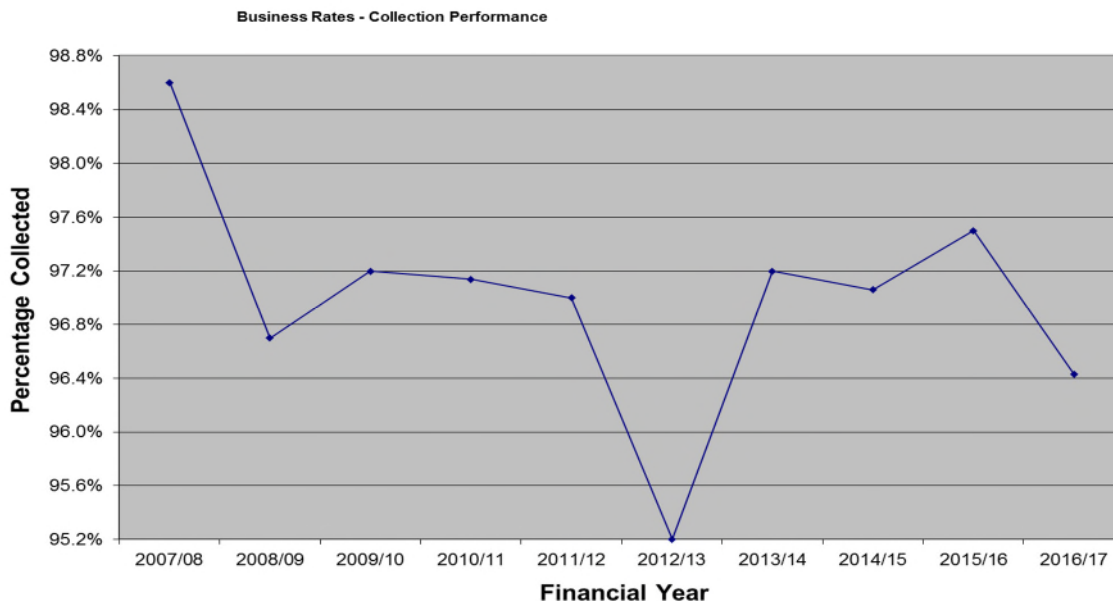
4.2 2016/17 performance results

The amount of Business Rates to be collected within the year, before transitional relief, discounts and exemptions was approximately £410.79m (gross rate debit). After discounts and exemptions the Council had to collect £353.3m (net rate debit) the Council collected £340.64m. This is an increase in the amount of money collected of £5.87m over 2015/16.

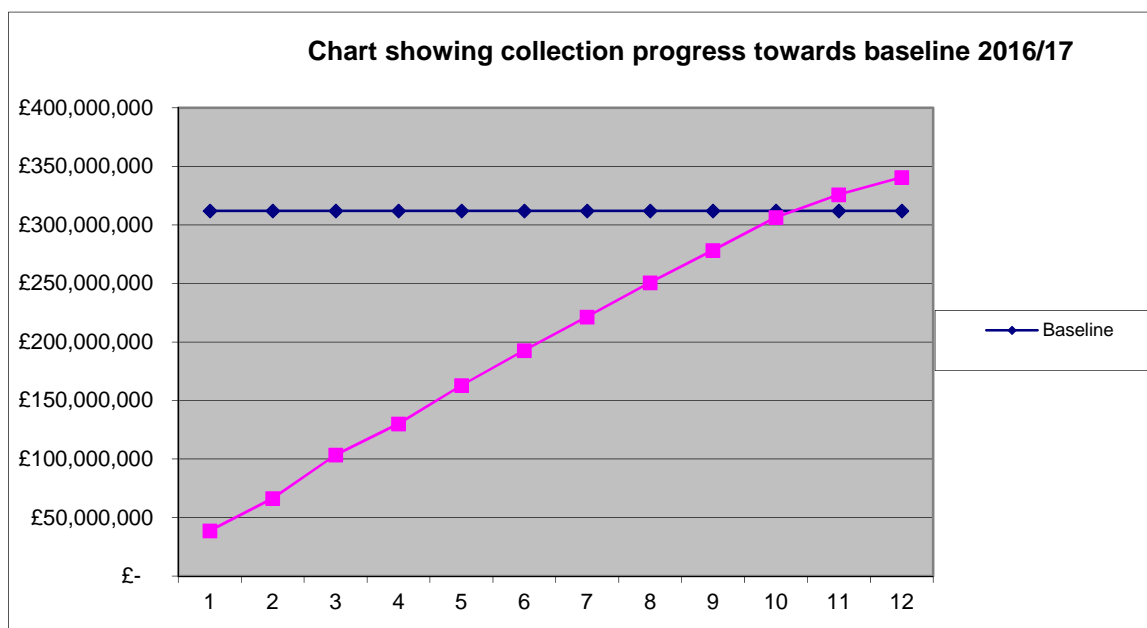
The following table shows the collection performance in Business Rates by measuring the level of debt that was raised and due within the financial year that was actually collected within the financial year. There will inevitably be some carry forward of amounts due as a result of changes and retrospective billing and extended payment plans.

The table and graph shows that at the end of March 2017, 96.43% of the collectable debt had been collected; this is 1.2% less than at the same time last year. Whilst the percentage result is disappointing it did follow the best result in eight years in 2015/16, and took place in a year in which nearly 700 properties were added to the rating list for the city. There was also an ICT issue that affected the printing of recovery notices, this had a direct impact on the recovery timetable in the final two quarters of the financial year.

Business Rates in-year collection performance (Debt raised and collected in the financial year)								
2008/9	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
96.7%	97.2%	97.1%	97%	95.2%	97.2%	97.1%	97.6%	96.43%



For 2016/17 the Council retained 98% of any Business Rates that were collected above the growth baseline of £348,233, The Council would also have to bear 49% of any shortfall if the Council's baseline figure of £312,060,827 is not collected. The chart below plots 2016/17 collection against the Government's baseline figure.



4.3 Business Rates Relief

There are a range of mandatory and discretionary reliefs available to businesses and other organisations. Mandatory reliefs are fully refunded by central government but discretionary reliefs are part funded by the Council. In addition the Council has the power to award local discounts. The government has also encouraged some local discounts by agreeing to refund all the expenditure. These include new build relief, retail relief and reoccupation relief.

The table below details the range of grants available, the amount awarded and the cost of each relief to the Council. For mandatory reliefs and local business rates discounts there are set criteria which the business must comply with. The figures given are for those claims where the criteria are met.

	Number at 31/3/2017	Amount paid for 16/17 (£)	Cost to Council (%)
Mandatory relief awards			
Small Business Rates Relief*	6,022	1.7m	nil
Charitable relief (80%)	782	24.9m	nil
Empty Property Relief	4,507	24.5m	nil
Comm amateur sports clubs (CASCs) (80%)	10	0.1m	nil
Discretionary relief awards			
Charitable relief (20%)	35	0.5m	100%
Comm amateur sports clubs (CASCs) (20%)	nil	nil	100%
Not for profit Orgs	33	3.3m	49%
Hardship relief	1	0.006m	49%
Local Business Rates Discounts			
New build relief (temp – up to Sept 2016)	1	0.07m	nil
Reoccupation Relief	8	0.03m	nil
Local Discounts	nil	nil	100%
Enterprise Zone Relief**	54	1.0m	nil
Total	11,452	56.1m	

*£11.63m SBRR was actually awarded however this is offset by £9.93m collected from other businesses paying the standard multiplier.

**Applicable within Airport City EZ and Greater Manchester Life Sciences EZ.

5. Areas of discretionary spend

The Unit delivers three areas of discretionary policy, spend and budgets:

- Discretionary Housing Payments (DHP) - funded by central government subject to agreed threshold level;
- Discretionary Council Tax Payment Scheme (DCTPS) - Council funded; and
- Welfare Provision Scheme - Council funded.

5.1 Discretionary Housing Payments (DHP)

5.1.1 Background

The Discretionary Housing Payment scheme provides funding to deal with anomalies and hardship in situations where normal Housing Benefit does not cover all the rent. To qualify for some consideration for assistance under this scheme the resident must already qualify for some Housing Benefit or the Housing Element of Universal Credit.

