

Age Demographics

| Client Details Age Range | Client Details Count Number of Clients |
|-----------------------------|---|
| Unknown | 151 |
| 17 - 24 | 11 |
| 25 - 34 | 32 |
| 35 - 49 | 57 |
| 50 - 64 | 54 |
| 65+ | 50 |
| Report Total | 355 |

Household Demographics

| Client Profile (Current) Household Status | Client Details Count Number of Clients |
|--|--|
| Couple (no dependant children) | 32 |
| Couple (with dependant children) | 29 |
| Lone Parent (with dependant children) | 71 |
| MAS - Couple | 1 |
| MAS - Couple With Non-Dependent Children | 1 |
| Single Adults | 221 |
| Report Total | 355 |

Ethnicity Report

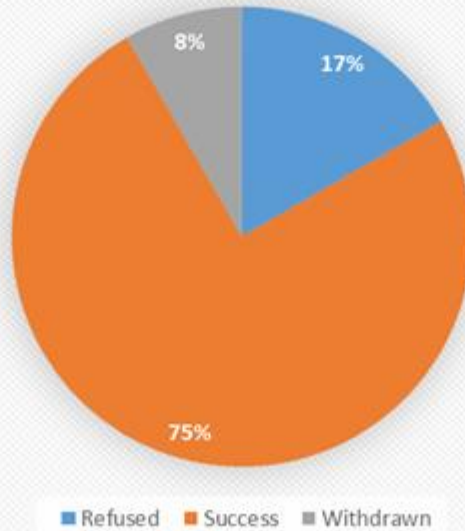
| Client Details Ethnic Origin | Client Details Count Number of Clients |
|---|--|
| Unknown | 84 |
| Asian or Asian British Indian | 2 |
| Asian or Asian British Other Background | 1 |
| Black or Black British African | 2 |
| Chinese | 3 |
| Eastern European | 2 |
| Mixed Other Background | 1 |
| Mixed White & Black African | 1 |
| White British | 254 |
| White Irish | 3 |
| White Other | 2 |
| Report Total | 355 |

Disability Demographics

| Client Health Issues Health Issue | Client Details Count Number of Clients |
|--------------------------------------|---|
| Prefer not to answer | 137 |
| Cognitive Impairment | 11 |
| Health problem (no disability) | 8 |
| Learning disability | 8 |
| Long-term illness | 54 |
| Mental Ill Health | 92 |
| Mobility Issues | 2 |
| Multiple Impairments | 11 |
| None | 61 |
| Other | 2 |
| Physical Disability | 46 |
| Report Total | 432* |

*Some tenants reported having more than one health issue, which is why the total number of health issues is a higher number than the tenants who have accessed the service

Appeal Representation



For the financial year 2019-2020, the Welfare Rights Officers represented 18 tenants at an appeal hearing.

| Client Profile (Current) Registered Social Landlord | WR Summary Issue | Financial Gains Sum Calculated Financial Gain |
|---|---|---|
| Resident/Private Let | Housing Benefit / Local Housing Allowance | £323.32 |
| | Personal Independence Payment - Both state pension | £16,821.90 £8,626.80 |
| | Sub-Total for Resident/Private Let | £25,772.02 |
| Arklet HA | WHD | £140.00 |
| | Attendance allowance | £6,159.05 |
| | Council Tax Reduction | £5,921.95 |
| | Employment Support Allowance | £10,554.44 |
| | ESA (Income Based) | £6,848.40 |
| | Guaranteed Pension Credit | £13,799.24 |
| | Housing Benefit / Local Housing Allowance | £51,119.23 |
| | Pension Credit | £19,432.68 |
| | Personal Independence Payment - Both | £20,529.20 |
| | Personal Independence Payment - Daily Living | £4,557.80 |
| | Scottish Welfare Fund | £7,750.00 |
| Universal Credit | £10,418.80 | |
| Sub-Total for Arklet HA | £157,230.79 | |
| Caledonia HA | Misc | £826.53 |
| | Attendance allowance | £7,610.20 |

| | | |
|--------------------------|--|--------------------|
| | Carer's Allowance | £3,439.80 |
| | Child Benefit | £1,076.40 |
| | Council Tax Reduction | £3,011.46 |
| | DLA - Care | £8,110.20 |
| | ESA (Contribution Based) | £6,405.80 |
| | Housing Benefit / Local Housing Allowance | £23,178.95 |
| | Maternity Allowance | £2,645.30 |
| | Pension Credit | £4,283.76 |
| | Personal Independence Payment - Both | £24,528.79 |
| | Scottish Welfare Fund | £3,730.00 |
| | Universal Credit | £41,942.98 |
| | Sub-Total for Caledonia HA | £130,790.17 |
| Hillhead HA | Misc. | £947.50 |
| | Attendance allowance | £11,032.10 |
| | Carer's Allowance | £7,179.60 |
| | Child Benefit | £4,374.50 |
| | Child Tax Credit | £2,779.92 |
| | Council Tax Reduction | £7,236.68 |
| | DLA - Care | £8,912.60 |
| | DLA - Mobility | £2,412.80 |
| | DLA, PIP or Attendance Allowance | £7,740.20 |
| | Employment Support Allowance | £3,424.20 |
| | ESA (Contribution Based) | £11,085.79 |
| | ESA (Income Based) | £44,450.23 |
| | Housing Benefit / Local Housing Allowance | £42,658.78 |
| | Pension Credit | £6,708.00 |
| | Personal Independence Payment - Both | £72,800.48 |
| | Personal Independence Payment - Daily Living | £3,052.40 |
| | Personal Independence Payment - Mobility | £4,996.40 |
| | Scottish Best Start | £872.00 |
| Scottish Welfare Fund | £10,496.04 | |
| SSP - Statutory Sick Pay | £2,441.00 | |
| state pension | £8,361.60 | |
| Universal Credit | £120,803.28 | |
| | Sub-Total for Hillhead HA | £384,766.10 |
| Other | ESA (Income Based) | £11,962.01 |
| | Housing Benefit / Local Housing Allowance | £8,464.20 |
| | Pension Credit | £3,338.32 |
| | Personal Independence Payment - Both | £5,285.97 |
| | state pension | £8,830.12 |
| | Sub-Total for Other | £37,880.62 |
| | Report Total | £736,439.70 |