

Council Tax Reduction Scheme 2020/21

Impact Assessment

Overview

The national Council Tax Benefit (CTB) scheme came to an end on 31 March 2013 and was replaced by a locally determined system of Council Tax Reduction (CTR) - a Council Tax discount (known locally as Council Tax Support). The Council consulted on the local scheme in 2012, and then again on amendments in 2016, and designed a scheme that we thought was fair, encourages people to work and remain in work and reduces the impact of the most vulnerable claimants where possible.

The aim of the Council Tax Reduction scheme is to provide financial assistance to council taxpayers within the Council's area who have low incomes.

Persons who are of state pension age (a minimum 65 years of age for both men and women) are protected under the scheme, in that the calculation of the support they receive has been set by Central Government. For working age applicants however, the support they receive is determined by the local authority.

Council Tax Reduction is a Council Tax discount. This Council's Council Tax Support scheme since 2013 has largely been based on the old Council Tax Benefit means-tested scheme, with some changes to ensure that the scheme came in within the Council's budget.

It has become increasingly apparent more recently, following the close scrutiny of Council Tax collection performance, that some working age customers, particularly those who aren't working and are not in the current protected group, are struggling to afford the Council Tax contribution that we are asking them to pay from their limited income, which is pushing many into financial hardship. The main objective of the proposed new CTR scheme is to provide greater financial assistance to working age customers within the borough, many of whom are on the lowest income.

As a result we are proposing to move to an income-based grid scheme (also commonly referred to as a banded scheme) without the complexities of a full means test required by the current scheme. The new scheme aims to rebalance the distribution of the available funding to ensure that the most financially deprived customers can receive a greater level of support than the current scheme allows.

The implementation of Universal Credit within the Borough also requires the Council to reconsider its approach to Council Tax Reduction, given the high administrative burden of monthly changes and alterations to applicant's income within Universal Credit.

There is a requirement to introduce a simplified scheme which can be easily administered without significant additional costs being placed on the Council. The current scheme is too reactive to minor changes in an applicant's income leading to constant changes in Council Tax liability.

Therefore the Council is proposing to move to an income-based grid scheme without the complexities of a full means test as required by the current scheme. The new scheme will affect all working age applicants who are currently in receipt of Council Tax Reduction or those who apply after 1 April 2020. The scheme will not affect pension age applicants. Under current rules to be classed as pension age only one member of a

couple needs to be of pension age. The Ministry of Housing, Communities and Local Government have indicated this may change within the prescribed scheme from 2020/21 to both members of the couple needing to reach pension age, which would bring it in line with other welfare benefits. However this has yet to be confirmed.

The changes to the Council Tax Reduction Scheme will provide the following:

- Simplified claiming arrangements for all working age applicants;
- Certainty; at present, multiple changes are leading to some taxpayer's receiving a large number of Council Tax bills per year as their Council Tax Reduction is amended
- The maximisation of applicant's entitlement; with clear straightforward messages to claim;
- Speed of processing; applications will be dealt with more efficiently and without the need for significant levels of evidence;
- Reduced administration costs; the changes will prevent the administration costs from rising year on year which would be inevitable under the current scheme.

The Council's CTS schemes between 2013/14 and 2019/20 offer a level of protection to certain customers who are classed as being vulnerable. This means that these customers could receive up to 100% reduction in their Council Tax bill. Customers who fall within our vulnerable group are those that are classed as severely disabled. However, working age customers who are not classed as vulnerable can only receive a maximum reduction of 75% even though they can often have the very lowest household incomes. It has become more apparent recently that customers in this group are struggling to afford the council tax contribution that we are asking them to pay from their limited income, which is pushing many into hardship

The changes being introduced in the Council Tax Reduction Scheme from 2020/21 will redistribute the available funding so that the most financially deprived residents of the Borough receive the help they need.

