

Welfare Advice Service - Case Analysis



Year to date April to Sep 2018

1. Cases closed by Geographic Area

<u>Area</u>	Number	%
Mayfield	33	52
Gorebridge	9	14
Dalkeith	5	8
Bilston	4	6
Bonnyrigg	4	6
Penicuik	4	6
Easthouses	3	5
Danderhall	1	2
S Lanarkshire	1	2
Total	64	100

2. Cases closed by Referral Source

<u>Referral source</u>	Number	%
Housing services	16	25
Repeat	15	23
Tenancy Support (CHAI)	7	11
General enquiry	20	31
OT	1	2
Neighbour/friend	4	6
Other	1	2
Total	64	100

3. Cases closed by Family Type

<u>Family Type</u>	Number	%
Single no deps	30	47
Single with deps	18	28
Couple no deps	11	17
Couple with deps	5	8
Total	64	100

4. Cases closed by Client Group

<u>Client Group</u>	Number	%
Sick/Incapacitated	40	63
Unemployed	1	2
Working full time	2	3
Pensioner	7	11
Lone parent	7	11
Carer	6	9
Student	0	0
Working part time	1	2
Total	64	100

5. Cases closed by Principal subject for using service

<u>Principal subject</u>	Number	%
Housing Benefit	12	19
DLA/PIP/AA	23	36
Other	3	5
ESA/Incap	12	19
Universal Credit	5	8
Social welfare fund	3	5
Carer Allowance	3	5
Pension Credit	3	5
Total	64	100

6. Disability or long term condition

<u>Disability or Long term condition</u>	Number	%
Yes	48	75
No	16	25
Total	64	100

7. Financial benefit - unclaimed benefits

Total benefits gained - April to Sep 2018	£	458,210
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