

Equalities Monitoring – Services

Appendix G – Welfare & Housing Service and Forestcare

Annual Report – 2016-17



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Preface

The new council plan 2016-19 is centred on a new narrative supported by six strategic themes. One of those themes is 'Strong, safe, supportive and self-reliant communities' and good quality, affordable housing is a crucial element of this theme.

The Housing service within Bracknell Forest Council covers the following areas of service delivery:

- Forestcare, which provides a community alarm service and other vital out-of-hours services
- Homelessness
- Advice and assistance with housing options
- Housing and Council tax benefits administration
- Housing register
- Advertising housing association properties and nominations for vacancies
- Housing strategy and enabling the delivery of more affordable homes
- Supporting People
- Provision of performance information

The purpose of equalities monitoring is to ensure the Council is providing a fair and equitable service to all residents.

To ensure the service is fair and equitable, monitoring has been undertaken in terms of:

- Access to the service
- Outcomes

It has been analysed by the following equality groups:

- Age
- Race
- Sex
- Disability
- Religion
- Sexual Orientation

The three remaining protected groups, marriage and civil partnerships, gender reassignment and pregnancy/maternity will be considered for future reports when data is available.

Welfare & Housing Service

1. Introduction

The Housing Service deals with all aspects of housing need, but in particular:

- Homelessness and Homeless Prevention
- Housing Register - BFCMyChoice
- Shared Ownership (Homebuy)
- Nominations to Housing Associations
- Assistance with securing private sector tenancies
- Management of temporary accommodation for homeless households

We give housing advice and assistance in confidence on a wide range of issues including homelessness prevention, tenancy rights and domestic violence.

We work closely with colleagues in other teams and agencies such as the Community Mental Health Team, the Community Team for People with Learning Disabilities, Occupational Therapists, Children Services, and so on (particularly when dealing with vulnerable applicants).

Those that access our services are recorded on the Housing & Homeless Registers.

All the Housing Register, Homeless Register, Homeless preventions & Lets data below has been taken from the Housing IT system, Abrisas:

- Housing Register Active Applicants as of 01/04/2017
- Lettings from 01/04/2016 to 31/03/2017
- Homeless Applications taken 01/04/2016 to 31/03/2017
- Homeless Acceptances made 01/04/2016 to 31/03/2017
- Homeless prevention cases completed 01/04/2016 to 31/03/2017

2. Access

To assess whether people have equal access to housing services, the profile of people on the housing register has been compared against the population of Bracknell Forest.

The tables below are based on Active applications on the Housing Register as of 1st April 2017 and Homeless applications taken 1st April 2016 to 31st March 2017. The Bracknell Forest data is taken from ONS mid year estimates 2016 of 90202 residents aged 18 and over and also the 2011 census.

Table 1: Housing Register & Homeless Applications by Age

Age group	Housing register %	Homeless apps %	Bracknell Forest ONS %s
18-39	68%	72%	37%
40-59	24%	27%	38%
60-79	6%	1%	20%
80-99	2%		5%

N.B. Percentages may not sum due to rounding.

68% of people on the housing register are aged 18 to 39 compared to 37% in the Bracknell Forest population. However, this is expected due to the nature of the service which works with newly formed households and young families struggling to secure private rented accommodation.

Table 2: Housing Register & Homeless Applications by Race (excluding unknown)

Race	Housing Register %	Homeless apps %	Bracknell Forest ONS 2011 Census %
White	89%	92%	91%
Mixed	2%		2%
Asian	2%	3%	5%
Black	4%	4%	2%
Other	2%	1%	0%

The percentage of White ethnicity origin on the Housing register and Homeless applications is similar to that of the Borough.

Table 3: Housing Register by Sex

Sex	Housing Register %	Homeless apps %	Bracknell Forest ONS 2011 Census %
Female	66%	74%	51%
Male	34%	26%	49%

The sex is that of the primary applicant who completes the application. Therefore if a couple apply; the sex recorded is that of the primary applicant actually completing the form. This suggests more women take the lead in completing the application forms rather than a reflection of the family composition of those on the housing register. The percentages of Homeless applications are taken from women as they tend to be the carers of children, which would be the basis of their homeless application.

Table 4: Housing Register by Disability.

