

Corporate Policy and Strategy Committee

10.00am, Tuesday 12 May 2015

Welfare Reform - Update

Item number 7.1

Report number

Executive/routine

Wards

Executive summary

The Department for Work and Pensions had confirmed that Universal Credit will be implemented nationally for new single claimants from February 2015. The roll out in Edinburgh commenced on 9 March 2015. As predicted, there have been low numbers of citizens, who have claimed the new benefit in Edinburgh to date. The Council is involved in a Delivery Partnership Agreement to support citizens through the transition into Universal Credit.

The Council continues to engage with tenants providing advice and financial support through Discretionary Housing Payments. In 2014/15 The Scottish Government allocated Edinburgh an additional £687,102 (initial allocation) to fully mitigate Under Occupancy for 2014/15 increasing our Discretionary Housing Payment fund to £4.52m. The Council has spent 108% in overall terms of the allocated budget in anticipation of the receipt of the final allocation of funding from the Scottish Government following analysis of actual DHP spend figures of all Scottish Local Authorities.

Applications for both Crisis Grants and Community Care Grants are now being considered for medium and high priority cases. The priority levels and level of allocation to each arm of the fund is reviewed on a monthly basis.

Links

Coalition pledges

Council outcomes [CO6; CO8; CO9; CO16; CO24; CO25; CO26](#)

Single Outcome Agreement [SO2](#)

Welfare Reform – Update

Recommendations

- 1.1 It is recommended that the Corporate Policy and Strategy Committee notes:
 - 1.1.1 the launch of Universal Credit in Edinburgh;
 - 1.1.2 the Council's ongoing activities relating to Welfare Reform;
 - 1.1.3 the current projection of overspend on Discretionary Housing Payments;
 - 1.1.4 the current projection of spend on Council Tax Reduction Scheme; and
 - 1.1.5 the current projection of spend on Scottish Welfare Fund.

Background

- 2.1 The Corporate Policy and Strategy Committee recommended on 22 January 2013 to continue to monitor the Council's actions relating to Welfare Reform and requested bi-monthly update reports.
- 2.2 Following discussions with relevant Councillors it was agreed to report the Welfare Reform update on a quarterly basis, to align with the Working Group meeting cycle. The last report was considered by Committee on 20 January 2015.

Main report

Universal Credit (UC) and Universal Support Delivered Locally

- 3.1 The Department for Work and Pensions (DWP) confirmed that Universal Credit (UC) was to be rolled out nationally to new single claimants from February 2015. This phased activity commenced in Edinburgh Job Centres (JC) from 9 March 2015 for new single claimants who would previously have been eligible for Job Seekers Allowance but will now claim UC.
- 3.2 The report of [the Smith Commission](#) for further devolved powers to the Scottish Parliament was published 27 November 2014. The Welfare Reform team continue to monitor movement towards any implementation of these powers but no legislation has been introduced to allow variances described in the report to be adopted and none is expected until 2016.
- 3.3 The Council has entered into a Delivery Partnership Agreement with the DWP with effect of 9 March 2015. As a result of this the Council has agreed to provide the following services:
 - Provide support to UC Service Centre staff around housing cost issues that may arise.
 - Support claimants to get on-line and stay on line.

- Providing the necessary Management Information (MI) to support the number of claimants assisted.
 - Manual processing for Local Council Tax Reduction Scheme (current council activity).
 - Support for claimants with complex needs and in particular those who require personal budgeting support by performing the acts, functions and roles assigned to it in the outline of the personal budgeting support arrangements.
 - Work with Universal Credit Programme in preparing landlords for complex rent collection and direct payment of housing costs to customers.
- 3.4 A corporate cross council operational team have and are continuing to work in conjunction with DWP and JC staff to support citizens in the transition to the new UC system. Edinburgh's Registered Social Landlords (RSLs) and a member of the Council's Private Rented Sector team are also members of the operational board to ensure landlords outwith the Council are represented.

This workstream commenced in December 2014 and has sub groups focussed on the following areas:

- Communications
 - Learning and Development
 - Job Shadowing
 - Delivery Partnership Agreement
- 3.5 The operational team is also the forum to agree processes to address emerging issues that arise. Escalation processes are in place and will be controlled via the corporate Welfare Reform Team to ensure appropriate responses are made in relation to such issues, and to collate management information and data to share with DWP and partners to measure the impact of the transition and roll out.
- 3.6 The team have also agreed that Benefit Sanctions will become a standing meeting agenda item going forward. It is widely recognised that this is a challenging area and that both organisations should work together in an attempt to support citizens avoid this action.