It should be noted that whilst overall costs of the scheme (the amount of monies available to taxpayers generally) will be the same, in some instances applicants will receive additional support and others reduced support. The current (2019/20) scheme provides a maximum discount of up to 75% of the applicants Council Tax liability, unless they are in the protected group where an applicant can receive up to 100% discount, whereas the proposed (2020/21) scheme will provide support up to 90% of the applicant's Council Tax liability.

The Council currently pays Council Tax Reduction to around 14,095 claimants and 8,331 of these are of working age. We recognise that Council Tax Reduction is paid to greater numbers of women than men and in particular females who do not have a partner. Therefore, we acknowledge that any change to the Council Tax Reduction scheme could have a disproportionate effect on female claimants.

The scheme has to be approved by Full Council. For the 2020/21 scheme the report will be considered by Full Council on 23 January 2020. This Equality Impact Assessment will accompany the report to Full Council. The scheme is required to be reviewed annually.

Impact Assessment

A full analysis of the effect on applicant groups is given within Appendix 1. The following however summaries the effect on groups with certain characteristics. It should be noted that the changes to the scheme will only affect Working Age applicants (Pension Age applicants are protected under the scheme determined by Central Government). The Council is not proposing to reduce the overall amount of support although there will be a redistribution of the level of support between applicant groups.

Redistributing the available funding to ensure those with the lowest incomes receive more help than they did under the previous schemes will result in some individuals / families receiving more support and some receiving less support than they did previously.

Where any applicant is to receive less support, the Council will inform them individually and offer further assistance through the Council Tax Hardship Assistance Scheme, cases will be assessed on an individual basis, and where appropriate, further tailored financial assistance will be given. More information on the Hardship Scheme can be found in the mitigation section.

Protected Characteristic	Impact (✓ limited, ✓✓ High impact)				Who is affected?	How are they affected?	Comment
	Positive	Negative	Neutral	No data			
Age	✓				Working age applicants	The change in scheme will mean both an increase and a redistribution of support in some cases. The vast majority of cases, including those on Income Support, Income Related Employment and Support Allowance, and Income Based Job Seeker's Allowance will receive an increased level of support. This will also apply to certain applicants, not in receipt of those 'relevant benefits' but whose income is low. The scheme retains incentives for those who work as well as including new disregards for Carer's Allowance and the Support Component of	

						Employment and Support Allowance (currently not disregarded). For those families who have non dependants residing with them, the proposed scheme will no longer make any deductions.	
Disability		✓			Customers in receipt of Disability Benefits who previously were within the vulnerable / protected group will no longer be able to receive up to 100% discount. The maximum discount any working age applicant can receive will be 90%. Those who have a higher level of income may receive less than 90% discount.	Will no longer receive up to 100% support. The maximum they can receive is 90% discount. There are no disability related applicable amounts within the new scheme although certain disability related incomes are disregarded in full.	In all cases, individual applicants may apply for additional support through the Council's Council Tax Reduction Hardship Assistance Scheme
Gender			✓		The changes to the scheme takes no account of gender. However, there are a greater number of single females (including single parents) who are currently in receipt of support. The overall expenditure for single females and average weekly awards will increase under the new scheme. .		
Marriage or civil partnership			✓		No Effect		The scheme takes no specific account of marriage or civil partnerships – all couples irrespective of

							legal status are treated equally.
Pregnancy or nursing			✓		No Effect		The scheme takes no account of Pregnancy.
Race, nationality and ethnic origin			✓		No Effect		The scheme takes no account of race, nationality or ethnic origin
Religion or belief			✓		No effect		The scheme takes no account of religion or belief.
Sexual orientation			✓		No Effect		The scheme takes no account of sexual orientation
Transgender status			✓		No Effect		The scheme takes no account of gender
Deprivation *	✓	✓			Working age residents on a low income.	<p>The Council Tax Reduction Scheme helps to reduce deprivation by awarding a Council Tax discount to the lowest income households within the Borough.</p> <p>Those who were in receipt of the lowest income (for example less than £74.00 Universal Credit for those over 25 years of age or £59.00 for those under 25 years of age) but not in our previous scheme vulnerable / protected group had to pay at least 25% of their Council Tax. Under the scheme from April 2020 will only have to pay 10%.</p>	customers can apply to the Council Tax Reduction Hardship Assistance Scheme if they find they are not able to afford their Council Tax.

