



DWP Department for
Work and Pensions

Annual Report by the Secretary of State for Work and Pensions on the Social Fund 2010/2011

Presented to Parliament pursuant to section 167(6) of the Social Security Administration Act 1992

July 2011

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PREFACE

I am pleased to present my report on the Social Fund for 2010/11.

In 2010/11, another severe winter meant that the Social Fund has again been under pressure. In Great Britain, an estimated 17.2 million Cold Weather Payments, worth £431 million, were paid. As announced in the Spending Review 2010, these payments have been permanently increased to £25 per award. In addition Winter Fuel Payments contributed to the heating costs in over 9 million pensioner households.

Crisis Loans were set up to meet immediate short-term needs in an emergency. Yet in the last seven years there have been over seven million applications from 400,000 regular users applying for 10 or more crisis loans. Since telephone applications were introduced in 2006 daily spend on the loans has tripled reaching an all time high of £233 million in 2009/10.

Demand remained at this level in 2010/11 and on current forecasts the resources allocated to Crisis Loans for 2011/12 would only satisfy two-thirds of expected demand. Without corrective action the shortfall will need to be met by the Budgeting Loan scheme, which we estimate will run out of funds by December, leaving many vulnerable people without support and with little alternative but to turn to high cost or illegal lending.

Therefore, from 4th April 2011 we introduced measures to bring Crisis Loan spending under control. These measures are already working, enabling us to continue to meet demand for discretionary Social Fund grants and loans.

In order for us to ensure a sustainable Social Fund for the future, and one which supports the move to Universal Credit, this year we have taken steps in the Welfare Reform Bill to reform the discretionary Social Fund. From April 2013 we propose to abolish the discretionary Social Fund and put in place a new combination of local support and national provision.

Community Care Grants and Crisis Loans for living expenses will be replaced with locally-based support. This support will be designed and delivered by local authorities in England, and the devolved administrations in Scotland and Wales.

Budgeting Loans and Crisis Loans for alignment will be replaced with a national provision of payments on account, delivered by the Department for Work and Pensions. Budgeting Advances will replace Budgeting Loans, and Short-Term Advances will replace Crisis Loans for alignment.

THE RT HON IAIN DUNCAN SMITH MP
Secretary of State for Work and Pensions

1. INTRODUCTION

- 1.1 This is the twenty third annual report to Parliament on the operation of the Social Fund for Great Britain required by sections 167(5) and (6) of the Social Security Administration Act 1992.
- 1.2 The Social Fund scheme includes a regulated scheme made up of Maternity, Funeral, Cold Weather and Winter Fuel Payments; and a discretionary scheme comprising Community Care Grants and repayable Budgeting and Crisis Loans.

Source of data for this report

- 1.3 The figures in this report, unless stated otherwise, are taken from the Department's Social Fund Policy, Budget and Management Information System and from scans of the Social Fund Computer System¹. Together these data sources record details of every individual application, subsequent payment decision and any outstanding repayment record and also provide useful comparative data for policy purposes such as average awards, what needs they cover and how various client groups are using the Fund. These comparisons are shown in the annexes to this report.

2. THE REGULATED SOCIAL FUND

Sure Start Maternity Grants

- 2.1 The Sure Start Maternity Grant is a payment of £500 to provide important help for families with the costs of a new baby. The grant is available to recipients, and partners of recipients, of a qualifying benefit or tax credit. These are: Income Support, income-related Employment and Support Allowance, income-based Jobseeker's Allowance, Pension Credit, Child Tax Credit (at a rate higher than the family element), or Working Tax Credit (which includes a disability or a severe disability element).
- 2.2 In 2010/11 over 257,000 awards were made worth £130.1 million.
- 2.3 The December 2010 White Paper *Universal Credit: welfare that works* set out the Government's reform plans for the Social Fund. As part of our commitment to reform the Social Fund, we will look to automate Sure Start Maternity Grants so they are paid automatically when the qualifying criteria are met.
- 2.4 In the June 2010 Budget it was announced that policy changes were to be made to restrict Sure Start Maternity Grants to the first child only. This budget measure is contributing savings of an estimated £73 million per year to the deficit reduction target. The change was introduced for claims made from 24 January 2011 in respect of

¹ There is also a statutory requirement to produce a Social Fund White Paper Account. Current arrangements are that this is laid in Parliament separately.

babies born or expected on or after 11 April 2011. This means that the Sure Start Maternity Grant is now only payable to recipients of a qualifying benefit or tax credit where there is no other child below age 16 in the family. A definition of when a person is to be treated as responsible for a child was also included in the changes.