Management of UC Roll Out

- 3.7 Operational activity in the initial stages for claimants requiring support to manage UC claims and payments will be delivered through the Customer Hub at 249 High Street. The Centralisation of this activity will ensure
- knowledge and expertise to be established due to the small anticipated volumes of customers;
 - data gathering on actual resource implications for delivery of this support for managing claims on line and Personal Budgeting Support (PBS);
 - can more accurately record the demands for UC support and to assess the true cost of service delivery and to manage resources effectively;
 - mitigation of the risk of failure to record UC support being delivered across multiple service points, therefore not properly assessing true cost of service delivery;

- single points of contact for UC virtual service centres and Job Centre Offices during this initial phasing period; and
 - MI gathering to influence the future shape of UC and meet DWP reporting requirements.
- 3.8 The DWP are taking a ‘test and learn’ approach to Universal Credit, which will influence the final scheme. The collation of data and case studies will allow the Council to present evidence to shape the scheme as well as develop Council processes which best support our citizens in the transition. Funding can be made available to cover travel costs for customers to travel to the central location where required to prevent unnecessary hardship.
- 3.9 The Council continues to learn from the Direct Payment Demonstration project which was piloted by Dunedin Canmore Housing Association and this is a key issue in the light of the launch of Universal Credit. Given the local experience gained, the Council is in a positive position to identify issues and the Director of Dunedin Canmore is a member of the operational team with the DWP. This allows best practice approach to support rent collection from UC claimants.
- 3.10 Through the DPA and the legal framework for UC, data on new claims will be provided to the Council and RSLs. Council Tax Reduction Scheme (CTRS) is not part of UC and take-up may be impacted during the transition period, due to lack of customer knowledge. Processes have been agreed with DWP to proactively advise UC applicants of the need to make a separate claim for CTRS with this being promoted through DWP Service Centre responsible for processing UC claims.
- 3.11 Local arrangements have also been agreed to include CTRS claims online as part of the support UC claim process in Edinburgh JCs. Information will also be provided to reinforce the payment of rent for householders from the overall UC payment as full rent costs will not be met from housing element in all cases.

Communications

- 3.12 Communications surrounding the roll out of Universal Credit have been developed in conjunction with council officers, the DWP, and social sector landlords. This has been designed to ensure awareness of staff and public on how this is being managed and also to avoid unnecessary concern and confusion for the small numbers of the public who may be affected should they need to make a new claim.
- 3.13 A weekly bulletin has been issued through the SHAW group in the lead up to the launch date of 9 March 2015. Private sector landlords have received communication through Inside Letting publication produced by the Council’s Private Rented Sector team.

Learning and Development

- 3.14 Council and DWP training teams have worked together to produce a training pack to deliver bespoke training to the small number of officers who will be involved in UC related service delivery. This pack has been distributed to other RSLs, partners and stakeholders for their information.

- 3.15 As well as this, 2 e-learning modules have been launched and are available on the Council's intranet. This has also been shared in the same way as the training pack.
- 3.16 Staff in the Customer Hub have received training in Personal Budgeting Support to fulfil requirements of DPA.

Job Shadowing

- 3.17 A number of staff have shadowed JC staff who are involved in the UC process. Reciprocal arrangements will apply to allow JC staff to shadow Council staff.

Council Housing Services – Under Occupation (UO)

- 3.18 The profiling of historical claims for housing benefit indicates the number of tenants likely to be affected in the roll out of UC in phase from will be small. Changes have been made to housing services to manage the risk to income collection arising from direct payment of the housing element of Universal Credit and the roll out provides an opportunity to assess the effectiveness and adapt services as required when the number of tenants on UC is small.
- 3.19 Local arrangements have been made to identify single people in receipt of UC who will be paid an element for housing costs as part of their claim. This will enable council staff, and RSLs involved in rent collection, to make immediate contact with tenants to discuss their rent payment responsibilities. It will also enable staff to identify if additional support is required by them to claim and manage UC.
- 3.20 A procedure has been developed for staff to work through with tenants on UC to undertake a detailed assessment of tenants' financial position to meet their rent payment responsibilities and help identify any support requirements. The procedure includes:
- checks that housing costs have been claimed;
 - dates and details of claims for monthly UC payments;
 - setting up secure rent payment methods;
 - income and expenditure checks and arrears advice as relevant;
 - advice on access to internet and financial services such as basic bank accounts;
 - income maximisation and checks on benefit entitlements;
 - access to other grants and assistance that may be required e.g. foodbanks, fuel costs and help with furniture and removals;
 - referrals for debt and other specialist advice and support such as PBS;
 - applications for APA e.g. payments direct to landlord, more frequent payments; and
 - energy advice including checks on energy tariffs and referrals for assistance with fuel debts.
- 3.21 Council tenants and any individuals presenting as homeless who are already on UC and other welfare reforms will receive ongoing advice and support the SfC's dedicated welfare reform and income maximisation services (Income Advice