From April 2013 the government provided extra funding to ease the introduction of the household benefit cap but also to meet *continuing* and unavoidable needs resulting from the application of size criteria in the social rented sector rather than catering for these in the Housing Benefit scheme itself.

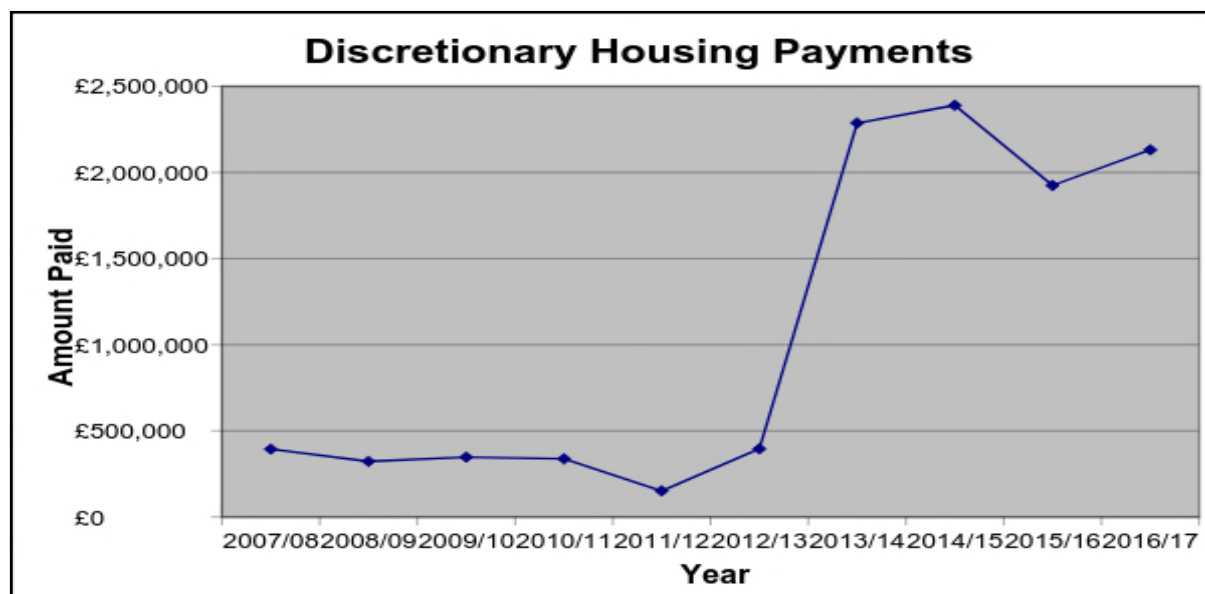
The government provides councils with a grant amount up to an agreed threshold and any money not spent in the year to which it relates is returned to government as unspent. The Council is able to fund above this amount up to a further threshold but this is funded from the Council's budget.

5.1.2 Spend against budget and award summary

Year	Government contribution	Amount spent	Number of awards made	Cost to Council	Amount returned to government
2016/17	£2,097,016	£2,131,683	5,104	£34,667	£0
2015/16	£1,874,257	£1,901,789	6,564	£27,532	£0
2014/15	£2,356,068	£2,390,249	6,581	£34,181	£0
2013/14	*£2,222,105	£2,287,046	7,261	£64,941	£0

In 2016/17, the Council provided 5,104 awards and spent £2,131,016. This was £34,000 above the amount funded by DWP. In budget terms, this was provided for by an underspend on the Welfare Provision Scheme budget (see section 5.3).

This graph illustrates the increase in Discretionary Housing Payments since April 2013.



Within the financial year, decisions were made on 3,823 cases and 2,430 were paid. 1,964 of these were under occupancy cases, of which 1,290 were paid. 409 were benefit cap cases, of which 351 were paid.

Counts of cases and awards can be confusing; some claimants receive more than one award, sometimes for different reasons. The table above shows awards as counted for the annual return to DWP and includes previous year awards continuing into the current year; these are excluded from the decision counts in the preceding paragraph. Figures in 5.1.3 and 5.1.4 are for claimants regardless of the number of awards they received.

5.1.3 Breakdown of awards by tenure type

The following table shows an analysis of claimants with awards by tenure type of the resident. It should be noted that the total figure will differ from the one above because this is based on award rather than spend against budget. Some of the amount analysed won't have been paid out until April 2017 and the 2016/17 spend will also include a significant amount paid retrospectively for 2015/16.

Appendix four provides a full breakdown of awards by ward and tenure type. The following summary analyses awards for periods in 2016/17 rather than amounts paid in that year and therefore differs slightly from expenditure in year.

Council Tenants	840	£538,959.70
All registered providers	2,307	£990,241.41
Private landlords	775	£411,148.16
All cases	3,922	£1,940,349.27

5.1.4 Breakdown of awards by reason

The following table shows the reason for DHP, the numbers of claimants paid and the percentage of the spend in each category for the past four years.

Reason for DHP	Cases	% of spend	Cases	% of spend	Cases	% of spend	Cases	% of spend
	2013/14		2014/15		2015/16		2016/17	
Baby due	73	1.10%	71	0.90%	69	1.00%	31	0.45%
Benefit Cap	236	16.60%	279	15.80%	187	9.80%	387	21.05%
Change of address	2	0.00%	2	0%	1	0.00%	1	0.01%
Comb. of reforms	14	0.50%	9	0.10%	10	0.20%	5	0.20%
Disability - general	65	1.40%	55	0.90%	137	2.30%	135	3.07%
Income tapers	58	1.10%	115	2.00%	298	7.20%	411	12.38%
LHA reforms - single under 35 rate	118	2.80%	31	0.80%	13	0.30%	5	0.29%
LHA Rent restrictions	132	2.70%	203	4.20%	274	5.10%	247	7.15%
Non-dependent deduction	13	0.30%	17	0.20%	41	1.20%	36	0.64%
Other	247	5.60%	238	3.20%	123	2.00%	68	2.42%
Rent deposit	1	0.00%	13	0.30%	13	0.50%	22	1.00%
Rent in advance					2	0.00%	2	0.07%

Rent on two homes	1	0.00%					0	0.01%
Social sector size criteria categories								
adaptations	386	8.40%	385	8.30%	367	6.30%	251	7.78%
disability	393	7.90%	386	6.80%	249	4.30%	164	4.09%
fostering	20	0.50%	20	0.40%	20	0.50%	15	0.55%
short term	778	13.90%	815	11.60%	1186	19.20%	1,018	18.59%
other	1,479	34.1%	2,192	36.8%	1831	27.4%	575	11.89%
Total social sector size criteria	3,056	64.8%	3,798	63.9%	3,653	57.7%	2,023	42.9%
Work-related expenses	244	3.00%			1,011	12.6%	549	8.36%
All awards within period	4,256		5,458		5,832		3,922	

The section described as other within the social sector size criteria category covers short and longer term awards based on individual needs and circumstances including residents who need to stay where they are due to care and family commitments, access to children, access to work or education, health issues, ability to move and re-settle and bereavement. The Council also looks to protect tenancies and decision making is cognisant of changes in the near future that would negate the impact of the size criteria, for example children moving over the age threshold, pregnancy and residents becoming over the age where the size criteria applies.

Within the four year period there have been changes in the volumes of support offered within the groups and some of the reasons for the changes include:

- More information about residents' details becoming available e.g. disability requirements resulting in additional support being offered.
- More people working but on a low income (income tapers) where additional support is provided to low income working households.
- Phased support for some of the original benefit cap cohort where support was provided on a time limited or phased basis where appropriate to aid the transition.
- Most recently, the extension of the Benefit Cap.

5.2 Discretionary Council Tax Payment Scheme (DCTPS)

5.2.1 Background

The Discretionary Council Tax Payment Scheme provides support in cases of exceptional hardship. Awards of Discretionary Council Tax Payments focus on anomalous and complex situations and on enabling people to deal with short term financial crises that mean they are unable to pay their Council Tax. Awards are normally for defined periods following which the resident will be required to resume their normal instalments.

The Council's policy expects that payments are made in unusual or extreme circumstances, where additional help with current Council Tax will have a significant effect in alleviating hardship or alleviating difficulties that may be experienced in the transition from long term benefit dependence into work. Claims can be made alongside requests for

Discretionary Housing Payments if the resident is in receipt of Housing Benefit, or as a stand-alone claim.