						Those who were in the vulnerable / protected group could receive up to 100% support. Under the new scheme the maximum they can receive is 90%.	
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*Deprivation is not a protected characteristic; however it is an indicator of likely social inequality often related to a combination of different protected characteristics.

Individuals and families with higher levels of income, including those who are currently classed within the protected vulnerable group and have a disability, are likely to have a reduction in the discount they receive from April 2020. This is a consequence of removing the protected scheme which was proposed change 3 within our consultation. The maximum level of discount will be 90%, which will reduce to 75%, 50%, 25% or no discount dependant on the level of income. The protected scheme has however been replaced with a tailored Council Tax Reduction Hardship Assistance Scheme.

As part of the Council's commitment to the Armed Forces Community Covenant a section in relation to those in receipt of a War Disablement or War Widow(er)'s pension has been added to the Hardship Policy. During the consultation we received a comment about Service Attributable Pensions, asking for them to be disregarded as income. As Service Attributable Pensions are to compensate for injury in Service this element of pension will be treated as disregarded income.

Under the previous Council Tax Support schemes an earnings disregard of between £5 for single customers up to £25.00 for single parents was applied, with an additional £17.10 if certain criteria in relation to the number of hours worked was met. Child Care Costs are also no longer disregarded under the proposed scheme and this change was proposed change 5 within our consultation however Allowances are already made for Child Care Costs in the calculation of Housing Benefit, Working Tax Credits and Universal Credit. To include a disregard for Child Care Costs in the new scheme would add a level of complexity. Overall single parents are better off under the scheme from April 2020 as the income grid to some extent compensates families for the lack of applicable amounts and child care disregards by having a larger income differential between the percentage discounts awarded.

Evidence and data

Consultation

Consultation with the Major Preceptors (Shropshire Fire & West Mercia Police) was undertaken from 30 September 2019 until 10 November 2019.

A public consultation was undertaken from 30 September 2019 to 10 November 2019 which included Council Tax payers, those in receipt of Council Tax Reduction within the borough and stakeholders / partner organisations.

List of Consultees

During the consultation period the following actions were taken:

- Letters were issued to Shropshire Fire & Rescue and West Mercia Police informing them of the consultation.
- A gov delivery email giving details of the consultation was sent to 5,259 current Council Tax Support recipients for whom we held an email address. Two reminders were also issued.
- Text messages were sent to a further 2,436 customers for whom he held a mobile phone number giving a link to the consultation web pages. A reminder was also sent.
- An article on the consultation was included in the weekly Community Newsletter that was issued to 1,786 email addresses.
- A flyer with details of the consultation was included within 5,187 Council Tax Bills and 1,694 Benefit Notification Letters.
- Flyers were also given to customers at new Housing Benefit / Council Tax Support claim appointments.
- Emails were sent to all key stakeholders including the Parish and Town Councils, Citizens Advice and other advice agencies and Social Landlords giving details of the consultation.
- Details of the consultation were issued as press release and posted on Facebook and Twitter.
- The consultation was promoted at the Wrekin Landlords Forum and the Armed Forces Covenant Meeting.

Analysis of the Public Consultation

Full details of the results of the consultation can be found at www.telford.gov.uk/CTRconsultationfeedback. A total of 116 completed on-line questionnaires were submitted, an additional 4 responses were received by email and 2 responses via Facebook.

In summary, the consultation responses are shown below however, all show an **overwhelming agreement** with all the options / proposals put forward by the Council and no single proposed change was opposed by the majority of respondents.

