

Welfare Benefit, Energy Advice and Digital Support Case Analysis for 2021-22

1. Welfare benefits referrals

Number of welfare benefits referrals	317
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2. Action following welfare benefits referral

Type of action	Number	%
Referrals dealt with by phone calls	173	55%
Referrals dealt with by emails	22	7%
Referrals that did not engage	49	15%
Referrals passed to Housing Officer	3	1%
Using another advice agency	2	1%
Pending further information	6	2%
Referrals where a case was opened	62	20%
Total	317	100%

3. Energy Advice Referrals

Number of energy advice referrals	37
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4. Reason for energy advice referral

Reason	Number	%
Billing advice	2	5%
Draughts/heating	1	3%
Fuel debt/grants	14	38%
Gas self-disconnection	2	5%
Gas/Electric disconnection	16	43%
NTA fuel account set up	1	3%
Warm home discount	1	3%
Total	37	100%

5. Active welfare benefits cases (on 31st March 2022)

Number of welfare benefits cases currently open	47
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6. Welfare benefits cases closed

Number of welfare benefits cases closed	61
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7. Welfare benefit cases closed by age

	Number	%
19-24	3	5%
25-34	10	16%
35-49	20	33%
50-59	11	18%
60-69	13	21%
70+	4	7%
Total	61	100%

8. Welfare benefit cases closed by Geographic Area

Area	Number	%
Bilston	0	0%
Bonnyrigg/Poltonhall	4	7%
Dalkeith	7	11%
Danderhall	3	5%
Easthouses	3	5%
Gorebridge	9	15%
Loanhead	1	2%
Mayfield	21	34%
N Lanarkshire	1	2%
Newtongrange	0	0%
Penicuik	11	18%
Rosewell	1	2%
Total	61	100%

9. Welfare benefit cases closed by client group

Client Group	Number	%
Carer	0	0%
Full time work	0	0%
Lone parent	2	3%
Part time work	3	5%
Pensioner	2	3%
Sick/disabled	50	82%
Student	3	5%
Unemployed	1	2%
Total	61	100%

10. Welfare benefit cases closed by referral source

Referral Source	Number	%
Chai	6	10%
Direct	28	46%
Housing team	20	33%
Neighbour Friend	0	0%
Other Melville staff	0	0%
Repeat	7	11%
Total	61	100%

11. Welfare benefit cases closed by principal subject for using service

Principal Subject	Number	%
DHP	1	2%
DLA/PIP/AA	41	67%
ESA	0	0%
Housing Benefit	3	5%
Other	1	2%
Pension Credit	1	2%
Tax Credits	0	0%
Universal Credit	14	23%
Total	61	100%

12. Welfare benefit cases closed by Family Type

Family Type	Number	%
Couple no deps	7	11%
Couple with deps	5	8%
Single no deps	34	56%
Single with deps	15	25%
Total	61	100%

13. Disability or long term condition

Disability or long term condition	Number	%
No	11	18%
Yes	50	82%
Total	61	100%

14. Financial benefit - Unclaimed benefits

Total benefits gained £408,463.87

15. Average financial gain per case closed £6,696.13

16. Mandatory Reconsiderations

Number of Mandatory Reconsiderations	15
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17. Appeals

Number of appeals	4
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18. Fuel Support Fund

Total number of awards	425
Total value of awards	£35,012

19. Connecting Scotland

Number of Chromebooks	14
Number of Ipads	14
Number of Mi-Fi boxes	16
Total value of devices and connectivity	£14,619.84

20. Customer Satisfaction

Percentage of people satisfied with the help they received	100%
Percentage of people who would recommend the service	100%