5.2.2 Spend against budget

The following table shows a breakdown of awards

Number of applications	Number paid	Number paid to current year	Number paid to arrears	Paid to current year and arrears
175	25	12	2	11

Within appendix five there are some real examples of payments made to residents from this scheme.

5.3 Welfare Provision Scheme.

5.3.1 Background

The Council's Welfare Provision Scheme has been operational since 2 April 2013. The new scheme replaced the DWP's Community Care Grant scheme and Crisis Loan scheme that were abolished at the end of March 2013.

The Council's scheme was set up and agreed with the intention that it would be reviewed as take up, impact and resident reaction was monitored and evaluated and to take into account funding levels agreed by government (specific funding was only provided for two years, 2013/14 and 2014/15).

From 2015/16 the government does not provide any specific grant to fund this activity and state that this is included as part of the Council's overall grant funding. Although not required by law to do so, the Council has continued to provide a scheme from Council resources.

5.3.2 Purpose and objectives of the Council's WPS Scheme

The Council will provide financial support in the form of grants to Manchester residents who are suffering financial hardship and:

- Have been subject to an emergency or disaster situation, and are at the point of crisis; or
- Have had to move home due to fear of violence, significant health or care needs or as a result of an emergency or disaster, or as part of a supported or emergency rehousing, and their previous furniture is no longer available; or
- Need additional furniture or equipment to enable them to stay within their current home and maintain independent living; or
- Are in a specific vulnerable group and are in extreme fuel poverty in that they are unable to afford immediate heating costs during the winter months or have been disconnected.

The Council will also provide support to residents moving into work but who remain on a low income with the provision of a grant to assist with public transport costs for the first month of employment.

The objectives of the Welfare Provision Scheme are to:

- Support Manchester residents who are vulnerable with their immediate hardship needs, enabling them to live an independent life and to complement (but not replace) other specialist care support provided by the Council;
- Prevent short term, exceptional hardship following a crisis or emergency;
- Prevent homelessness;
- Keep families together;
- Support people to live independently in their own home;
- Encourage and facilitate people to return to work whenever possible;
- Help to alleviate debt and encourage better money management;
- Help those who are trying to help themselves;
- Help people through personal crises and unforeseeable events; and
- Reduce benefit dependency where possible.

5.3.3 Scheme Budget and spend

The following table shows the budget and spend to date against this scheme. Money unspent in earlier years (2013/14 and 2014/15) was used to fund the ongoing scheme and admin costs.

Funding / Year	2013/14	2014/15	2015/16	2016/17
Scheme Budget	£2,721,885	£2,721,885	£500,000	£500,000
Amount Spent	£1,300,000	£2,080,000	£392,232	£466,039 ¹

The underspend of £34,000 against the £500,000 budget has been used to fund the overspend on the Discretionary Housing Payments budget (see section 5.1).

5.3.4 Scheme eligibility

Eligibility is tested through three qualifying stages:

1. First Stage – which determines whether residents are eligible based on age, income and residency criteria;
2. Second Stage – which determines whether residents are eligible based on their needs and circumstances criteria;
3. Third Stage – which determines whether residents are eligible based on any further exceptions or exclusions criteria.

5.3.5 Grant details

The Welfare Provision Scheme offers support to residents accessing the scheme in the form of grants to provide the following:

- Re-housing and resettlement support – Provision of minimum essential furniture items. In most cases this will be limited to the provision of beds (or cot), bedding and linen packs, cooker/microwave, fridge/freezer and kitchen starter pack. In some cases (where health or family circumstances require) the Council will consider the additional provision of a washing machine.
(A maximum of 1 award per tenancy over a rolling 3 year period); or

¹ Includes the £96k grant awarded to the 32 Manchester Wards as part of the Food Poverty Scheme
Item 5 – Page 22

- Support to stay within their home – provision of essential furniture or equipment items; (A maximum of 1 award per tenancy over a rolling 3 year period); or
- Immediate response to severe fuel poverty – a cash grant of up to £49 that is used to top up the resident’s fuel card or utility account. (A maximum of one award per individual over a rolling 12-month period although decisions will be based on individual circumstances and presenting need);
- Support following a crisis or emergency – a cash grant of up to £60. (A maximum of one award per individual over a rolling 12-month period although decisions will be based on individual circumstances and presenting need); or
- Travel expenses – a cash grant to support the purchase of a bus/travel pass for the first four weeks of employment.

Depending upon needs and circumstances, it may be possible for a resident to receive more than one type of support.

5.3.6 2016/17 awards

The tables below show the number of applications, approval rate and awards made by presented reason for support.

Number of Applications	Approved	Declined	Percentage Approved
3,717	1,544	2,173	42%

Reason for application approval	Number Approved	Value of Awards
Moving Home/Resettlement	881	£319,615
Other Reason	530	£44,642
Disaster	98	£4,089
Providing Care for Others	34	£1,663
Travel	1	£30
Total	1,544	£370,039

Further detail on the ward and demographic breakdown of awards is shown at appendix six. Appendix seven provides some real case studies of real residents in the city that have received support from this scheme in the last financial year.

In summary, of the 1,544 approved applications 885 (57%) were paid to people with no children in the household and 301 (19%) were paid to people under the age of 25.

Of the money paid out, £172,552 (47%) was paid to people with no children in the household and £78,037 (21%) was paid to people under the age of 25. £86,185 (23%) was paid to households with one child and £111,301 (30%) paid to households with two or more children.

The following table shows spend across the grant/goods description.

Goods type	Value of Grants approved
White Goods	£379,885
Beds	£190,712

Bedding	£104,200
Cash Grants	£105,350
Utilities	£65,513
Travel	£3,120
Furniture ²	£452
Total	£849,233

5.3.6 Declined requests

To be able to manage this finite budget, officers have to carefully appraise awards mindful of the scheme's purpose, eligibility criteria and objectives. All cases are considered on their own merits with officers having discretion to support anomalous situations.

The WPS team take care to avoid making payments where there is an alternative and more suitable source of support and will often refer to other agencies or other parts of the Council. This includes the DWP for households affected by benefit sanctions or the Council's No Recourse to Public Funds (NRPF) team for people or families who are not entitled to mainstream welfare benefits due to their immigration status.

5.3.7 2016/17 Processing Times

88.5% of applications were assessed and completed with a decision communicated to the applicant within one working day. 99.6% of applications were processed in seven working days.

5.3.8 Food poverty support

In 2016/17, the Council awarded £96,000 in small grants to organisations who work to reduce food poverty in the city. £3,000 was set aside for each of the 32 wards in the city and nominations were made by ward councillors.

In total, 60 applications were received to the value of £96,000.

Details of all the organisations that received funding are provided in appendix eight.

6. Welfare reform agenda and Housing Benefit administration

6.1.1 Under occupation in the social sector (aka bedroom tax)

From April 2013, Housing Benefit for council tenants and housing association tenants of working age is reduced if they are considered to have more bedrooms than they need. The use of size criteria for under occupation is widely known as "the bedroom tax" though it is a reduction of benefit rather than a tax that a bill is issued for.

When it was introduced in April 2013 there were 13,177 cases identified. At the end of March 2017 the figure stood at 7,727.

² Carpet for properties. Only awarded for resettlements due to Welfare Reform
Item 5 – Page 24

The following table shows the numbers of households affected over the course of the 2014/15, 2015/16 and the 2016/17 financial years, the financial impact and the number of affected households that have received some Discretionary Housing Payments.

2016/17	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	6,712	6,537	6,288	6,162
Cases with reduction for two or more spare bedrooms	1,634	1,603	1,548	1,565
All cases affected	8,346	8,140	7,836	7,727
Average reduction	£14.19	£14.21	£14.22	£14.26
Cases with DHP	1,194	1,112	1,016	1,018
2015/16	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	7,424	7,215	6,939	6,862
Cases with reduction for two or more spare bedrooms	1,799	1,719	1,690	1,665
All cases affected	9,223	8,934	8,629	8,527
Average reduction	£14.22	£14.23	£14.29	£14.29
Cases with DHP	1,119	1,215	1,273	1,321
2014/15	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	8,201	8,056	7,783	7,624
Cases with reduction for two or more spare bedrooms	2,015	1,983	1,939	1,866
All cases affected	10,216	10,039	9,721	9,490
Average reduction	£13.91pw	£13.94pw	£13.98pw	£13.96pw
Cases with DHP	2,103	1,752	1,699	1,691

The continuing reduction in the number of cases affected is believed to reflect a combination of people moving to smaller social landlord properties including mutual exchanges and home swaps and to a lesser extent moving to private rented accommodation in conjunction with a decline in the caseload as more people find work. Further information is attached at appendix nine and ten, this provides detail of the split across landlord and tenure types by reduction type and where DHP has been awarded.

