

Ref: SL/AI

Date: 24 September 2015

I refer to the meeting of the Policy & Resources Committee held on 22 September 2015 and attach amended Appendix 1 relative to Item 8 (Welfare Reforms Update) which was circulated to Members.

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Head of Legal & Property Services

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Scottish Welfare Fund
31 July 2015

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| Calls Answered | 3465 | | |
| Applications | 1417 | | |
| Applications Granted | 1000 | 70.57% | |
| Applications Refused | 185 | 13.06% | Note 3 |
| Applications Withdrawn | 166 | 11.71% | |
| In Progress | 66 | 4.66% | |
| Referrals to DWP | 101 | | Note 2 |
| | | <u>Budget</u> | <u>Spend</u> |
| | | <u>£000</u> | <u>%</u> |
| Crisis Grant paid (666) | £49.7 | 198.6 | 25.03% |
| Community Care Grants paid (364) (includes 30 applications paying both CCG & CG) | £218.0 | 664.8 | 32.79% |
| | <u>£267.7k</u> | <u>863.4</u> | 31.01% |

- Note 1** 1st Tier Reviews = 12 (1.01%)
1st Tier Reviews Upheld in Customer Favour = 5 (41.67%)
2nd Tier Reviews = 4 (includes 2 against decisions from 2014/15) - (33%) out of 12 1st tier decisions
2nd Tier Reviews Upheld in Customers Favour = 1 (25%), 1 withdrawn and 1 still to be heard
- Note 2** Referrals to DWP relates to customers who are awaiting payment of a new claim for JSA / ESA from DWP. In these circumstances a Short Term Benefit Advance (STBA) can be paid by DWP.
- Note 3** The most common reasons for refusal of claims are, applicants not meeting the eligibility criteria, not being in receipt of a qualifying benefit or incomplete evidence provided.