

## Appendix - Welfare Advice Service - Case Analysis

Year to date April to Sep 2020



### 1. Cases closed by Geographic Area

Area	Number	%
Mayfield	21	54
Gorebridge	8	21
Dalkeith	2	5
Bilston	1	3
Bonnyrigg	2	5
Penicuik	4	10
Easthouses	1	3
Danderhall	0	0
Pathhead	0	0
Rosehead	0	0
<b>Total</b>	<b>39</b>	<b>100</b>

### 2. Cases closed by Referral Source

Referral source	Number	%
Housing services	13	33
Repeat	11	28
Tenancy Support (CHAI)	9	23
Direct contact	4	10
Other projects	0	0
Neighbour/friend	2	5
Other Melville staff	0	0
<b>Total</b>	<b>39</b>	<b>100</b>

### 3. Cases closed by Family Type

Family Type	Number	%
Single no deps	22	56
Single with deps	11	28
Couple no deps	2	5
Couple with deps	4	10
<b>Total</b>	<b>39</b>	<b>100</b>

### 4. Cases closed by Client Group

Client Group	Number	%
Sick/Incapacitated	23	59
Unemployed	0	0
Working full time	0	0
Pensioner	10	26
Lone parent	2	5
Carer	4	10
Student	0	0
Working part time	0	0
<b>Total</b>	<b>39</b>	<b>100</b>

### 5. Cases closed by Principal subject for using service

Principal subject	Number	%
Housing Benefit	4	10
DLA/PIP/AA	15	38
Other	0	0
ESA/Incap	7	18
Universal Credit	10	26
Social welfare fund	0	0
Carer Allowance	0	0
Pension Credit	3	8
<b>Total</b>	<b>39</b>	<b>100</b>

### 6. Disability or long term condition

Disability or Long term condition	Number	%
Yes	29	74
No	10	26
<b>Total</b>	<b>39</b>	<b>100</b>

### 7. Cases closed by age

Age	Number	%
19-24	2	5
25-34	6	15
35-49	11	28
50-59	6	15
60-69	8	21
70+	6	15
<b>Total</b>	<b>39</b>	<b>100</b>

### 8. Financial benefit - unclaimed benefits

Total benefits gained - April to Sep 20	£	<b>394,887</b>
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### 9. Reduction in rent arrears

Reduction in rent debt for closed cases	<b>£5,434</b>
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