6.1.2 Changes to the under occupation regulations in April 2017

The government announced certain exemptions from the under occupation rules from April 2017. Couples who are unable to share a bedroom due to health problems are now entitled to a bedroom each. Also families who have someone who stays overnight to provide care for one of their children or a non-dependant are now entitled to a bedroom for

that carer. Unfortunately, identifying customers who may be entitled to an extra room since April 2017 is not straightforward. There are plans to attempt to identify people later on this year.

6.2 Benefit Cap

6.2.1 Benefit Cap from summer 2013

From summer 2013, Housing Benefit for some tenants of working age (those claiming out of work benefits as opposed to in work benefits) was reduced if their total income from DWP means-tested benefits, HMRC tax credits and Housing Benefit was more than £500 a week (£350 for single people without children). The benefit cap was first introduced in Manchester across August and September 2013 with a total of 343 cases identified. By the middle of 2016 the number of cases capped had fallen to 242 with an average reduction in Housing Benefit of £59.83 a week. Of the 242 affected households 40 were receiving Discretionary Housing Payments to support the financial shortfall.

6.2.2 Benefit cap autumn 2016

From 7 November 2016, the benefit cap was further extended. The maximum amount a household can receive in income on certain out of work benefits was reduced from the previous £26,000 for couples and lone parents and £18,200 for singles, to £20,000 for couples and lone parents and £13,400 for singles (outside Greater London) but there was a new exemption for carers. These changes were applied immediately to those already capped, reducing the number affected to 186 but increasing their average loss to £121.88 a week then rolled out to new cases (in other words those with income below the previous higher cap level) in January 2017. The initial impact is included in the tables above. The average weekly loss for all cases was £63.63.

This has meant a further cut in the amount of Benefits for these residents. By the end of March a significant proportion of those newly affected had been awarded Discretionary Housing Payment but with considerable potential for more awards. By the end of the first quarter of 2017/18, the proportion with an award of Discretionary Housing Payment had increased to 34.3%.

Further information is attached at appendix eleven, this provides detail of the split across ward and tenure types and where DHP is in payment.

The following table shows the numbers of households affected and associated DHP awards. The changes in DHP represents the time limited nature of some of the awards and the transience of the caseload. It also shows the impact of the autumn 2016 benefit cap (see paragraph 6.2.2) on Manchester residents.

Date	Cases capped	Average weekly reduction	Number with DHP
March 2017	938	£63.63	297
December 2016	186	£121.88	98
September 2016	242	£59.83	40
June 2016	252	£59.33	34

March 2016	253	£57.87	38
December 2015	249	£56.36	42
September 2015	274	£54.91	55
June 2015	265	£58.14	40
March 2015	266	£55.04	70
December 2014	291	£56.09	59
September 2014	296	£60.86	116
June 2014	347	£66.07	89
March 2014	319	£60.08	184
December 2013	340	£62.30	175
September 2013	294	£65.89	157

This table shows the 938 affected households by tenure type and the percentage of these households within the tenure type that are receiving DHP payments. Figures for twelve months previously are shown in brackets for comparison

Tenure	No DHP	DHP	All cases	% on DHP
Council	66 (21)	33 (3)	99 (24)	33.3% (12.5%)
Hostel	66 (6)	30 (9)	96 (15)	31.3% (60.0%)
Private	293 (100)	136 (16)	429 (116)	31.7% (13.8%)
RSL	216 (88)	98 (10)	314 (98)	31.2% (10.2%)
All	641 (215)	297 (38)	938 (253)	31.7% (15.0%)

6.2.3 Potential changes to the benefit cap

In June 2017 a judicial review found that the benefit cap legislation was unlawful in relation to its application to people with children under 2 years old. The Department for Work and Pensions announced plans to appeal this decision. At the moment, people with children under 2 years old remain subject to the benefit cap but this may change in the future.

6.3 Transfer to Universal Credit

Universal Credit (UC) was introduced incrementally across Job Centres in Manchester from 22 September 2014 with the roll out completed by December 2014. Single people, couples and families are all included but only for new claims.

The DWP have advised that they plan to roll out UC digital 'full service' across Manchester between October 2017 and May 2018. This will apply to all new working age claims for most benefits. Current working age HB claims are not affected by this and will be picked up in a later and yet to be confirmed process.

The main migration to Universal Credit is now expected to be substantially complete by 2022 (originally 2017). Housing Benefit for the elderly and for people in exempt accommodation will remain in place for the foreseeable future. Future developments will

need managing carefully to ensure necessary levels of resources are kept during a lengthy transitional period.

The move to Universal Credit will have a significant impact on Council Tax recovery. The main issue is that any housing costs are paid as part of the UC award and any financial help towards Council Tax now has to be claimed as a separate claim from the Council. Unfortunately some residents are not claiming what they should and extra resources are being put into supporting residents in receipt of UC to ensure that they make their claim for Council Tax Support with the Council. In addition although housing costs are included within the UC award, those residents requesting additional discretionary support are still directed to the Council's DHP scheme and responsibility for discretionary support for these cases is maintained by the Council.

A further significant issue is that many residents still contact the Council and local members in respect of queries with sanctions, delays and housing costs. Unfortunately the Council is no longer able to respond to these enquiries as the data and claim details are no longer held by the Council.

7. 2017/18 activity, changes and performance targets

7.1 Performance Targets

The 2017/18 headline performance indicators are to:

- Collect 93% of the current year's Council Tax.
- Collect £6 million of Council Tax due from previous years.
- Process new benefit claims within 20 days, process changes of circumstance within 12 days and maintain accuracy levels at around 99%.
- Collect 97.5 % of the 2016/17 Business Rates within the financial year.

There will be detailed service specific, performance and customer service targets that support these objectives and these will be reported quarterly to the City Treasurer and Executive Member for Finance

7.2 Changes to Council Tax Support

The main challenge during 2017/18 will be to maintain Council Tax collection levels and provide appropriate advice and support to residents. Recent changes mean that all working age residents have more Council Tax to pay. All working age residents in receipt of Council Tax Support now have to pay at least 17.5% of their Council Tax.

7.3 Changes to Business Rates Discounts

The service will ensure that the following new Business Rates discounts are administered and where there is a specific government grant, that this is administered effectively to ensure maximum impact to Manchester communities. These include:

- Relief for Local Newspapers
- Supporting Small Business Relief Scheme
- Pubs Relief Scheme
- Business Rates Relief Scheme (revaluation).

7.4 Discretionary Support

A key objective of the service is to manage discretionary funds that can be accessed by residents in the most effective way. For 2017/18, the following funding has been available to support discretionary schemes.

	2014/15	2015/16	2016/17	2017/18
Discretionary Housing Payments (funded by central government)	£2,356,068	£1,874,257	£2,097,016	£2,557,484
Welfare Provision Scheme (funded by the Council)	£2,721,885	£500,000	£500,000	£500,000

The further increase in DHP is a result of additional central government funding so that the Council is able to provide additional discretionary support to those households affected by the benefit cap (see paragraph 6.2).

The Council also considers discretionary support towards Council Tax although there is not a specific budget set aside for this activity. Cases are be considered on their own merits in accordance with the Council's policy document and funded from the collection fund.

7.5 Changes to Temporary Accommodation and Supported Accommodation Funding

7.5.1 Temporary accommodation

In April 2017 the funding framework for Temporary Accommodation (bed and breakfast / short-stay) changed with the removal of the £60 management fee that previously applied. The Department for Communities and Local Government (DCLG) has replacing the management fee funding with the Flexible Homeless Support Grant which is intended to enable councils to cover the shortfall. Manchester received £1.135m. This will cause an estimated £1.55m subsidy shortfall. Benefits staff are working with colleagues in Housing, Commissioning, and Finance in order to establish clear understanding of the risks and issues and to develop an appropriate strategy.