Proposed Change 1 - Should the Council introduce a grid system as proposed?

Yes 61% No 24% Don't Know 14%

Proposed Change 2 - Should the Council Limit the scheme to two dependants for all?

Yes 63% No 24% Don't Know 13%

Proposed Change 3 - Should the Council remove the Protected Group Category and replace it with an Exceptional Hardship Scheme based on individual requirements?

Yes 57% No 27% Don't Know 17%

Proposed Change 4 - Should the Council remove Non-Dependant deductions from the scheme?

Yes 56% No 31% Don't Know 13%

Proposed Change 5 - Should the Council replace the current earnings disregards with a standard disregard of £20 per week?

Yes 62% No 19% Don't Know 19%

Proposed Change 6 - Should the Council disregard Carer's Allowance and the Support Component of Employment and Support Allowance (not currently disregarded)

Yes 75% No 10% Don't Know 16%

Proposed Change 7 - Should the Council remove the existing Extended Payments provision?

Yes 57% No 18% Don't Know 25%

Proposed Change 8 - Any new claim or change in circumstance that grants or changes Council Tax Reduction entitlement will be made from the date on which the claim is made/the change occurs, rather than on a weekly basis (as at present)

Yes 81% No 7% Don't Know 12%

Proposed Change 9 - Should the Council allow applicant claims to be backdated 3 months?

Yes 78% No 9% Don't Know 13%

Proposed Change 10 - Should the Council remove the current disregard for Child Maintenance?

Yes 64% No 21% Don't Know 15%

Proposed Change 11 - Should the Council remove the Benefit Cap rules from the scheme?

Yes 72% No 14% Don't Know 14%

Alternatives to changing the scheme

Should the Council increase the Council Tax?

Yes 17% No 67% Don't Know 17%

Should the Council cut services?

Yes 17% No 67% Don't Know 15%

Should the Council keep the current Council Tax Reduction Scheme?

Yes 28% No 45% Don't Know 27%

From the responses received it is clear that the respondents preferred a change to the scheme rather than the alternatives.

Mitigation

Redistributing the available funding to ensure that those at risk of experiencing the greatest financial hardship based on the level of income they receive, inevitably means that some applicants will receive more discount towards their Council Tax and others will receive a reduced or no discount.

Disregarded Income

In order that vulnerable customers, who are not necessarily vulnerable financially, are still afforded some protection through the Council Tax Reduction scheme certain incomes will be disregarded when calculating how much income an individual / family has.

The Council provides additional assistance where there are dependants, disability and caring responsibilities by disregarding the following income;

- Child Benefit
- The support component of Employment and Support Allowance;
- Personal Independence Payments, Disability Living Allowance and Attendance Allowance;

- For the first time Carer's Allowance is disregarded in full.

The scheme also provides a work incentive with by;

- Disregarding of £20.00 earned income per week, which for some customers will be an increased disregard compared to previous schemes;

To continue its support for the Armed Forces community, as part of the Council's commitment to the Armed Forces Covenant, the following income will be disregarded;

- War Disablement Pension
- War Widow(er)'s Pension
- Service Attributable Pension (SAP) which is compensation for those injured in Service.

Council Tax Reduction Hardship Assistance Scheme

The reduction that others will see if they are unable to afford the increased Council Tax payment will be mitigated by the Council having the ability to assist claimants in financial hardship. A fund continues to be available for those who find great difficulty financial and each case will be examined on a case-by-case basis taking into account their full personal and financial circumstances. The amount of the fund will be increased in 2020/21 in recognition that for some who's Council Tax Reduction has decreased there will be a period of adjusting their finances to be able to pay any additional Council Tax contribution.