Team). Support for personal budgeting as a result of UC will be recorded as part of the management information return to DWP to fully assess the impact of UC on the Council's delivery of services.

Temporary and Supported Accommodations

- 3.22 Households in temporary accommodation who are affected by the Benefit Cap and/or Under Occupation continue to be provided with advice and assistance to apply for Discretionary Housing Payments. Households are placed in temporary accommodation that reduces the likelihood of them being affected by the Under Occupancy regulations where this is practicable. They may on occasion be placed in a larger property to meet their emergency housing need.
- 3.23 Single people who are homeless would be exempt from moving on to UC under the current roll out if they are homeless on the date of any new claim. Once someone is on UC they will always be a UC claimant even if their circumstances change. This means that someone on UC may subsequently present for assistance from homeless services. In these instances detailed advice will be provided from the dedicated staff providing assistance to Council tenants and an application will be made for an Alternative Payment Arrangement (APA).

Advice Shop

- 3.24 The Advice Shop has secured continuation funding for its Scottish Legal Aid Board funded partnership project which is providing support and building capacity in CAB and other partner agencies around welfare benefits. The project has been funded since October 2013 and will now continue until September 2016. So far the project has secured financial gains of over £700,000 for its customers, making a substantial difference to the ability of vulnerable people and those affected by health conditions to afford essential items and pay for the additional costs incurred by their situations.
- 3.25 Closer working relationship has been sought with the DWP Benefit Centre in Bathgate so that there is greater understanding of customer needs within DWP and of how advice agencies can support customers to comply with formal processes, particularly with regard claims for Employment Support Allowance. A meeting was held with DWP officers in early March 2015 and future liaison is planned whereby all advice agencies will have closer engagement with the Bathgate Centre.
- 3.26 The Advice Shop's drop-in service at 249 High Street has gone from strength to strength with around 10-12 people attending each of the three sessions per week. By providing a swift and responsive service that is more accessible than appointments for which there can be a 2 week wait, means that customers' needs can be met more quickly and outcomes delivered while reducing customer anxiety.
- 3.27 PIP claim decisions are being made more quickly since new health assessment provider arrangements have been put in place. PIP outcomes are starting to show a downturn in the number of successful applications. People migrating

from DLA to PIP are in some instances losing out financially with this migration process now only around one quarter complete. This is one of the impacts of Welfare Reform forecast in 2012 as part of the total £125m decline in tax credits and benefit payments in Edinburgh once Welfare Reform is fully implemented.

- 3.28 Voluntary sector agencies in receipt of third party grants (CHAI, Granton Information Centre and Citizens Advice Edinburgh) continue to report increased levels of demand for advice though with fewer welfare benefit tribunals, which is in line with national trends.

Statistical returns for funded advice agencies for the first 9 months of 2014/15 are displayed in Appendix 1

- 3.29 Training on a range of benefit matters is being put in place for both Services for Communities (SfC), Children and Families (C&F) and Health & Social Care (H&SC) staff involved in supporting people with health problems and chaotic lifestyles whose benefit income is likely to be impacted on by welfare reform and personal circumstances.

- 3.30 The March 2015 Scottish Parliament Report on the Cumulative Impact of Welfare Reform in Scotland has highlighted that couples with dependent children, single parents and people with health problems or disabilities have been impacted more greatly than other groups. Some households are losing £2000 income per year. The Report states:

- 3.31 There is little prospect in Scotland that the loss of benefit income will be offset by growth in income from employment, and increases in Income Tax allowances only go a small part of the way for some households.

http://www.scottish.parliament.uk/S4_Welfare_Reform_Committee/Reports/wrr-15-1w.pdf

Council Tax Reduction Scheme (CTRS)

- 3.32 The DWP has confirmed that it will continue with the funding arrangement in place for 2015/16. This reflects the evolving nature of CTRS and that the implementation and migration of Housing Benefit to UC is being done as a staged process. The related Settlement and Distribution Group continue to consider the distribution of the funding and will advise Local Authorities accordingly.
- 3.33 The demand on the 2014/15 budget continues to be monitored monthly in line with changes to customers' circumstances. At 31 March 2015 the actual spend for the fund was 94.6%.
- 3.34 No indication of further reductions in this budget have been announced by Scottish Government to date.