Disability	Housing Register %	Homeless apps %
No	83%	77%
Yes	17%	23%

The disability question on the Housing & Homeless Register asks if the applicant has a disability and does not require any proof. There is no direct meaningful comparable datasets. However the 2011 census shows that 14.6% of the Bracknell Forest population aged 16 or over had a limited long term illness.

Table 5: Housing Register by Religion.

Religion/ Belief	Housing Register %	Homeless apps %	Bracknell Forest ONS 2011 Census %
Christian	48%	33%	65%
Buddhist	1%		<1%
Hindu	0%	2%	1%
Jewish			<1%
Sikh			<1%
Muslim	2%	4%	1%
None	44%	54%	30%
Other	6%	8%	<1%
Total			100%

In terms of religion, there has been an increase in those stating a religion of “None” each year over the past five years, which accounts for the higher percentage of 44% compared to the 2011 census figure of 30%. *72% of the homeless applications (Table 1) are within the age group 0-39, where it is expected that religion is less commonly identified.*

Table 6: Housing Register by Sexual Orientation

Sexual Orientation	Housing Register %	Homeless apps %
Heterosexual	95%	90%
Bisexual	1%	5%
Gay	1%	
Lesbian	1%	
Other	3%	5%
Total		

Nationally there are conflicting figures for sexual orientation. The Office for National Statistics estimate is that 1.5% of the population are lesbian, gay or bisexual.¹ Stonewall, a charitable organisation that lobbies on behalf of the lesbian, gay and bisexual (LGB) population, states that no-one knows how many LGB people there are but that government actuaries estimate it to be around 6% of the population. It is therefore not possible to assess whether the housing register reflects the population

¹ Measuring Sexual Identity: An Evaluation Report, Theodore Joloza, Joanne Evans, Rachel O'Brien, Office for National Statistics, Sept. 2010

in terms of sexual orientation until more reliable data is available. However, the figures above will be used to determine whether outcomes are equal – see below.

3. Outcomes (Social Housing Lets)

During 2016/17, 347 Households from the Housing Register were nominated by the council and took up tenancies within social housing. These are referred to as Lets. 28% of these were sheltered properties going to households over 55 years old, who have their own trend in equalities data. So this needs to be taken into consideration when doing a direct comparison to those on the overall Housing Register. It should also be noted that in some cases where numbers are extremely small the percentages should be interpreted with caution.

Table 7: Housing Lets by Age

Age group	Housing Lets	Housing Lets %	Housing register %
18-39	189	54%	68%
40-59	68	20%	24%
60-79	65	19%	6%
80-100	25	7%	2%

N.B. Percentages do not sum due to rounding.

There is a smaller percentage of lets in the 18-39 age group. This age group includes new families who mainly require family size accommodation for which there is less availability. 28% of all lets also were for sheltered properties.

Table 8: Housing Lets by Sex

Sex	Housing Lets	Housing Lets %	Housing register %
Female	223	64%	66%
Male	124	36%	34%

The table above shows that lets are broadly in line with the sex of the applicant. As more main applicants are female they have a higher proportion of lets. As stated previously, the higher proportion of female main applicants is merely a reflection of who takes the lead in completing the application form.

Table 9: Housing Lets by Disability

Disability	Housing Lets	Housing Lets %	Housing register %
No	255	77%	83%
Yes	77	23%	17%

Households with a disability will often get medical priority resulting in a higher band on the Housing Register and thus greater opportunities of being housed.

Table 10: Housing Lets by Race (excluding unknown)

Race	Housing Lets	Housing Lets %	Housing Register %
White	302	90%	89%
Mixed	7	2%	2%
Asian	2	1%	2%
Black	14	4%	4%
Other	10	3%	2%

N.B. Percentages do not sum due to rounding.

Table 11: Housing Lets by Sexual Orientation

Sexual Orientation	Housing Lets	Housing Lets %	Housing register %
Heterosexual	281	97%	95%
Bisexual	2	1%	1%
Gay	1	0%	1%
Lesbian			1%
Other	6	2%	3%
Total			

Lettings, in terms of race and sexual orientation were broadly in line with those on the housing register.