- 2.5** Prior to implementation of the budget measure, the regulations were amended from 17 December 2010 to include help with expenses for babies placed for adoption by an agency, adopted overseas (in certain circumstances), or subject to legal guardianship or a residence order. In addition, amendments were also made to permit the father of a baby to claim the grant where he is the responsible parent and the mother of the baby is not his partner. These regulation changes were required as a result of a previous Court judgement.
- 2.6** Sure Start Maternity Grant statistics are in Annexes 1, 2 and 14.

Funeral Payments

- 2.7** The Funeral Payment scheme continues to provide help towards a simple, respectful, low-cost funeral. Payments are made to a person responsible for funeral costs who is the recipient, or partner of the recipient, of a qualifying benefit or tax credit. The qualifying benefits and tax credits are the same as for the Sure Start Maternity Grant (see paragraph 2.1 above), but with the addition of Housing Benefit and Council Tax Benefit.
- 2.8** In 2010/11, over 38,000 awards were made worth £46.5 million. There are currently no plans to reform the Funeral Payment scheme.
- 2.9** During 2010/11 the Department's Bereavement Service was fully rolled out. This provides a means of claiming a Funeral Payment by telephone for people reporting the death of a DWP benefit recipient. Funeral Payment claims may also be made by completing and submitting the written Funeral Payment claim form.
- 2.10** Funeral Payment statistics are in Annexes 1, 2 and 14.

Cold Weather Payments

- 2.11** Cold Weather Payments provide help with additional costs of heating during periods of severe weather. The scheme runs from 1 November to 31 March each winter. Every residential postcode in Great Britain is linked to one of the weather stations used in the scheme. A payment is made to some-one when the average temperature has been recorded as, or is forecast to be, 0°C or below over seven consecutive days at the weather station linked to their postcode.
- 2.12** Eligible recipients of a Cold Weather Payment are those awarded Pension Credit, or income-related Employment and Support Allowance that include a work related activity or support component. Those awarded Income Support, income-related Employment and Support Allowance in the assessment phase, or income-based Jobseeker's Allowance, and who have a pensioner or

disability premium or a child who is disabled or under the age of five, are also eligible to receive payments.

- 2.13** In November 2010 the Chancellor of the Exchequer announced that the Cold Weather Payment rate would be increased to £25 for each qualifying period of cold weather for winter 2010/11, and then for the four years of the current Spending Review. In 2010/11 17.2 million awards were made worth £430.8 million.
- 2.14** The annual review of the Cold Weather Payments scheme took place in the summer of 2010. The review included: an assessment of the continuing availability of the weather stations used to provide temperature data for the scheme; whether any new stations were more suitable or should be introduced in addition to those that were currently being used; and the impact on weather station linkages of changes to the postcode system by the Royal Mail.
- 2.15** As a result of the review, the number of weather stations used in the scheme rose from 85 in 2009/10 to 91 in 2010/11. Seven new weather stations were introduced. These were Capel Curig, Dunstaffnage, Hawarden Airport, Keele, Mona, Rothamsted and Tredegar. In addition, on the recommendation of the Meteorological Office, Valley weather station was no longer used as part of the Cold Weather Payment scheme. Some of the postcodes that were linked to existing weather stations during winter 2009/10 were re-assigned to the new weather stations.
- 2.16** Representations from Members of Parliament about the suitability of individual weather stations or their links with particular postcode districts were also carefully considered. This resulted in many of these postcodes being linked to one of the seven new weather stations introduced for the 2010/11 scheme.
- 2.17** Cold Weather Payment statistics are in Annexes 1 and 3.

Winter Fuel Payments

- 2.18** Winter Fuel Payments help older people to meet heating costs. They are tax free and do not affect entitlement to social security benefits.
- 2.19** Forecasts indicate that 12.7 million people in over 9 million households benefited from a Winter Fuel Payment in 2010/11. The total spent in 2010/11 on Winter Fuel Payments is estimated to be around £2.7 billion.
- 2.20** For winter 2010/11 a higher rate was paid. This increased the total payable to a household with someone who had reached state pension age for women (born on or before 5/7/1950) and aged up to 79 to £250 and to a household with someone aged 80 or over to £400.
- 2.21** Most people who had reached the state pension age for women (born on or before 5/7/1950) and who were normally living in Great Britain were eligible for a Winter Fuel Payment, though there were some exceptions. Some people were eligible to receive a Winter

Fuel Payment if they lived in another European Economic Area country or Switzerland and had previously qualified for a payment in the United Kingdom. The qualifying week for winter 2010/11 payments was the week beginning 20 September 2010.