7.5.2 Supported Housing

In April 2019 the DWP intend to introduce significant changes to the funding of Supported Housing (vulnerable adults / older people) using Local Housing Allowance rates as the limit at which HB or the housing element of UC will be paid. This will cause an estimated £8.1m reduction in the HB paid for Supported Housing accommodation. Benefits staff are working with colleagues in Housing, Commissioning, and Finance in order to establish clear understanding of the risks and issues and to develop an appropriate strategy.

7.6 Fraud and Error Initiatives

The DWP notified Councils in March that they were ending the Fraud and Error Incentive Scheme (FERIS) and replacing it with the Right Benefit Initiative (RBI). The Benefits Service has received £203,786 to deliver the required DWP outcomes for RBI in 2017/18. There are no incentive payments on top of this funding. The target number of cases the Benefits Service is required to process to meet RBI requirements is 1,121 per month or around 13,500 in the year. This work equates to five FTE Benefit Officers.

8. Conclusions

The overall outturn in respect of key performance indicators during the 2016/17 financial year across all areas of Revenues and Benefits has been broadly positive and has generally maintained standards set in 2015/16. Cash collection and income maximisation was positive with an additional £15.2m collected in cash across Council Tax and Business Rates based on 2015/16 total cash received.

There was continued positive performance in all areas of discretionary activity, including locally managed budgets intended to support Manchester's most vulnerable households whilst supporting the Council's objectives, vision and values.

Carol Culley
City Treasurer

Appendix One

Deprivation comparisons at Ward Level

The Indices of Deprivation (IMD) are calculated by the Department for Communities and Local Government every 4-5 years. The most recent release was in 2015. It is important to note that these statistics are a measure of relative deprivation, not affluence, and to recognise that not every person in a highly deprived area will themselves be deprived and vice versa.

The indices are based on 37 different indicators across a range of themes including income, employment, health, skills, education, crime and access to housing. This is used to derive an overall measure of multiple deprivation experienced by people living in a neighbourhood relative to that of other areas. The higher the score, the greater the level of deprivation.

Note that the data is aggregated up from Neighbourhood level data, and in several wards such as Hulme, Cheetham there are varying degrees of deprivation. The average scores nevertheless provide a comparison between wards to put revenue collection and benefit take-up into local context.

Ward	Average Scores		Total Deprivation Score
	Deprivation Affecting Older People	Deprivation Affecting Children and Young People	
Ancoats & Clayton	0.46	0.50	50.59
Ardwick	0.59	0.41	46.21
Baguley	0.34	0.35	47.21
Bradford	0.46	0.42	52.05
Brooklands	0.28	0.27	32.98
Burnage	0.34	0.31	37.89
Charlestown	0.35	0.40	49.29
Cheetham	0.56	0.35	44.57
Chorlton	0.25	0.08	17.86
Chorlton Park	0.32	0.26	30.45
City Centre	0.49	0.09	26.24
Crumpsall	0.36	0.27	42.48
Didsbury East	0.16	0.09	15.89
Didsbury West	0.20	0.08	15.63
Fallowfield	0.43	0.34	35.36
Gorton North	0.35	0.37	51.65
Gorton South	0.38	0.35	47.27
Harpurhey	0.40	0.48	61.00
Higher Blackley	0.34	0.40	47.54
Hulme	0.59	0.41	34.39
Levenshulme	0.31	0.23	31.65
Longsight	0.56	0.30	43.43
Miles Platting & Newton Heath	0.38	0.47	63.06
Moss Side	0.56	0.49	50.38
Moston	0.22	0.35	36.40
Northenden	0.30	0.37	43.50
Old Moat	0.37	0.37	34.75
Rusholme	0.51	0.33	37.81
Sharston	0.36	0.38	48.32
Whalley Range	0.34	0.19	30.00
Withington	0.31	0.23	24.03
Woodhouse Park	0.37	0.39	49.65

Appendix two

Council Tax - number of properties by ward and band (August 2017 data)

	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H	Total
Ancoats and Clayton	5,190	1,140	1,879	1,433	240	42	4		9,928
Ardwick	5,757	1,548	545	70	31	4	8	4	7,967
Baguley	5,037	800	589	196	84	34	2	2	6,744
Bradford	4,758	1,957	1,690	250	40	2	1		8,698
Brooklands	3,285	1,566	866	559	257	73	32		6,638
Burnage	3,825	583	1,426	106	13	1		1	5,955
City Centre	1,356	946	2,443	3,645	1,666	501	131	31	10,719
Chorlton	1,471	1,970	1,933	478	317	44	8	1	6,222
Charlestown	4,934	1,160	424	221	24	1	3		6,767
Chorlton Park	3,245	1,127	1,477	707	378	98	33	2	7,067
Crumpsall	4,307	1,705	828	221	51	13	11	3	7,139
Cheetham	5,687	1,457	853	987	93	6	5	1	9,089
Didsbury East	1,026	587	2,435	1,217	282	288	179	4	6,018
Didsbury West	1,730	1,181	1,070	1,105	553	534	279	14	6,466
Fallowfield	3,027	717	706	426	81	15	8	10	4,990
Gorton North	6,286	1,169	108	27	10	1	3	1	7,605
Gorton South	6,910	1,005	385	13	9	1			8,323
Harpurhey	7,142	1,071	181	34	15	2	1	2	8,448
Higher Blackley	4,894	941	535	147	38	13	4	2	6,574
Hulme	4,381	2,068	1,231	607	228	29	26	3	8,573
Levenshulme	2,606	1,427	1,621	150	53	8	2		5,867
Longsight	3,792	1,441	386	30	7	5	1	1	5,663
Miles Platting & Newton Heath	6,359	694	243	30	12	2	5	1	7,346
Moston	3,715	1,907	931	104	28	2	1	1	6,689
Moss Side	6,634	1,061	354	79	50				8,178
Northenden	3,523	1,426	1,179	345	173	102	13		6,761
Old Moat	3,188	867	1,013	525	114	29	5	3	5,744
Rusholme	3,115	587	747	244	53	66	4	8	4,824
Sharston	4,885	1,251	716	342	107	10		2	7,313
Woodhouse Park	5,363	905	113	92	37	11	15	3	6,539
Whalley Range	3,101	1,073	1,463	747	184	45	18	2	6,633
Withington	1,508	1,297	1,864	277	260	41	5		5,252
Total	132,037	38,634	32,234	15,414	5,488	2,023	807	102	226,739

Appendix three – Council Tax Support data by ward and claimant
Table one: Working age claimants at 31/03/17 by ward and band

Ward	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Total
Ancoats And Clayton	1,321	66	39	15				1,441
Ardwick	1,398	163	43	6				1,610
Baguley	1,255	71	19	12	1			1,358
Bradford	1,397	268	56	10	1			1,732
Brooklands	808	145	34	11	3	1		1,002
Burnage	1,008	50	116	7	1			1,182
Charlestown	1,335	92	31	23	1			1,482
Cheetham	1,629	333	103	14	1			2,080
Chorlton	162	80	54	10				306
Chorlton Park	750	66	35	9	3	1	1	865
City Centre	66	41	20	15	9			151
Crumpsall	1,115	276	111	23				1,525
Didsbury East	196	46	67	19		1		329
Didsbury West	178	51	34	13	1			277
Fallowfield	747	86	33	22	8	1		897
Gorton North	1,735	170	16	1				1,922
Gorton South	1,856	160	45	1	1			2,063
Harpurhey	2,334	173	14	4	1			2,526
Higher Blackley	1,242	92	37	7	2			1,380
Hulme	1,172	178	27	3				1,380
Levenshulme	552	143	101	7	4	1		808
Longsight	1,045	229	62		2			1,338
Miles Platting And Newton Heath	1,905	84	16	2	1			2,008
Moss Side	1,869	132	29	5				2,035
Moston	906	92	29	2	1			1,030
Northenden	968	145	38	16	5	2		1,174
Old Moat	773	65	78	13	4			933
Rusholme	830	57	74	7	1	2		971
Sharston	1,447	77	39	13	9	1		1,586
Whalley Range	663	133	123	33	6	1	1	960
Withington	289	69	108	4	5			475
Woodhouse Park	1,285	124	14	4				1,427
Total	34,236	3,957	1,645	331	71	11	2	40,253