The Council Tax Reduction Hardship Assistance Scheme has been re-designed to take account of the changes to the Council Tax Reduction Scheme. The aim of the Hardship Scheme is to provide additional tailored financial assistance to the most vulnerable customers, who without it are likely to experience financial hardship and increased levels of unmanageable debt. Unlike the Council Reduction Scheme where only income is considered *both* income (including that disregarded under Council Tax Reduction) and essential expenditure are considered when a decision is made under the Hardship Scheme.

Where people identify difficulty with payment, the Council has a dedicated team supporting applications to the fund which are considered in depth and all individual circumstances are closely examined. This team will signpost applicants to the Department for Work and Pensions (DWP) where they have identified income from other benefits is not being claimed to ensure each applicant is receiving all the income to which they are entitled. Applicants will be signposted to any other support that is appropriate including debt advice, housing support, relevant grants or charities that may be able to provide additional help and advice. A comment was received during the consultation about the need to upskill frontline staff in Local Authorities with regards to the Armed Forces Covenant. As part of the launch of the new Council Tax Reduction Scheme those staff making decisions on Council Tax Reduction Hardship applications will receive information on the covenant as part of a training package. A comment was also received about including a standardised question for Council staff to ask in order to improve identification of the Armed Forces community. A question will be incorporated within the Council Tax Reduction Hardship application to identify this community so that signposting to Armed Forces charities and support can be undertaken as part of the hardship decision making process.

Hardship claims are reviewed to take into account changes in claimant's circumstances to ensure that payments are relevant and up to date.

Communication

Existing Council Tax Reduction recipients who are affected by the changes to the scheme will receive direct communication about the changes. A letter will be sent to those whose Council Tax Reduction will be changing by £1 per week. The letters will clearly set out the change to the

discount both positive or negative and provide other supporting details such as how to apply to the Council Tax Reduction Hardship Assistance scheme.

Customers unable to apply online for assistance will be supported to make an application via another channel, including via a paper application, over the telephone or where necessary by appointment or home visit. Work will also be undertaken to promote other Council Tax discounts and exemptions that a customer may be entitled to.

It is likely that letters regarding the changes will be issued within the first two weeks of March after the Council Tax for 2020/21 has been set and entitlements re-calculated as part of the annual billing process to ensure that any figures quoted are as accurate and up to date as possible. The aim is that the customer will receive the letter prior to receiving their Council Tax bill for 2020/21.

Support and Access

Previous engagement activities have identified that consideration should be given to those with limited financial management skills, mental health problems and anxiety in completing forms. As part of the wider changes to Welfare Reform being delivered through a number of Council services, the Council will continue to proactively engage and work with interested groups and third party organisations (including but not limited to Citizen's Advice, Crisis Support Network and Social Landlords) to maximise opportunities to support and advise customers affected by the changes, especially but not exclusively limited to customers who may share these characteristics. Relevant partner organisations will be contacted in February / March 2020 regarding the changes to the scheme and details of the Council Tax Support Hardship Assistance Scheme and how customers can make an application.

The Benefit Service still offers access via a wide range of channels including a telephone and face-to-face application process that can guide a claimant through the process in a supportive manner. Home visits are also available for customers in exceptional circumstances, particularly where the customer may have mobility difficulties or significant complex needs.

Other Changes

The Council is mindful that some customers affected by the change in the Council Tax Reduction scheme *may* be impacted by other proposed changes across the Council, for example the Travel Assistance Review. The hardship schemes takes into account a customer's essential expenditure which may for example include transport to and from school.

Review

The updated policy will be implemented 1 April 2020, subject to Full Council approval on 23 January 2020.

We will monitor the uptake and management of the Council Tax Reduction Scheme as a normal business activity. This means it is dealt with in our normal management process and is closely monitored. This is so we can be proactive identifying trends where intervention may be required.

Reports will analyse data collected on a monthly basis. Expenditure within the Council Tax Reduction Hardship Assistance Scheme is considered as part of this reporting cycle. Where necessary further information is extracted to examine negative trends or areas of concern.