- 2.22 Most payments were made automatically before Christmas 2010 without the need to claim. However, newly eligible people needed to make a claim if they were not receiving a social security benefit (or receiving only Housing Benefit, Council Tax Benefit or Child Benefit) during the qualifying week.

3. THE DISCRETIONARY SOCIAL FUND

- 3.1 The December 2010 White Paper *Universal Credit: welfare that works* set out the Government's reform plans for the Social Fund. The changes will result in the abolition of the current system of discretionary payments. In their place will be a new:
- locally based provision to replace Community Care Grants and Crisis Loans for general living expenses; and
 - nationally administered advance of benefit facility to replace Budgeting Loans and Crisis Loans for alignment living expenses.

Crisis Loans

- 3.2 Crisis Loans are repayable awards. Although there are no qualifying benefit conditions, Crisis Loans are only available when a person has insufficient resources to prevent a serious risk to health or safety to themselves or their family.
- 3.3 In 2010/11 over 2.6 million payments were made, worth over £228 million.
- 3.4 There is a single national loans budget from which Budgeting Loan payments as well as Crisis Loan payments are made. Expenditure on Crisis Loans reached an all time high in 2009/10 and this level of spend has continued in 2010/11.
- 3.5 As there is no new funding for the single loans budget in this spending review period, the decision was taken to reform the Crisis Loan scheme to protect funding for the Budgeting Loan scheme. New measures were announced in March 2011 to reduce Crisis Loan demand and expenditure during 2011/12 and beyond.
- 3.6 The measures were introduced from 4 April 2011 and:
- re-focus the Crisis Loan scheme so that help is mainly directed at living expenses and help with most items is now considered only when the application is made following a disaster such as flooding, fire or gas explosion
 - reduce the rate paid for daily living expenses to make it the same as the hardship payment rate of Jobseekers Allowance

- limit the number of awards for general living expenses to 3 in a rolling 12 month period.

The outcome of these measures will be covered in next year's report.

3.7 The Crisis Loan scheme will continue to provide help in everyday emergencies with the following expenses:

- living expenses (including help for those claimants waiting for their first full payment of benefit in arrears)
- rent in advance to non Local Authority landlords
- board and lodging and hostel charges
- travel expenses when stranded from home
- certain fuel charges.

Community Care Grants

3.8 Community Care Grants are not repayable. They help people with specific needs who receive a qualifying benefit to establish themselves, or to remain, in the community or to ease exceptional pressures on them and their family. The qualifying benefits are: Income Support, income-related Employment and Support Allowance, income-based Jobseeker's Allowance, and Pension Credit.

3.9 For 2010/11, the national Community Care Grant budget was £141 million. This was allocated to 23 local Jobcentre Plus budget areas and over 254,000 payments were made.

3.10 From 18 October 2010 the Secretary of State's Guidance was amended to advise Decision Makers that the lowest locally available prices should be awarded for items applied for, irrespective of the amount requested by the applicant. There are exceptions to this, for example when special features or adaptations are required.

3.11 The above amendment increases the value achieved from Community Care Grant spend in order to fund further high priority applications and therefore supports **Recommendation a** of the National Audit Office in its 2010 report (see paragraphs 4.13 to 4.15 below).

Budgeting Loans

3.12 Budgeting Loans are repayable awards. They help people in receipt of a qualifying benefit for at least 6 months with intermittent expenses that it is difficult to budget for. The qualifying benefits are: Income Support, income-related Employment and Support Allowance, income-based Jobseeker's Allowance, and Pension Credit.

3.13 In 2010/11 over 1.1 million awards were made, worth nearly £446 million.

3.14 There is a single national loans budget from which Budgeting Loan payments as well as Crisis Loan payments are made. The single loans

budget is controlled and managed at a national level to ensure that all Budgeting Loan applicants in the same circumstances are treated in a similar way wherever they live.