Table 12: Housing Lets by Religion

Religion/ Belief	Housing Lets	Housing Lets %	Housing register %
Christian	156	52%	48%
Buddhist	1	0%	1%
Hindu	2	1%	0%
Jewish	1	0%	
Sikh			
Muslim	8	3%	2%
None	117	39%	44%
Other	17	6%	6%
Total			

As lets are partially based on length of time on the Register, it could be expected that the Christian percentage would be higher as the increase in “None” religion has been a more recent trend. Also a large number of lets have gone to older people who have a higher Christian percentage.

4. Statutory homelessness and homeless prevention and relief

A household will be considered as statutorily homeless by their local authority if they meet specific criteria set out in legislation. In cases where an authority is satisfied that an applicant is eligible for assistance, is in priority need, and has become homeless through no fault of their own; the authority will owe a main homelessness duty to secure settled accommodation for that household. Such households are referred to as acceptances. Priority need groups include households with dependent children and/or a pregnant woman and individuals who are vulnerable in some way.

From 1st April 2016 to 31st March 2017, Bracknell Forest Council made 142 homeless decisions. Homeless duty was accepted for 81 of these 142 cases.

Homelessness prevention and relief activity may be carried out by local authorities on behalf of households whether they are in priority need or not. Prevention refers to positive actions taken by local authorities to provide assistance to households who consider themselves to be at risk of homeless, which enable them to remain in their existing accommodation or obtain an alternative for at least the next 6 months.

From 1st April 2016 to 31st March 2017, Bracknell Forest Council successfully prevented homelessness in 259 cases.

The Department for Communities & Local Government publishes quarterly statistics on homeless data for England. This data includes the ethnicity and age of homeless acceptances. Other equality strands are not included and no equality data is published for Homeless preventions.

The equality tables below are based on Bracknell Forest data for the period, 81 homeless acceptances and 259 successful homeless prevention cases. As some households chose not to answer some equality questions, the numbers and percentages are based only on those where an answer was given.

Table 13: Age

62% of homeless acceptances during the period were for applicants aged under 40.

	Homeless acceptances Nos	Homeless acceptances %	Homeless preventions Nos	Homeless Preventions %
0-19			7	3%
20-39	50	62%	154	59%
40-59	30	37%	73	28%
60-79	1	1%	25	10%

Table 14: Sex

	Homeless acceptances Nos	Homeless acceptances %	Homeless preventions Nos	Homeless Preventions %
Female	62	77%	177	68%
Male	19	23%	82	32%

The sex represents the primary applicant. Often the female is the primary carer if there are dependent children. Households with children were the primary reason for priority need in 73% of those accepted as homeless during the period.

Table 15: Ethnicity

Ethnicity	Bracknell Forest ONS 2011 Census %	Homeless applications	Homeless acceptances Nos	Homeless acceptances %	All Homeless prevention casework	Successful Homeless preventions Nos	Successful Homeless Preventions %
White	91%	86%	64	84%	89%	198	89%
Mixed	2%	1%			2%	7	3%
Asian	5%	4%	4	5%	2%	3	1%
Black	2%	5%	5	7%	5%	9	4%
Other Ethnic	0%	4%	3	4%	2%	6	3%

The data shows that for Ethnicity the Homeless services are fairly accessed in line with the Borough's population.

Table 16: Religion

Religion	Bracknell Forest ONS 2011 Census %	Homeless acceptances Nos	Homeless acceptances %	Homeless preventions Nos	Homeless Preventions %
Christian	65%	21	35%	86	45%
Buddhist	<1%			2	1%
Hindu	<1%	2	3%	1	1%
Muslim	<1%	4	7%	4	2%
None	30%	30	50%	91	47%
Other	<1%	3	5%	9	5%

When looking at the religion figures in comparison to Bracknell Forest data, it must be remembered that the latter data is based on 2011 census. In addition those using our services are from more limited age groups where No religion is more prevalent.

Table 17: Sexual Orientation

Sexual Orientation	Homeless acceptances Nos	Homeless acceptances %	Homeless preventions Nos	Homeless Preventions %
Heterosexual	58	89%	180	95%
Bisexual	3	5%	3	2%
Gay			1	1%
Lesbian			1	1%
Other	4	6%	5	3%

Table 18: Disability

Disability	Homeless acceptances Nos	Homeless acceptances %	Homeless preventions Nos	Homeless Preventions %
No	59	79%	199	83%
Yes	16	21%	42	17%

Forestcare Lifelines

Please note that in one household there may be two people assigned to a unit and so the total number of clients varies over the following data.