The impact of the changes to the scheme on Council Tax collection rates will also be analysed by group (Pensioner, Passported (in receipt of Income Support, Income Based Jobseekers Allowance or Income Related Employment and Support Allowance), Single, Couple, Family with 1 child and Family with 2 or more children) on a monthly basis. If this

highlights a particular area of concern further analysis will be undertaken and consideration on how the Council Tax Support Hardship Fund can be further promoted to the particular group.

If it becomes apparent that customer enquiries made to the Benefit Service have a particular theme, further data will be gathered and analysed. Also Stakeholders will be asked to feedback any impacts that they become aware of via Welfare Reform and Crisis Support Network Meetings.

Any adverse or unintended consequences will be reported to the the appropriate cabinet member.

The overall Council Tax Support Scheme will be reviewed annually.

This Impact assessment was completed by

Name and post	Rebecca Owen-Jones Benefit Assessment Group Manager
Telephone and e-mail	01952 383881 rebecca.owen-jones@telford.gov.uk

The impact assessment was agreed by

Name and post/Council Board	Angie Astley
Date of agreement	10 th December 2019

Appendix 1 – Equality Impact Data Analysis

Criteria	Existing Scheme		New Scheme		Difference	
	Number of claims	Average weekly award (£)	Number of claims	Average Weekly Award (£) including zero awards	Average loss / gain £ per week including zero entitlement cases	Change in number of claims with entitlement
All Working Age	8,331	15.70	7,868	15.40	-0.30	-463
All Single (including those with children and passported*)	6,318	14.66	6,078	14.79	0.13	-240
Couple (including those with and without children and passported)	2,013	18.97	1,790	17.32	-1.65	-223
Single with no children	3,508	15.53	3,339	14.52	-1.01	-169
Couple with no children	753	20.43	709	18.93	-1.50	-44
Lone Parent with 1 child (including passported)	1,195	13.87	1,188	15.68	1.81	-7
Lone Parent with 1 child (excluding passported)	567	11.56	563	14.42	2.86	-4
Lone Parent 2 or more children including passported	1,615	13.35	1,551	14.69	1.34	-64
Lone Parent 2 or more children excluding passported	880	11.78	816	12.88	1.10	-64
Lone Parent just 2 children including passported	885	13.01	875	15.06	2.05	-10
Lone Parent just 2 children excluding passported	519	11.51	509	13.85	2.34	-10

Criteria	Existing Scheme		New Scheme		Difference	
	Number of claims	Average weekly award (£)	Number of claims	Average Weekly Award (£) including zero awards	Average loss / gain £ per week including zero entitlement cases	Change in number of claims with entitlement
Lone Parent with more than 2 children including passported	730	13.77	676	14.26	0.49	-54
Lone Parent with more than 2 children excluding passported	361	12.17	307	11.49	-0.68	-54
Couple with 1 child including passported	360	19.06	337	18.57	-0.49	-23
Couple with 1 child excluding passported	175	16.72	154	15.68	-1.04	-21
Couple with 2 or more children including passported	900	17.71	744	15.49	-2.22	-156
Couple with 2 or more children excluding passported	533	15.07	378	11.37	-3.7	-155
Couple with just 2 children including passported	394	17.44	366	17.21	-0.23	-28
Couple with just 2 children excluding passported	248	15.01	220	14.7	-0.31	-28
Couple with more than 2 children including passported	506	17.93	379	14.15	-3.78	-127
Couple with more than 2 children excluding passported	285	15.12	158	8.45	-6.67	-127