Appendix three – Council Tax Support data by ward and claimant
Table two: Elderly claimants at 31/03/17 by ward and band

Ward	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Total
Ancoats And Clayton	732	25	4	3				764
Ardwick	573	51	18	2	1			645
Baguley	685	29	30	16	3	1		764
Bradford	619	118	18	6				761
Brooklands	440	104	38	18	7	1		608
Burnage	479	63	86	5				633
Charlestown	641	67	11	6				725
Cheetham	618	99	22	10				749
Chorlton	152	76	98	20	9	1		356
Chorlton Park	362	49	39	14	5			469
City Centre	32	74	34	7	5			152
Crumpsall	428	122	51	18	1			620
Didsbury East	119	40	101	23	3	2		288
Didsbury West	115	75	33	25	4	7		259
Fallowfield	417	11	12	27	9	1		477
Gorton North	647	62	6					715
Gorton South	655	36	17	1	3			712
Harpurhey	821	40	3	2				866
Higher Blackley	652	100	32	8	1			793
Hulme	394	45	6					445
Levenshulme	191	69	100	6	4			370
Longsight	384	143	27	1				555
Miles Platting And Newton Heath	856	37	8	3				904
Moss Side	764	36	7					807
Moston	390	97	49	4				540
Northenden	484	105	41	18	5	5		658
Old Moat	382	41	37	7				467
Rusholme	355	27	67	7	4	1		461
Sharston	659	43	29	16	1			748
Whalley Range	192	45	101	40	13	4		395
Withington	176	47	99	8	4			334
Woodhouse Park	732	25	8	2	3	1	1	772
Total	15,146	2,001	1,232	323	85	24	1	18,812

Appendix four - Discretionary Housing Payments by tenure type and ward

The following table provides an analysis of awards for 2016/17 rather than spend in that year. Some of the amount analysed won't have been paid out till April 2017 and the 2016/17 spend will also include a significant amount paid retrospectively for 2015/16.

Ward	Council	Private	RSL	Total
Ancoats and Clayton	£18,588	£13,431	£43,899	£75,918
Ardwick	£23,835	£10,178	£35,989	£70,002
Baguley	£6,635	£11,300	£62,170	£80,105
Bradford	£9,158	£14,495	£72,859	£96,512
Brooklands		£6,538	£35,098	£41,636
Burnage	£935	£14,282	£51,809	£67,027
Charlestown	£66,054	£11,840	£1,859	£79,753
Cheetham	£35,321	£22,484	£16,498	£74,302
Chorlton		£3,113	£4,691	£7,805
Chorlton Park	£434	£1,202	£31,699	£33,336
City Centre		£285	£1,419	£1,704
Crumpsall	£11,349	£20,652	£12,459	£44,461
Didsbury East		£2,654	£8,372	£11,026
Didsbury West		£3,385	£1,912	£5,296
Fallowfield		£6,551	£35,266	£41,818
Gorton North	£37,992	£17,302	£47,298	£102,591
Gorton South	£24,898	£31,317	£61,313	£117,528
Harpurhey	£72,162	£46,302	£14,621	£133,086
Higher Blackley	£55,476	£13,022	£4,731	£73,228
Hulme	£92	£5,681	£54,193	£59,967
Levenshulme	£5,693	£10,955	£5,551	£22,200
Longsight	£24,208	£16,468	£35,213	£75,888
Miles Platting & Newton Heath	£57,473	£17,041	£7,279	£81,794
Moss Side	£28,105	£25,999	£53,998	£108,103
Moston	£40,145	£23,393	£1,497	£65,035
Northenden	£623	£7,824	£60,460	£68,907
Old Moat	£8,998	£4,903	£25,909	£39,810
Rusholme	£360	£10,187	£21,219	£31,766
Sharston	£117	£5,605	£83,570	£89,292
Whalley Range		£15,599	£19,788	£35,387
Withington		£9,047	£9,852	£18,898
Woodhouse Park	£1,004	£6,444	£66,385	£73,833
Other	£9,305	£1,669	£1,363	£12,337
Grand Total	£538,960	£411,148	£990,241	£1,940,349

Appendix five – 2016/17 DHP and DCTPS examples

2016/2017 Discretionary Housing Payment case studies

Examples of support that has been provided includes (real examples, names have been changed)

Help with a deposit

Laila has been living in temporary homeless accommodation with her 4 children for over a year. She found a suitable property for her family to move in to but the landlord wanted money for a deposit and the first month's rent in advance, which Laila was unable to afford. We were able to help her by making a payment to the landlord in order to secure the tenancy for her. Laila has now been able to move in to her new home and out of temporary accommodation.

Help while working

Rachel lives in a Northwards property with her two teenage children. She works part time and receives Tax Credits. She is struggling to manage and has over £10,000 of debts, including rent arrears of £300. We have awarded her Discretionary Housing Payments of £25 each week for 6 months to help her manage her rent payments. We have also advised her to seek help with her debts.

Help with the under occupation deduction

John and his wife live are affected by the under occupation deduction as they have one spare bedroom. Their only income is Employment and Support Allowance. There are in their early 60s and have to health problems. They have been attempting to budget carefully for a number of years to pay for the spare bedroom but have started to struggle and got in to some rent arrears. We agreed to award them Discretionary Housing Payments to cover the under occupation deduction for 9 months to help them financially. We also advised them to speak to their landlord about moving to a one bedroom property.

Mark is 27 and has recently had to stop work because of ill health. He is affected by the under occupation deduction as he has one spare bedroom. His health problems mean that he needs a more suitable one bedroom ground floor property with adaptations but nothing is available for him at the moment. He receives Employment and Support Allowance and disability benefits but once he has paid for his transport and help with his shopping, cleaning and personal care he has no money left to pay for his spare bedroom. We agreed to award Discretionary Housing Payments to cover the under occupation deduction for 8 months while he works with his landlord to find a more suitable property to move to.

Liz is in her forties and lives in a two bedroom property on her own. She is affected by the under occupation deduction. She has mental health problems and this has made it difficult to manage her benefit claims and finances. This has led to her getting in to rent arrears and having money taken from her benefits so she gets a lower amount to live off each week. She has told us that she would like to move a smaller home but she would need to stay in the same area because she receives support from people who live nearby. She received help to make a Discretionary Housing Payment from the Homelessness Prevention Team when she attended court about her rent arrears. We agreed to pay her Discretionary Housing Payments to cover the under occupation deduction from her Housing Benefit for six months. We also agreed to make a payment of £800 towards her

rent arrears if she managed to make regular payments off her rent arrears for three months.

Help with the Benefit Cap

Julia lives with her 4 children in a Housing Association property. Her youngest child is 2. In February 2017 her Housing Benefit was reduced by £60 each week as a result of a change to the Benefit Cap. Julia applied for Discretionary Housing Payments. She explained that she is hoping to find a job when her youngest child becomes eligible for free childcare. We agreed to award Julia £40 each week for 6 months while she arranges childcare and looks for employment.

Help when starting work

Amir is 20 years old and lives in temporary, supported accommodation. The property he lives in provides vulnerable people with help get employment and then move on to get a tenancy of their own. Amir started work but found that his Housing Benefit was reduced by £185 per week. Amir was helped by the support workers to apply for DHP. They asked us to help him with his rent so that he could save his wages in order to afford to move to a permanent tenancy of his own. We agreed to award Amir Discretionary Housing Payments of £185 each week for 26 weeks while he prepares to move on.

2016/17 Discretionary Council Tax Payment Scheme **Examples of support offered by the Council's scheme**

Carol is in her 50's and has been off work and is having chemotherapy. Carol's illness has affected her income as she has exhausted her entitlement to sick pay from her employer and is now in receipt of EAS which has placed her into financial hardship. Carol paid her Council tax account by Direct Debit until she had change to her income. Carol was awarded £125.83 Discretionary Council Tax Payment to help her during a challenging time. Carol maintains her payments towards her Council Tax bill.