1. Sex

Sex	No's	%
Male	1672	33.72%
Female	3287	66.28%
Total	4959	100%

2. Disability

Of the Households that completed the equalities forms, 1643 stated they have at least one resident with a disability. However because of the nature of the service and the age of the customer base it would be expected that a large number would have a disability.

3. Ethnicity

Ethnicity	Forestcare	Forestcare (of known) %	Bracknell Forest ONS Census 2011 (of known) %
White	2446	93.36%	91%
Mixed	11	0.42%	2%
Asian	28	1.07%	5%
Black	23	0.88%	2%
Chinese/Other	3	0.11%	<1%
Not Known	95	3.63%	
Refused	14	0.53%	
Total	2620	100%	100%

The higher percentage of white compared to the population is reflective of the age group of Forestcare customers being older in which there is a much higher percentage of white.

4. Religion

Religion/ Belief	Forestcare	Forestcare %	Bracknell Forest ONS Mid-year estimates 2011 %
Christian	1647	85.20%	65%
Buddhist	4	0.21%	<1%
Hindu	13	0.67%	2%
Jewish	1	0.05%	<1%
Sikh	3	0.16%	<1%
Muslim	7	0.36%	1%
None	202	10.45%	30%
No answer	56	2.90%	<1%
Total	1933	100%	100%

Again, the higher percentage of Christian and stated religions compared to the population is reflective of the age group of Forestcare customers being older in which older generations have greater affiliation to Christianity. “More people aged 50 and over considered themselves to be Christian than in the overall population of England and Wales, 82.9 per cent compared with 71.7 per cent.” ONS Focus on Older People 2005 publication.

5: Sexual Orientation

Sexual Orientation	Forestcare	Forestcare %
Heterosexual	1831	99%
Bisexual	1	<1%
Gay	5	<1%
Lesbian	2	<1%
Other	0	
Total	1839	

Welfare Service

1. Introduction

The Welfare Service administers Housing Benefit on behalf of the Department for Work and Pensions, the Bracknell Council Tax Reduction local scheme, and discretionary welfare payments of crisis grants, home emergency grants, discretionary housing payments and Council tax hardship. Both Housing Benefit and Council Tax Reduction are means tested benefits requiring the collection of information about people's financial and household circumstances. The service undertakes benefit assessment, collection of overpayments and works with the Department for Work and Pensions by referring cases for fraud investigation.

The last few years have seen several changes introduced from the Governments Welfare Reform Act 2012 which have affected customer's entitlement to Housing Benefit as well as other welfare benefits. The introduction of Universal Credit has meant that since 28 September 2015 single people who are available for work now claim their housing costs through Universal Credit via the Department for Work and Pensions instead of Housing Benefit.

At Bracknell Forest Council two emergency discretionary welfare schemes are administered, crisis grants and home emergency grants. The purpose of these schemes is to help people who have an unforeseen financial crisis. As the awards are discretionary the council has to consider each application carefully based on the circumstances of each individual.

The purpose of equalities monitoring is to ensure the Council is providing a fair and equitable service to all residents. Monitoring has been undertaken in terms of:

- Access to the service

It has been analysed by the following equalities groups:

- Race
- Sexual Orientation
- Age
- Disability

Sex has not been analysed as this is just the sex of the person completing the application form rather than the household receiving the benefit. Women tend to fill in the application more often than men.

We are not currently able to analyse the remaining protected groups however this can be considered for future reports when data is available.

2. Access to the service

Customers are able to access the Welfare Service by various means. The service is open to all members of the public via calling in person to our reception and we encourage face to face contact with customers where possible to enable us to look at ways to maximise their income where possible. However we appreciate that not all

customers wish to or are able to access our service via this route and so customers can contact us by telephone and email. We also offer home visits for customers who are not able to come into our offices due to ill-health or disability.

We work closely with stakeholders and access can be via referrals to stakeholders who are able to visit on our behalf. Access could also be via signposting from stakeholders or other organisations; or by claims made via the Department for Work and Pensions.

To assess whether people have equal access to the Benefits Service in terms of race and sexual orientation we have looked at the equal opportunities section completed on our benefit applications forms received during 2016-2017 and on social fund applications made during 2016-2017 and compared the data provided against the population of Bracknell Forest.