Scottish Welfare Fund (SWF) – Crisis Grants and Community Care Grants

- 3.35 Overall spend totals on the SWF were 83% for the year 2014/15 at 31 March 2015. This takes account of the following factors:

- The new furnishing contract resulted in a 10% reduction on supply of goods, resulting in better value for money for white goods
 - The overall fund increased due to the carry over of £395,000 of underspend from 2013/14. Spend levels on the actual award from Scottish Government for 2014/15 were 97%
 - Crisis Grant spend almost doubled on 2013/14 figures as a result in changes to Scottish Government guidance on awards
 - Applications for Crisis Grants are being considered within 2 days. There was no 2nd tier review panel meeting during March 2015.
- 3.36 Approximately 85% of applications for Community Care Grants are being considered within the target of 15 days.
- 3.37 There was no 2nd tier review panel meeting during 2014 for Community Care Grants.
- 3.38 The SWF budget for 2014/15 was £2,582,628 which included £395,000 carried forward from 2013/14. A total of £555,000 was allocated to the Crisis Grant fund and £2,127,628 to the Community Care Grant fund.
- 3.39 The Crisis Grant fund position for 2014/15 is:
- £555,000 - Budget
 - £500359 - Spend to 31 March 2015 (90.15% of total)
- 3.40 The Community Care Grant fund for 2014/15 is:
- £2,027,628 - Budget
 - £1,707,546 - Spend to 31 March 2015 (84.21% of total fund)
- 3.41 The 2014/15 spend profile for each fund is included in Appendix 1. Priority levels were reviewed in January to ensure spend of the total fund is ensure maximum utilisation of the available funding.
- 3.42 Both Crisis Grant and Community Care Grant applications have been considered for medium and high priority cases since January 2015 and this will continue for the immediate future in the new year.
- 3.43 The SWF budget for 2015/16 is as follows:
- | | |
|-----------------|----------------------------|
| £2,187,628.00- | Total Budget |
| £ 576,000.00- | Crisis Grant |
| £1,611,628.00 - | Community Care Grant fund. |
- 3.44 Underspend from 2014/15 will be held in reserve to supplement higher than budgeted spend on either part of the fund. The option remains vary the levels of either element of the fund within the total allocation.
- 3.45 The monthly spend levels for both grants continue to be monitored on a daily basis to allow appropriate adjustments to be made to the priority levels.
- 3.46 The Furnishing Service has delivered 83% of ordered goods within agreed timescales. Positive feedback has been received from the SWF team and customers.

Discretionary Housing Payments (DHP)

- 3.47 The remaining £3m of the original £15m of Scottish Government funding available to Local Authorities who do not have sufficient funds to fully mitigate Under Occupancy will be distributed to councils based on actual DHP expenditure following the publication of the 2014/15 DHP statistics in May 2015. Edinburgh's additional allocation to allow for mitigation was originally £687,102, increasing the total DHP fund for 2014/15 to £4.52m
- 3.48 Edinburgh's total DHP spend for 2014/15 was estimated at around £4.95m. Therefore a proportion of the remaining £3m will be required to cover all of Edinburgh's DHP expenditure. The Council will continue to monitor DHP spend on a monthly basis and an appropriate claim will be made to the Scottish Government.
- 3.49 Scottish Government powers came into force on the 6 November 2014 therefore the Scottish Government is now in a position to introduce legislation to remove the DHP cap in Scotland for 2014/15 and any subsequent years.
- 3.50 As previously reported Council officers estimated that a further £1.8m would be required to fully mitigate Under Occupancy for 2013/14. The Scottish Government has confirmed it has no plans to provide funding in addition to the £20million already provided for 2013/14. However as the Deputy First Minister intends to remove the DHP cap Local Authorities are free to increase DHP funds from their own resources in order to meet local priorities, such as making payments in respect of any historical arrears.
- 3.51 There have been 7,616 DHP applications considered up to 31 March 2015. Of these applications 374 related to 2013/14 but were received within the cut off period.
- 3.52 For 2014/15 there have been a total of 769 refusals. The overall refusal rate is 10.61%. The most common reasons for refusal is in the situation where a customer's income exceeds their expenditure. To ensure customers are protected against unexpected or unaccounted expense, a decision was taken locally to allow an additional £15 allowance on top of their actual income before it is determined this exceeds expenditure. This will continue to apply in the new financial year.
- 3.53 At 31 March 2015, the Council's DHP financial position was:
- £4,519,902 total fund
 - £4,873,213.64 spend (107.5% of fund)
 - £25,214.06 committed to 31 March 2015 (a further 0.05% of the fund)