James is in his 60's. James was vulnerable and facing financial difficulty as he had no income whilst waiting for a claim for ESA to be processed. James was awarded £430.70 as a discretionary council tax payment. James has now had his claim assessed and he is making regular instalment payments for his 2017/18 council tax liability

Appendix six - 1 of 2

Additional data on the Welfare Provision Scheme (based on applications from 1/4/16 to 31/3/17)

Awards

Age/Gender Statistics

Age Range	Female	Male	Total	% of Total
25-34	306	191	497	32%
35-44	201	183	384	25%
16-24	213	88	301	19%
45-54	96	151	247	16%
55-64	22	71	93	6%
65-74	5	16	21	1%
75-84	1	0	1	0%
0-15	0	0	0	0%
85+	0	0	0	0%
Total	844	700	1544	

Family Make-up Statistics

Number of Children	Female	Male	Total	% of Total
0	280	605	885	57%
1	265	45	310	20%
2	166	25	191	12%
3	89	16	105	7%
4	26	5	31	2%
5	14	2	16	1%
6	2	2	4	0%
7	0	0	0	0%
8	1	0	1	0%
9	1	0	1	0%
10	0	0	0	0%
Total	844	700	1,544	

Appendix six – 2 of 2

Welfare Provision Scheme spend and approved application by ward

Ward	Spend	Approved Applications
Ancoats and Clayton	£13,033	62
Ardwick	£10,017	52
Baguley	£11,828	58
Bradford	£25,519	95
Brooklands	£11,602	51
Burnage	£7,946	26
Charlestown	£21,277	60
Cheetham	£15,087	57
Chorlton	£1,590	12
Chorlton Park	£5,078	18
City Centre	£1,504	9
Crumpsall	£10,304	61
Didsbury East	£2,290	7
Didsbury West	£1,330	7
Fallowfield	£3,315	15
Gorton North	£28,079	92
Gorton South	£14,959	58
Harpurhey	£37,818	166
Higher Blackley	£12,508	37
Hulme	£9,374	43
Levenshulme	£4,704	21
Longsight	£4,769	33
Miles Platting and Newton Heath	£31,297	116
Moss Side	£9,636	39
Moston	£11,354	44
Northenden	£12,310	47
Old Moat	£7,716	32
Rusholme	£4,436	20
Sharston	£13,667	63
Whalley Range	£8,049	51
Withington	£3,010	24
Woodhouse Park	£14,634	68
Total	£370,039	1,544

The Council received 268 applications for support from people who were not living in the city.

Appendix seven

2016/17 Welfare Provision Scheme **Examples of Support**

Examples of support that has been provided includes (real examples, names have been changed):

Susan (30 years old) fled domestic violence with her two young children and was supported by MARAC and the Independent Domestic Violence Team into supported accommodation. Wythenshawe Community Housing Group provided the emergency rehousing and the Assertive Outreach Team assisted the family with the resettlement and further ongoing support for one of the children who suffers with autism. The Welfare Provision Scheme provided 3 single beds, fridge freezer, electric cooker and a kitchen starter pack.

Steven (36 years old) suffers with a learning disability. He was held captive for 8 years and enslaved by a gang. During this time he was forced to become drug and alcohol dependant by his captors, moved all over the country and forced to work by his captors. Steven managed to escape and seek help from the local community he was resident in at that time. He was assisted by the Police into a safe house and referred to the Medaille Trust who provide specialised support with human trafficking victims. Steven has now been resettled into his own independent property and was provided a double bed, double bedding package, fridge freezer, microwave and kitchen starter pack.

Helen (59 years old) had been diagnosed with terminal bowel cancer. Helen had to leave her employment due to her illness and lost her property after being unable to pay her mortgage. She was placed in supported accommodation by Manchester City Council Homeless Team and rehoused with support from Macmillan and Northwards, who helped her to find a new property. The Welfare Provision Scheme provided a double bed, double bedding package, fridge freezer, microwave and kitchen starter pack.

Stacey (21 years old) fled her property in the early hours of the morning with her 2 young children following a gas explosion which destroyed her neighbour's house and left her home uninhabitable. Stacey had no clothes, no ID and no money to support herself or her children. The Homeless Team placed her and the children into a supported accommodation and the Welfare Provision Scheme provided £100 cash grant to cover the period until her next benefit payment.

Peter (45 years old) was a long term prison leaver who had been in a probation hostel and was supported into independent housing. Peter was also starting employment and needed assistance to travel to work. The welfare provision scheme provided a single bed, single bedding pack, fridge freezer, microwave, kitchen starter pack and £60 travel voucher. Peter has been living independently and is still in full time employment 6 months on from the award.

Hayley (37 years old) is a vulnerable adult with serious mental health issues who was being financially abused by a young gang in the area which she lived. The gang forced their way into her home and were using her property as a place to drink and take drugs. Hayley was also forced to give them her money on multiple occasions. After a report from a neighbour, the Police worked closely with Southway Housing and decided the gang posed

a serious risk to Hayley. They moved her immediately into a new property. The welfare provision scheme provide a single bed, single bedding pack, fridge freezer and kitchen starter pack.

Julie (19 years old) was sexually assaulted in her property. Following the assault Julie reported it to the police but dropped the charges later as she was worried about the repercussions. A few months later the same perpetrator once again assaulted Julie in her home. Julie attempted suicide following the second assault but following assistance by the Police and Victim support she is now being moved from a temporary supported accommodation into her own property. The Welfare Provision Scheme provided a single bed, single bed, fridge freezer, microwave and kitchen starter pack

Mahmood (25 years old) was leaving an asylum seeker accommodation after being given leave to remain in the UK. He had fled his country after being imprisoned and tortured. Mahmood has been rehoused by Manchester City Council Homeless Team into his own independent property. The Welfare Provision Team provided a single bed, single bedding pack, fridge freezer, microwave and kitchen starter pack.

Appendix eight Food Poverty - 2016/17 awards

Ward	recipients
Ancoats and Clayton	Mustard Tree £3,000
Ardwick	Coverdale and Newbank Community Association for the summer kids lunchbox scheme £3,000
Baguley	Real Food £3,000 – Grant across Wythenshawe £15k includes Brooklands, Woodhouse park, Northenden, Sharston and Baguley
Bradford	4CT £1,000 Revive £1,000 The River Manchester £1,000
Brooklands	Real Food £3,000 – Grant across Wythenshawe £15k includes Brooklands, Woodhouse park, Northenden, Sharston and Baguley
Burnage	Quids in Foodbank via Southway housing £3,000
City Centre	Barnabus £1,000 Streetsupport.net £1,000 Big Change £1,000
Chorlton	Reach out to the community £1,000 Chorlton and Didsbury Foodbank £2,000
Charlestown	Whitemoss Youth Club- age friendly luncheon club £1,500 St John Bosco mother and toddler group £1,500
Chorlton Park	Quids in fareshare scheme(Southway) £1,000 Barlow Moor Community Association – breakfast club £2,000
Crumpsall	Rainbow Surprise Community group £3,000
Cheetham	The welcome centre (Wai Yin) £1,000 The Lalley Centre £1,000 The Booth centre £1,000
Didsbury East	Chorlton and Didsbury Food bank £1,000 Fallowfield and Withington Foodbank £1,000 Pankhurst Centre £1,000
Didsbury West	Chorlton and Didsbury Foodbank £3,000
Fallowfield	Fallowfield and Withington Foodbank £3,000
Gorton North	Rainbow Haven £1500 Oasis £1500
Gorton South	Highway Hope £1000 Just Life (Inspire) £1000 Oasis £1000
Harpurhey	African Voices £1,500 Harpurhey neighbourhood project £1500
Higher Blackley	St Clare's Church £1,500 Northwards £1,500
Hulme	M/c Central Food bank £3,000
Levenshulme	Pankhurst – Emmeline's Pantry £1,000 Boaz £1,000 Just Life £1,000)
Longsight	Women's voices and Gtr Mcr Pakistan Community centre £1,250 Food cycle £500 Northmoor Community Association £1,250
Miles Platting & Newton Heath	CStar £3,000
Moston	African Voices £1,500 Harpurhey neighbourhood project £1500