Table 1: Housing Benefit and Local Council Tax Reduction claims, and Social Fund applications by Race (2016/17)

Race	No. of equal opportunity forms completed*	%	Social fund applications**	%	Bracknell Forest ONS Census 2011 %***
White	792	87.9%	412	91.4%	90.6%
Mixed	19	2.1%	12	2.7%	2.0%
Asian	55	6.1%	3	0.7%	5.0%
Black	29	3.2%	20	4.4%	2.1%
Other	6	0.7%	4	0.9%	0.3%
Total	901	100%	389	100%	100%

Source:* Housing Benefit and Council Tax Reduction application forms. ** RB Solutions Social Fund.

*** Based on Office for National Statistics Census 2011

2134 new Housing benefit and/or Council Tax Reduction application forms were received during 2016-2017 of which 901 customers completed the equal opportunities section on ethnicity and so the data above represents approximately 42% of the total number of customers making a claim for benefit during the financial year.

The proportion of customers making a benefit claim from an Asian background has increased again this year compared to the Welfare Service data for previous years and the overall percentage of customers from an ethnic minority group is slightly higher compared with Bracknell Forest census information indicating that the service is accessible in terms of race.

498 Social Fund applications were made and equal opportunities data was recorded for 451 applications representing 90.6% of the total number of applications which is a good representation of the total recorded. Although small numbers can lead to large swings in percentages the table does indicate that the number of applications from an ethnic minority group is increasing compared to previous year's reports. However the number of applications from Asian groups is still very low compared to Bracknell Forest data. We will continue to ensure that access to our service is available to all ethnic minority groups.

Table 2: Housing Benefit and Local Council Tax Reduction claims, and Social Fund applications by Sexual Orientation (2016/17)

Sexual orientation	No. of benefit forms completed*	%	No. of Social fund applications completed**	%	Bracknell Forest estimated population %***
Heterosexual	431	95.1%	259	97.7%	98.2%
Lesbian, Gay or Bisexual	22	4.9%	6	2.3%	1.8%
Total	453	100%	265	100%	100%

Source: * Housing Benefit and Council Tax Reduction application forms. **RB Solutions Social Fund. ***Based on Office for National Statistics: Annual Population Survey and Mid-Year Population estimates 2015 for Bracknell Forest

From the 2134 application forms received during 2016-2017 the number of benefit customers who recorded their sexual orientation represents 21.2% of the total customers who made an application during the financial year. Although the numbers are small and so no firm conclusions can be drawn from the data, the % of Gay, Lesbian and Bisexual customers claiming benefit continues to be higher than the Bracknell Forest estimates. This indicates that there are no barriers in these cases when accessing our services.

For Social Fund applications although the data for sexual orientation continues to be recorded there were an additional 98 applications where the customer preferred not to say. The above table represents those who have stated their sexual orientation which may indicate that there are no barriers accessing our service however due to the number recorded as 'prefer not to say' the data is again inconclusive in this years report.

To assess whether people have equal access to the Benefits Service in terms of age and disability we have analysed our caseload data taken from our Northgate Benefits System for those making a claim for Housing Benefit and Local Council Tax Reduction, and from our RB Solutions Social Fund system for those making a social fund application.

A breakdown of our caseload by age is as follows:

Table 3: Housing Benefit and Local Council Tax Reduction claims, and Social Fund applications by age (at 18/4/17)

Age group	No. of benefit claims* (excluding people aged under 18)	% of claims	No. of social fund applications** (excluding people aged under 18)	% of claims	Bracknell Forest population mid year estimates 2016 %***
18-39	1854	29.4%	269	54.3%	37.0%
40-59	1818	28.8%	210	42.4%	38.2%
60-79	1794	28.4%	16	3.2%	20.1%
80+	847	13.4%	0	0%	4.7%
Total	6313	100%	495	100%	100%

Where there is a joint claim the age is taken from the primary claimant

Source: *Single Housing Benefit Extract. **RB Solutions Social Fund. ***Population Estimates Unit, Office for National Statistics

Despite the ongoing changes to welfare benefits due to the Governments Welfare Reform and the decrease in our benefit caseload our working age/pension age caseload split continues to remain static with only slight differences compared to previous year's reports. The number of benefit customers aged 60+ compared to the Bracknell Forest estimates is considerably higher and has historically been higher than Bracknell Forest on previous reports. This is expected due to those customers being more likely to not be in employment and therefore have a lower income.