Criteria	Existing Scheme		New Scheme		Difference	
	Number of claims	Average weekly award (£)	Number of claims	Average Weekly Award (£) including zero awards	Average loss / gain £ per week including zero entitlement cases	Change in number of claims with entitlement
Single Applicant Gender – Male including passported	1,808	15.16	1,724	14.23	-0.93	-84
Single Applicant Gender - Male excluding passported	630	12.89	556	11.78	-1.11	-74
Single Applicant Gender - Female including passported	4,264	14.48	4,127	15.07	0.59	-137
Single Applicant Gender - Female excluding passported	1,873	12.12	1,741	13	0.88	-132
Single Applicant Gender - not recorded including passported	246	14.08	227	14.05	-0.03	-19
Single Applicant Gender - not recorded excluding passported	97	11.32	79	10.84	-0.48	-18
Passported	4,786	17.53	4,764	17.41	-0.12	-22
Family with two or more children	1,413	13.02	1,194	12.32	-0.70	-219
Family with one child	742	12.78	717	14.71	1.93	-25
Couple	237	17.11	196	14.5	-2.61	-41
Single	1,153	13.01	997	11.52	-1.49	-156
Disability (existing Disability Premium) including passported	3,112	18.92	2,979	16.76	-2.16	-133

Criteria	Existing Scheme		New Scheme		Difference	
	Number of claims	Average weekly award (£)	Number of claims	Average Weekly Award (£) including zero awards	Average loss / gain £ per week including zero entitlement cases	Change in number of claims with entitlement
Disability (existing Disability Premium) excluding passported	507	17.4	393	11.78	-5.62	-114
Disabled Child (existing Disabled child premium) including passported	639	17.59	540	15.12	-2.47	-99
Disabled Child (existing Disabled Child Premium) excluding passported	238	15.62	142	8.62	-7.00	-96
Enhanced Disability (existing Enhanced Disability Premium) including passported	3,064	19.18	2,895	16.23	-2.95	-169
Enhanced Disability (existing Enhanced Disability Premium) excluding passported	442	18.94	290	9.88	-9.06	-152
Severe Disability (existing Severe Disability Premium) including passported	1,859	17.62	1,719	14.36	-3.26	-140

Criteria	Existing Scheme		New Scheme		Difference	
	Number of claims	Average weekly award (£)	Number of claims	Average Weekly Award (£) including zero awards	Average loss / gain £ per week including zero entitlement cases	Change in number of claims with entitlement
Severe Disability (existing Severe Disability Premium) excluding passported	334	17.28	206	7.61	-9.67	-128
Employment and Support Allowance existing work related activity component including passported	309	15.19	304	16.27	1.08	-5
Employment and Support Allowance existing work related activity component excluding passported	17	17.67	13	12.36	-5.31	-4
Employment and Support Allowance existing Support Component including passported	2,323	18.15	2,198	15.48	-2.67	-125
Employment Support Allowance existing Support component excluding passported	271	18.14	156	8.03	-10.11	-115
Carer (existing Carers Premium) including passported	1,654	18.55	1,557	17.81	-0.74	-97

Criteria	Existing Scheme		New Scheme		Difference	
	Number of claims	Average weekly award (£)	Number of claims	Average Weekly Award (£) including zero awards	Average loss / gain £ per week including zero entitlement cases	Change in number of claims with entitlement
Carer (existing Carers Premium) excluding passported	448	16.83	360	13.17	-3.66	-88
War Pension including passported	20	20.64	13	10.63	-10.01	-7
War Pension excluding passported	18	21.04	11	10.1	-10.94	-7
Total Working Age Scheme	8,331	15.7	7,868	15.4	-0.30	-463
Total Pension Age Scheme	5,764	17.77	5,764	17.84	0.07	0
Total Scheme Costs	14,095	16.55	13,632	16.55	0	-463

* Passported means those customers in receipt of Income Support, Income Based Jobseekers Allowance or Income Related Employment Support Allowance

As we don't hold Housing Cost information for all our Universal Credit caseload we have had to estimate the amounts for some customers during our modelling. We also have had to estimate the details of 292 customers from previous modelling and a further 67 cases are missing from the statistics. This is because the modelling tool does not include cases that are pending an assessment due to a change in circumstance, a majority of these cases are Universal Credit cases.