In overall terms the Council has spent 108% of the allocated budget. Appendix 3 outlines the Council's DHP spend profile at 31 March 2015.

3.54 Edinburgh's DHP allocation for 2015/16 is as follows:

£1,343,558	-	DWP Funding
£2,570,847	-	SG Funding
£3,914,405	-	Total DHP Funding

3.55 In line with 2014/15 allocation, the funding provides every local authority with 80% of their estimated need, as agreed with COSLA. The remainder of the £35 million SG budget is being retained to be paid to local authorities according to actual expenditure at the end of the financial year.

3.56 The additional Scottish Government funding is expected to mitigate under occupancy in 2015/16.

Foodbanks

3.57 The Council continues to work with foodbanks to address immediate crisis of citizens in need.

3.58 A map has been produced which will be displayed on the Council website and shared with partners and stakeholders to identify the location of foodbanks and appropriate advice points located nearby. See Appendix 4.

3.59 Discussions continue with foodbanks to signpost clients to these advice points to reduce repeat visits and address the issues which have lead citizens to require this type of support.

Payday Loans

3.60 The Council continues to be actively involved in the issue of payday loans and the working groups meet regularly to look at ethical alternatives to payday loans and consider longer term, sustainable solutions. There will be a greater focus on this area given the qualification period for those customers claiming UC, and will become part of the personal budgeting service being undertaken as part of the Delivery Partnership Agreement with the DWP.

3.61 A list of basic bank accounts will be made available to customers seeking advice.

3.62 A meeting is being convened with the Pay Day Lending group to move this project forward.

The Welfare Reform Working Group

3.63 The Welfare Reform Working Group continues to meet quarterly to monitor the impacts of Welfare Reform on the Council and its service user. The group met on the 10 March 2015. Agenda items included:

- Universal Credit Training for councillors/committees
- Presentation on Benefit Sanctions by the Department of Work and Pension

- Findings from Welfare Reform Conditionality – update by Dr Beth Watts (Heriot Watt University)
- Foodbank Plus initiative, Broomhouse

3.64 This group agreed to encourage further dialogue relating to Benefit Sanctions following a presentation on the subject by the DWP. As noted in section 3.4 of this report sanctions are now a standard meeting agenda item at the joint DWP and City of Edinburgh Council (CEC) Operational Working Group, where real examples are taken forward for investigation and resolution.

The Welfare Reform Core Group – Delivering Social Security in Edinburgh a strategic response to Welfare Reform

3.65 The Welfare Reform Core Group continues to meet quarterly to agree the delivery of the key actions to achieve outcomes in terms of:

- Prevention of hardship and worsening inequality;
- Effective response to crisis needs for housing heat and food;
- Effective support for vulnerable individuals and families; and
- Partnership action to sustain Edinburgh’s social security.

The Communications Sub-Committee has been meeting regularly, particularly in the lead up to the roll out of UC to ensure key personnel, stakeholders and the public have an appropriate level of awareness.

The Welfare Reform Partners’ Forum

3.66 The Welfare Reform Partners’ Forum continues to meet quarterly to facilitate information sharing. The forum last met on 28 January 2015

Single Fraud Investigation Service (SFIS)

3.67 The Benefits Investigation team transferred to the DWP on 1 November 2014. A Service Level Agreement (SLA) is now in place between DWP and CEC for all Housing Benefit fraud related activity. This is being closely monitored to ensure the impact on the Corporate Fraud Team is appropriate.

Measures of success

- 4.1 The success of the programme will continue to be measured through:
- reductions in forecast loss of income; and
 - customer satisfaction with advice and advocacy services relating to benefit changes, including increased benefit take up and minimises losses by ensuring people get their full entitlement under the new arrangements.