The number of social fund applications from those aged 60 continues to remain significantly lower compared to Bracknell Forest data. However this is to be expected as someone over the age of 60 is more likely to be in receipt of a regular income such as a pension and more likely to be in long term housing, compared to the majority of social fund applicants seen who may be in and out of work benefits which in turn can cause benefit delays and therefore requiring short term assistance from the social fund. Due to the introduction of Universal Credit for working age single people this has meant an average of 6-7 weeks delay before receiving their first benefit payment.

Table 4: Housing Benefit (at 18/4/17) and Local Council Tax Reduction claims (at 31/03/17) and social fund applications by disability (2016/2017)

Disability	No. of benefit claims*	% of claims	No. of social fund claims**	% of claims	Bracknell Forest population with a disability (excluding those aged under 16)***
No	4267	67.2%	369	77.7%	85.4%
Yes	2079	32.8%	106	22.3%	14.6%
Total	6346	100%	475	100%	100%

Source: *Single Housing Benefit Extract based on the claimant or partner in receipt of Attendance Allowance, Disability Living Allowance (care or mobility), Personal Independence Payment (daily living or mobility) Severe Disablement Allowance or the Support group of Employment & Support Allowance. **RB Solutions Social Fund. ***Based on Census 2011, proportion of people who said they had a limiting long term illness (excluding those aged under 16)

The table shows that for both benefit claims and social fund claims we continue to have a higher proportion of customers with a disability compared with the Bracknell Forest population and so indicates there are no barriers when accessing our service. Due to the nature of the service this is to be expected because some with a disability are less likely to be able to work and therefore on a low income compared to someone without a disability and so more likely to need the financial assistance.

3. Outcomes

To assess whether the protected groups who make a social fund claim achieve similar outcomes, data has been compared against those making a claim to those successful in their application.

Table 5: Social Fund applications by Race (2016/17)

Race	Social fund applications	Successful social fund applications %
White	412	93.7%
Mixed	12	75%
Asian	3	100%
Black	20	95%
Other	4	100%
Total	451	n/a

The table above shows that the percentage of successful applications from a mixed minority group is lower compared to the other groups however as the total number of applications are low from this group then this will lead to large swings in percentages and no firm conclusions can be drawn.

Table 6: Social Fund applications by age (2016/17)

Age group	No. of social fund applications (excluding people aged under 18)	Successful social fund applications %
18-39	269	93.7%
40-59	210	93.3%
60-79	16	87.5%
80+	0	n/a
Total	495	n/a

The table shows that the percentages of successful applications are very similar within each age group which indicates that age does not determine whether a person is to be more successful or not. Although the percentage of successful applications are slightly lower in the 60-79 year age group as this group are less likely to make a social fund application and so the overall number is lower then this can lead to larger swings in percentages.

Table 7: Social fund applications by disability (2016/17)

Disability	No. of social fund claims	Successful social fund applications %
No	369	92.4%
Yes	106	96.2%
Total	475	n/a

The table shows that the percentages of successful applications are higher where the customer has a disability. Although this does not determine whether a person is to be more successful or not this does indicate that there are no barriers when making an application. A person with a disability may be more likely to have a lower income

or be on an income related benefit which contributes to being eligible under our criteria.

To qualify for a payment under the Council's social fund schemes there are certain criteria you have to meet. This can include being in receipt of an income related benefit or living in the borough for a certain specified length of time. The reasons recorded for majority of the rejected applications were due to not qualifying for the scheme.

Due to the current process how equality information is recorded we are unable to report on the outcomes for Housing Benefit and Council Tax Reduction applications.

4. Recommendations

With the introduction of an eBenefits system being introduced during 2017-2018 we will need to review the way equalities monitoring will be recorded and we will investigate ways in which we can report on outcomes for Housing Benefit and Council Tax Reduction claims.

Conclusion

The Equalities Monitoring Report for Housing Services, Welfare Service and Benefit Lifelines has reported on the equality groups of race, sex, disability, religion and sexual orientation.

For the three remaining protected groups, marriage and civil partnerships, gender reassignment and pregnancy/maternity; data is not available in sufficient numbers to allow meaningful analysis.

The next equalities monitoring report for Housing Services, Welfare Service and Benefit Lifelines will be for the period 2017/18.