- 3.15 There is no new funding for the loans budget in this spending review period therefore policy measures to maximise the loans funding available for Budgeting Loans have been introduced from 4 April 2011. The policy measures relate to Crisis Loans (see paragraph 3.6 under Crisis Loans above).
- 3.16 Discretionary loans and grants statistics are in Annexes 1, 4, 5, 8, 9, 12 and 13 (Budgeting Loans), Annexes 1, 4, 5, 10, 11, 12 and 13 (Crisis Loans) and Annexes 1, 4, 5, 6, 7 and 13 (Community Care Grants).

4. GENERAL ADMINISTRATION

- 4.1 The Social Fund is currently delivered via a Jobcentre Plus network of Benefit Delivery Centres, Contact Centres and local Jobcentre Plus frontline offices.
- 4.2 Funeral Payment, Maternity Grant, Budgeting Loan and Community Care Grant applications are normally made in writing. The normal route for Crisis Loan applications for rent in advance or for help following a disaster is also by written application. Crisis Loan applications for help following a disaster are now part of the Community Care Grant application process so that applicants can be considered for both types of payment where appropriate.
- 4.3 There is, however, a dedicated national Crisis Loan telephone service to deal with applications for living expenses over the telephone. In addition some Crisis Loan applications are dealt with by interview at a local Jobcentre and some Funeral Payment claims can now be taken by telephone when a potential recipient contacts the DWP Bereavement Service.

Reviews

- 4.4 A discretionary Social Fund applicant who is dissatisfied with a decision may apply to have the decision reviewed. Consideration is given to whether the law (including the Secretary of State's Directions and Guidance) has been applied correctly, and the case handled fairly and reasonably.
- 4.5 A reviewing officer within Jobcentre Plus carries out the first review and the outcome is notified to the applicant. In 2010/2011, Jobcentre Plus dealt with over 254,500 applications for first review.
- 4.6 Applicants who remain dissatisfied can ask for a further review by a Social Fund Inspector at the Independent Review Service. Social Fund Inspectors are appointed by the Social Fund Commissioner. In 2010/2011, Social Fund Inspectors reviewed over 52,000 reviewing officer decisions.

- 4.7 The Social Fund Commissioner has reported separately on the standard of reviews carried out by Social Fund Inspectors. His report has been published.
- 4.8 A summary of Social Fund review applications is set out in Annex 13.

Performance management and improvement

- 4.9 The Social Fund Quality Assurance Framework (QAF) is an internal management tool for improving Social Fund decision making standards. It was designed and developed in conjunction with the Independent Review Service. It provides a robust checking methodology for the quality of decisions, and is a mechanism for providing feedback and identifying individual training needs for operational staff. The Framework has been assured by Internal Audit.
- 4.10 The focus of the check has continued to be on areas with complex decision making. Checks were applied to 2.32% of all social fund decisions. This has resulted in a steady improvement in the overall quality of decision making in 2010/11.

Clearance standards

- 4.11 Local and national performance is monitored against a comprehensive set of Social Fund clearance standards. All component parts of the set must be met to meet the overall standard. The achievement against the standard in 2010/2011 is shown below:

Average Actual Clearance Times (working days)	Standard	Achieved
Community Care Grants	9	8.5
Budgeting Loans	6	5.5
Crisis Loans	2	2.1
Local review of above grants and loans	10	9.7
Funeral Payments	16	14.5
Sure Start Maternity Grants	5	4.4

- 4.12 The standard for Average Actual Clearance Times was met for all Social Fund applications, with the exception of Crisis Loans which fell marginally short of the standard.

National Audit Office (NAO) review

- 4.13 In July 2010 the Comptroller and Auditor General presented to Parliament the report *Department for Work and Pensions: The Community Care Grant* which details a value for money review of Social Fund Community Care Grants. The National Audit Office (NAO) report made three broad recommendations: **Ra**, **Rb** and **Rc** below.

4.14 The Department's Agency Jobcentre Plus is responsible for administering Community Care Grants. An action plan was immediately set up for both the NAO recommendations, and the findings of the subsequent hearing by the Committee of Public Accounts on 3 November 2010. Action taken so far includes:

Ra: to increase the value achieved from Grant spend to fund further high priority applications:

- introduction of policy changes to pay the lowest local prices for goods (see paragraph 3.10)
- review of the allocation methodology for regional Community Care Grant budgets
- plans to introduce more limits on repeat applications for the same need.

Rb: to improve the targeting of the Grant scheme to make the most of funds available:

- continuing assurance that low take-up groups such as pensioners are made aware of the scheme in Pension Credit notifications and claim packs
- revision of the application form to tell customers we may ask for receipts for goods purchased
- inclusion of a declaration by the applicant in the application that goods for which the money is awarded will be bought
- implementation of a pre-award targeted visiting regime.