Financial impact

5.1 The increase in numbers of people experiencing hardship has led to increased demand for services across the Council and also partner advice agencies. There is a risk to Council income, particularly in relation to rent arrears, changes to

subsidy levels for temporary accommodation and service charges. Known risks include:

- loss of rental income to the Housing Revenue Account (HRA) arising from Housing Benefit under Occupation reforms and Direct Payment under Universal Credit;
- Scottish Welfare Fund and Discretionary Housing Payment budget will be insufficient to meet demand longer term;
- the spend on Council Tax Reduction Scheme exceeds the available funding;
- reduced DWP Administration Subsidy due to the abolition of Council Tax Benefit, the phasing out of Housing Benefit and Central Government budget savings;
- increased demand on advice and advocacy both for the Council and Third Sector advice agencies; and
- Increase in homeless population where delays in payment of rent due to assessment periods for UC in the private sector.

Risk, policy, compliance and governance impact

6.1 The financial risk to the Council as well as the risk to the Council's reputation is being monitored regularly. Actions taken to assess and mitigate these risks and ensure effective governance include:

- bi-monthly updates were provided to Corporate Policy and Strategy and Finance and Resources Committees, however, these will now be reported on a quarterly basis, to align with the Working Group meeting cycle;
- annual update to the Governance, Risk and Best Value Committee;
- dedicated teams introduced to provide support and assistance;
- quarterly meetings with Elected Members, Council Officers and External Partners; and
- a strategic approach and action plan for delivering Social Security in Edinburgh (A strategic response to Welfare Reform in Edinburgh).

Equalities impact

7.1 The UK Government has prepared Equalities and Human Rights assessments for the welfare reform proposals. The Council will undertake an EHRIA when necessary for any of its proposals.

Sustainability impact

8.1 Welfare Reform is expected to have general implications for environmental and sustainability outcomes, for example in relation to fuel poverty and financial exclusion.

Consultation and engagement

- 9.1 Council officials continue to engage with the UK and Scottish Governments, directly and through COSLA, with the DWP, the Third Sector, the NHS and other partners. The Council is also engaging with citizens, both in and out of work, who rely on benefit income and tax credits.
- 9.2 The Council continues to participate in groups with the looking at the impacts of Welfare Reform, namely Local Authority Transition Working Group (LATWG), and COSLA's Welfare Reform Local Authority Representative Group.

Background reading / external references

Recent reports to committee:

Welfare Reform – Update – Corporate Policy and Strategy Committee 20 January 2014

[Strategic Response to Welfare Reform in Edinburgh](#) – Corporate Policy and Strategy Committee 30 September 2014

[Welfare Reform – update](#) – Corporate Policy and Strategy Committee 30 September 2014

[Welfare Reform – update](#) – Finance and Resources Committee, 28 August 2014

[Discretionary Housing Payment Policy](#) – Corporate Policy and Strategy Committee, 5 August 2014

[Welfare Reform – update](#) – Corporate Policy and Strategy Committee, 5 August 2014

[Welfare Reform – update](#) – Finance and Resources Committee, 5 June 2014

[Welfare Reform – update](#) – Corporate Policy and Strategy Committee, 13 May 2014

[Smith Commission](#)

[SLAB Annual Report](#)

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Links

Coalition pledges

Council outcomes

Single Outcome Agreement

SO2 – Edinburgh’s citizens experience improved health and wellbeing, with reduced inequalities in health

Appendices

Appendix 1 – Advice Shop statistical returns for funded advice agencies

Appendix 2 – Council Tax Reduction Scheme Spend

Appendix 3 – Scottish Welfare Fund Spend

Appendix 4 – Discretionary Housing Payment Spend

Appendix 5 – Foodbanks mapped with support services

Advice Shop – Statistical returns for funded advice agencies for the first 9 months of 2014-15

Welfare Benefits	Total	% of annual target	Debt	Total	% of annual target
Type 1	5646	95%	Type 1	3269	112%
Type 2	4406	104%	Type 2	1806	103%
Type 3	199	50%	Type 3	66	94%
ALL	10251	97%	ALL	5141	108%
Gains	£ 1,851,827		Gains	£314,783	

The above table represents the type of advice given by funded agencies across the city, the number of enquires and the % for targets set in return for funding

Types of advice being offered:

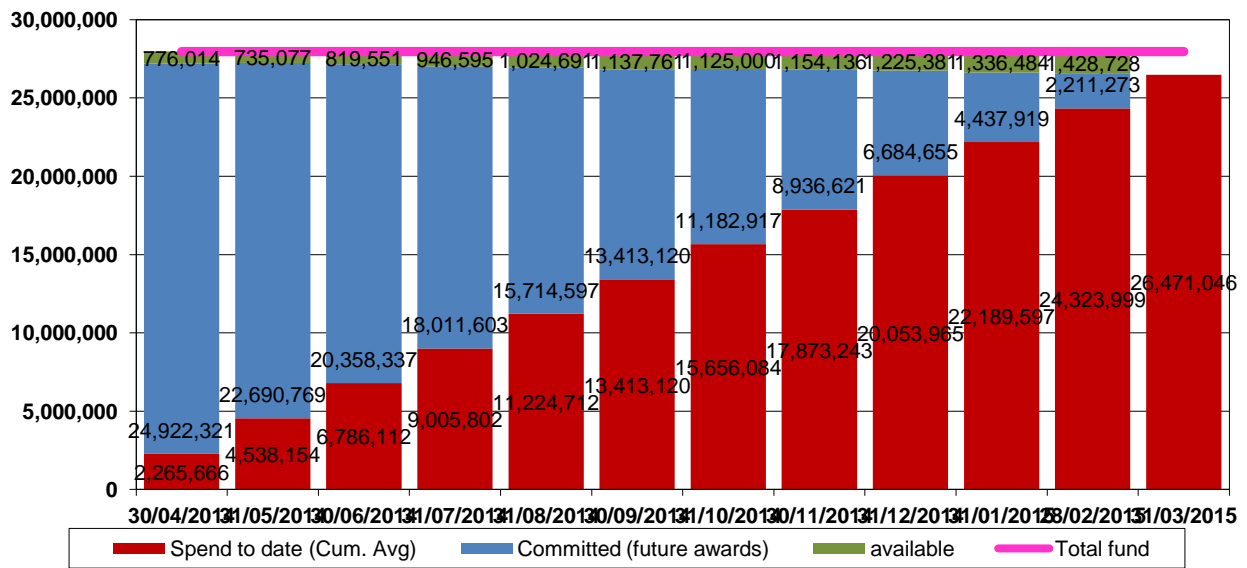
Type 1 - information and signposting,

Type 2 - is casework,

Type 3 - advocacy and representation.

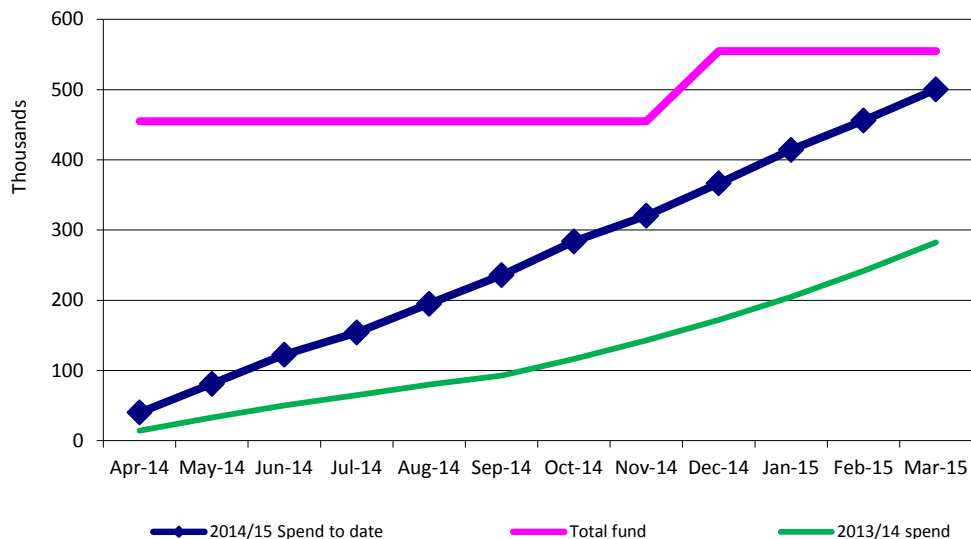
Council Tax Reduction Scheme (31 March 2015)