Moss Side	Moss Side Community allotment £2,000 Yellow Bird (Compassion) £1,000
Northenden	Real Food £3,000 – Grant across Wythenshawe £15k includes Brooklands, Woodhouse park, Northenden, Sharston and Baguley
Old Moat	Fallowfield and Withington Foodbank £1,500 Quids in Foodbank via Southway Housing £1,500
Rusholme	The Anson Community Shop £1,000 Manchester central Foodbank £1,000 St Chrysostoms Church £500 Foodcycle £500
Sharston	Real Food £3,000 – Grant across Wythenshawe £15k includes Brooklands, Woodhouse park, Northenden, Sharston and Baguley
Woodhouse Park	Real Food £3,000 – Grant across Wythenshawe £15k includes Brooklands, Woodhouse park, Northenden, Sharston and Baguley
Whalley Range	Barakah Food Aid £1,500 St Edmunds Church £1,500
Withington	Fallowfield and Withington Foodbank £1,500 Quids in Foodbank via Southway Housing £1,500

Appendix nine

Analysis of under occupation cases and DHP support split by landlord at March 2017

Landlord	One spare bedroom - 14% reduction			More than one spare bedroom – 25% reduction			All cases			% with DHP
	No DHP	DHP	All 14%	No DHP	DHP	All 25%	No DHP	DHP	All	
Adactus Housing Association Ltd	189	29	218	40	11	51	229	40	269	14.9%
Aksa Housing Association	8	3	11	7	1	8	15	4	19	21.1%
Anchor Housing Association	1		1				1		1	0.0%
Arcon Housing Association	26	1	27	6		6	32	1	33	3.0%
Arawak Walton Housing Association	65	7	72	15	3	18	80	10	90	11.1%
City South Manchester	333	40	373	93	21	114	426	61	487	12.5%
Contour Homes Ltd	26	3	29	2	1	3	28	4	32	12.5%
Council Tenants	1,192	173	1,365	320	73	393	1,512	246	1,758	14.0%
Riverside (inc Eng Church & Bowlee Park)	15	2	17	3	1	4	18	3	21	14.3%
Eastlands Homes Partnership	539	109	648	159	42	201	698	151	849	17.8%
Equity Housing Group Ltd	13	3	16	4	1	5	17	4	21	19.0%
Guinness Northern Counties (2 RFW)	16		16	2	1	3	18	1	19	5.3%
Homes For Change Ltd	9	1	10	1		1	10	1	11	9.1%
Irwell Valley Housing Association Ltd	30	4	34	3	1	4	33	5	38	13.2%
Johnnie Johnson Housing Association	6		6	4		4	10		10	0.0%
Mosscares Housing Association Ltd - 50wk	11	2	13	4	1	5	15	3	18	16.7%
Harvest HA (Manchester & District)	47	8	55	9		9	56	8	64	12.5%
Great Places Housing Group	111	19	130	23	4	27	134	23	157	14.6%
Mosscares Housing Association Ltd	193	32	225	40	4	44	233	36	269	13.4%
Great Places (2 RFW)	4		4	5		5	9		9	0.0%
Guinness Northern Counties HA	225	22	247	41	9	50	266	31	297	10.4%

New Longsight Housing Coop	4	2	6	2	1	3	6	3	9	33.3%
People First Housing Association	18	6	24	4		4	22	6	28	21.4%
Parkway Green Housing Trust	579	81	660	131	22	153	710	103	813	12.7%
Places for People (Homes & Support)	88	7	95	21		21	109	7	116	6.0%
St Vincent's Housing Association	13	4	17	5		5	18	4	22	18.2%
Southway Housing Trust	536	77	613	175	19	194	711	96	807	11.9%
Sanctuary Housing Association	5		5	1		1	6		6	0.0%
Trinity Housing		4	4					4	4	100.0%
Turning Point	1		1				1		1	0.0%
Tung Sing (Orient) Housing Association	25	3	28	2	1	3	27	4	31	12.9%
Willow Park Housing Trust	1,040	119	1,159	182	36	218	1,222	155	1,377	11.3%
Affinity Sutton HA	31	2	33	6	2	8	37	4	41	9.8%
All	5,399	763	6,162	1,310	255	1,565	6,709	1,018	7,727	13.2%

Appendix ten

Analysis of under-occupation cases and DHP support split by ward as at March 2017

Ward	14%	25%	All	14% DHP	25% DHP	All DHP	% with DHP
Ancoats And Clayton	224	99	323	41	22	63	19.5%
Ardwick	254	70	324	29	18	47	14.5%
Baguley	349	88	437	49	17	66	15.1%
Bradford	264	79	343	40	11	51	14.9%
Brooklands	240	41	281	32	6	38	13.5%
Burnage	238	62	300	40	8	48	16.0%
Charlestown	237	57	294	48	16	64	21.8%
Cheetham	221	66	287	21	6	27	9.4%
Chorlton	20	3	23	1	2	3	13.0%
Chorlton Park	155	51	206	23	6	29	14.1%
City Centre	12		12	1		1	8.3%
Crumpsall	84	18	102	12	3	15	14.7%
Didsbury East	34	9	43	6	1	7	16.3%
Didsbury West	27	7	34	3	2	5	14.7%
Fallowfield	119	47	166	25	12	37	22.3%
Gorton North	183	38	221	36	9	45	20.4%
Gorton South	229	60	289	47	15	62	21.5%
Harpurhey	276	84	360	33	12	45	12.5%
Higher Blackley	261	47	308	40	11	51	16.6%
Hulme	327	55	382	37	6	43	11.3%
Levenshulme	35	4	39	5	1	6	15.4%
Longsight	91	27	118	16	4	20	16.9%
Miles Platting And Newton Heath	322	94	416	41	16	57	13.7%
Moss Side	238	54	292	33	7	40	13.7%
Moston	130	42	172	19	7	26	15.1%
Northenden	321	92	413	44	25	69	16.7%
Old Moat	160	63	223	20	6	26	11.7%
Rusholme	70	28	98	15	6	21	21.4%
Sharston	525	94	619	59	16	75	12.1%
Whalley Range	50	14	64	5	2	7	10.9%
Withington	47	15	62	4	3	7	11.3%
Woodhouse Park	426	79	505	51	11	62	12.3%
All	6,169	1,587	7,756	876	287	1,163	15.0%

Appendix eleven

Claimants with Housing Benefit capped by the Benefit Cap by ward and DHP, at March 2017

Ward	Social Sector			Private sector			All	
	No DHP	DHP	All	No DHP	DHP	All	Total	% on DHP
Ancoats And Clayton	6	9	15	8	7	15	30	53.3%
Ardwick	16	9	25	4	2	6	31	35.5%
Baguley	5	8	13	7	2	9	22	45.5%
Bradford	6	8	14	11	13	24	38	55.3%
Brooklands	3	7	10	2	5	7	17	70.6%
Burnage	11	6	17	3	4	7	24	41.7%
Charlestown	5	8	13	9	6	15	28	50.0%
Cheetham	10	10	20	20	22	42	62	51.6%
Chorlton Park	6	1	7	1		1	8	12.5%
Crumpsall	2	2	4	11	14	25	29	55.2%
Didsbury East				1	0	1	1	0.0%
Fallowfield	10	2	12	8	2	10	22	18.2%
Gorton North	7	3	10	22	20	42	52	44.2%
Gorton South	4	7	11	13	16	29	40	57.5%
Harpurhey	16	7	23	37	26	63	86	38.4%
Higher Blackley	8	8	16	11	7	18	34	44.1%
Hulme	6	4	10	1	2	3	13	46.2%
Levenshulme				9	3	12	12	25.0%
Longsight	4	2	6	11	8	19	25	40.0%
Miles Platting And Newton Heath	12	10	22	12	13	25	47	48.9%
Moss Side	17	17	34	12	22	34	68	57.4%
Moston	6	2	8	15	12	27	35	40.0%
Northenden	6	7	13	4	2	6	19	47.4%
Old Moat	5	4	9	4	1	5	14	35.7%
Rusholme	5	3	8	7	3	10	18	33.3%
Sharston	12	10	22	2	3	5	27	48.1%
Whalley Range	3	1	4	5	1	6	10	20.0%
Withington		1	1	2	2	4	5	60.0%
Woodhouse Park	10	6	16	4	4	8	24	41.7%
All	201	162	363	256	222	478	841	45.7%