Rc: to review the cost effectiveness of the current scheme:

- a new application form to cover both Community Care Grants and Crisis Loans so that the customer receives the most appropriate Social Fund award when they have suffered a disaster
- review of the end to end business processes to identify further operational efficiencies
- according high business priority to the speedy implementation of new techniques (such as document scanning) to support cheaper document storage and retrieval.

4.15 The full report can be found in the National Audit Office website at www.nao.org.uk.

5. FINANCIAL ISSUES

Background

5.1 Payments from the regulated Social Fund are entitlement based and not paid from a cash-limited budget. Regulations prescribe the circumstances and amounts that are payable.

- 5.2 National cash-limited budgets are allocated for loans and grants. The loans budget is a single national allocation. The grants budget is distributed to individual Jobcentre Plus budget areas.

The 2010/11 discretionary Social Fund budget

- 5.3 In April 2010 the total gross budget of £802 million comprised:
- £178.2 million of new annually managed expenditure (AME)
 - £141.5 million AME specifically for the loans scheme to cover the additional demand due to the recession
 - loan recoveries of £482.3 million.
- 5.4 The gross discretionary budgets allocated in April 2010 were:
- Community Care Grants £141 million
 - Loans £660 million
 - Contingency reserve £1 million.

In-year allocation to the loans budget

- 5.5 An in-year allocation of £30 million was made in March 2011. As a consequence the gross discretionary budget for the year became £832 million, and the gross loans budget for the year increased to £690 million. The in-year allocation was funded by loan recovery being higher than forecast at the beginning of the reporting year.

Payments from the contingency reserve

- 5.6 There were no applications for additional funding from the contingency reserve during 2010/11.

Recoveries

- 5.7 The Department's Debt Management service manages Social Fund recoveries from people who are no longer receiving benefits.
- 5.8 In 2010/11 the Debt Management service received over 640,000 new debt referrals via its automated Social Fund loan referral system.
- 5.9 £543.6 million was recovered through the repayment of loans.
- 5.10 £0.3 million of Funeral Payments was recovered from estates.
- 5.11 Details of recoveries are given in Annexes 1 and 12.

6. SUMMARY OF FINANCIAL PERFORMANCE

- 6.1 In 2010/11 the Social Fund provided payments of over £1.4 billion, with an estimated additional £2.7 billion of Winter Fuel Payments paid to around 9 million households that include someone who had reached state pension age for women (born on or before 5/7/1950).

- 6.2** Compared to 2009/10, the 2010/11 figures show:
- Overall there were 5,629,000 applications to the discretionary Social Fund, 342,000 less than in 2009/10.
 - Applications received for Community Care Grants decreased by 4.1% from 640,000 to 613,000.
 - The proportion of grant decisions resulting in an initial award increased from 40.7% to 41.7%.
 - Applications received for Crisis Loans decreased by 6.1% from 3,645,000 to 3,422,000.
 - The proportion of Crisis Loan decisions resulting in an initial award increased from 74.4% to 78.2%.
 - Applications received for Budgeting Loans decreased by 5.5% from 1,686,000 to 1,594,000.
 - The proportion of Budgeting Loan decisions resulting in an initial award decreased from 71.5% to 70.0%.
- 6.3** Gross expenditure on Budgeting Loans was £445.9 million, and gross expenditure on Crisis Loans was £228.3 million. Expenditure on Community Care Grants was £138.9 million.
- 6.4** Loan recoveries during the year were £543.6 million against a cautious forecast of recovery of £482.3 million at the beginning of 2010/11. Recoveries provided 80.6% of the funds needed to meet gross loans expenditure.
- 6.5** Overall during 2010/11, the discretionary Social Fund provided help in the form of over 4.0 million awards.