CTRS Distribution 2014/15

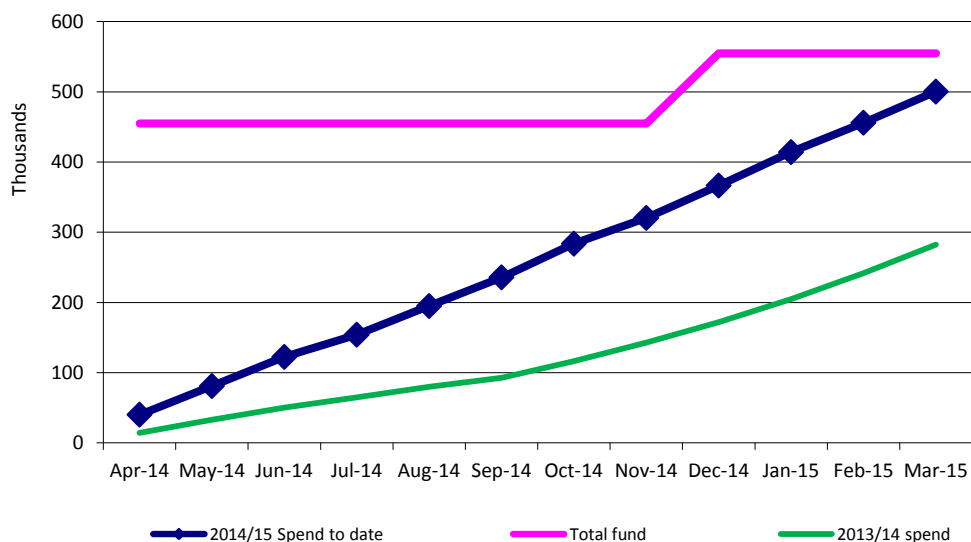


Scottish Welfare Fund (31 March 2015)

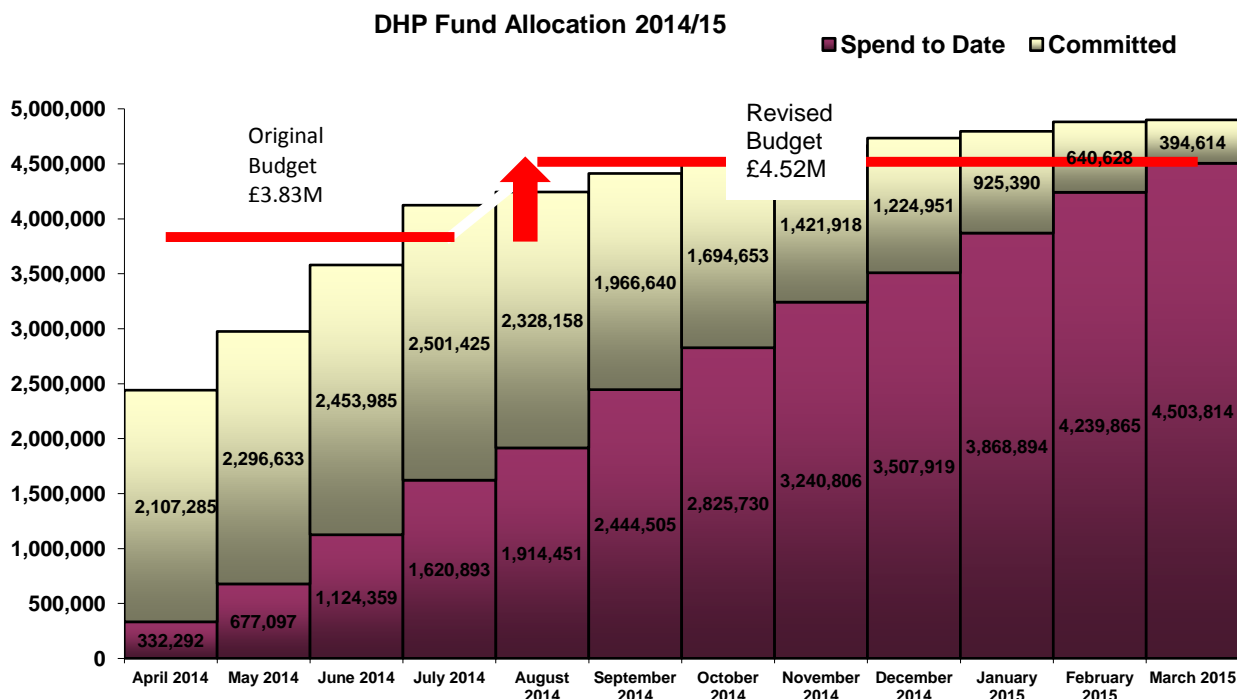
Crisis Grant Allocation 2014/15



Crisis Grant Allocation 2014/15



Discretionary Housing Payments (31 March 2015)



Foodbanks/Advice Service Map