The 2011/12 discretionary Social Fund budget

- 6.6** In April 2011 the total gross budget of £732 million comprised:
- £178.2 million of new annually managed expenditure (AME)
 - loan recoveries of £553.8 million.
- 6.7** The £732 million gross discretionary Social Fund budget for 2011/12 is allocated as follows:

Single national LOANS budget	£590m
GRANTS budget distributed to budget areas	£141m
CONTINGENCY	£1m
TOTAL	£732m

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14. Summary of Social Fund Appeals

Client Groups and Applicant Groups

15. Client Groups and Applicant Group definitions

NATIONAL SOCIAL FUND SUMMARY STATISTICS

	REGULATED SOCIAL FUND			DISCRETIONARY SOCIAL FUND		
	SSMG	CWP	FP	CCG	BL	CL
Applications received (000)	350	N/A	69	613	1,594	3,422
Initial decisions (000)	350	N/A	68	610	1,588	3,397
Awards (000)	257	17,232	38	254	1,112	2,657
Awards as % of initial decisions	73.4	N/A	56.0	41.7	70.0	78.2
Initial refusals (000)	107	N/A	34	354	429	646
Gross expenditure £m	130.1	430.8	46.5	138.9	445.9	228.3
Recoveries £m	N/A	N/A	0.3	N/A	419.9	123.7
Net expenditure £m	130.1	430.8	46.2	138.9	26.0	104.7
Average award £	507	25	1,217	466	396	83

KEY

SSMG = SURE START MATERNITY GRANT	CCG = COMMUNITY CARE GRANT
CWP = COLD WEATHER PAYMENT	BL = BUDGETING LOAN
FP = FUNERAL PAYMENT	CL = CRISIS LOAN
N/A = not applicable	

CORRECTED CWP FIGURES FOR 2009/2010 REPORT

	Previously reported figure	Corrected figure
Awards (000)	11,590	11,870
Gross expenditure £m	289.7	296.7

NOTES:

1. Average SSMG award reflects multiple births.
2. There is no requirement to claim Cold Weather Payments.
3. The number of discretionary awards made after review is not included in the table. However, gross expenditure does include awards made after review, reconsideration or appeal.
4. For the regulated Social Fund, the method of calculating average awards is to divide gross expenditure by the number of awards (including those made after reconsideration or appeal).
5. For the discretionary Social Fund, the method of calculating average awards is to divide initial gross expenditure (excluding the value of review awards) by the number of initial awards.
6. The difference between applications received, initial decisions, awards and initial refusals, is due to: applications being withdrawn; applicants rejecting or not responding to loan offers; and, not decided at the time the count was made.
7. Cold Weather Payment figures are taken from Departmental records.
8. Figures and percentages may not sum due to rounding.

**SURE START MATERNITY GRANTS AND
FUNERAL PAYMENTS
AWARDS BY CLAIMANT GROUP**

Claimant Group	Sure Start Maternity Grants		Funeral Payments	
	Awards (000)	% of Total Awards	Awards (000)	% of Total Awards
Pensioners	~	#	17.4	45.6
Unemployed	16.8	6.6	2.5	6.6
Disabled	9.8	3.8	4.3	11.4
Lone Parents	58.6	22.8	2.6	6.7
Employed	118.5	46.2	0.7	2.0
Others	52.9	20.6	10.6	27.7

AWARDS BY QUALIFYING BENEFIT OR TAX CREDIT

Qualifying Benefit	Sure Start Maternity Grants		Funeral Payments	
	Awards (000)	% of Total Awards	Awards (000)	% of Total Awards
Income Support, Employment and Support Allowance (income-related), Jobseekers Allowance (income-based) and Pension Credit	128.6	50.1	28.2	73.9
Child Tax Credit (at a rate higher than the family element)/ Working Tax Credit (which includes a disability or a severe disability element)	128.1	49.9	2.9	7.7
Housing Benefit & Council Tax Benefit	N/A	N/A	7.0	18.4
Total	256.8	100	38.2	100

NOTES:

1. Claimant group definitions are in Annex 13.
2. These tables include awards made after reconsideration or appeal.
3. If an award is made to a claimant who receives more than one qualifying benefit or tax credit, then the award is recorded under the qualifying benefit or tax credit which appears first in the table above.
4. Figures and percentages may not sum due to rounding.
5. ~ represents less than 50.
6. # represents less than 0.5%.

COLD WEATHER PAYMENT STATISTICS BY MET OFFICE WEATHER STATION

Weather station	Triggers	Number of payments	Expenditure £m
Aberporth	2	9,600	0.24
Albemarle	5	745,400	18.64
Andrewsfield	4	180,500	4.51
Aultbea	3	900	0.02
Aviemore	7	5,700	0.14
Bedford	5	341,100	8.53
Bingley	4	471,800	11.80
Bishopton	5	995,800	24.90
Boscombe Down	4	53,600	1.34
Boulmer	3	40,200	1.01
Braemar	7	11,200	0.28
Brize Norton	4	77,900	1.95
Capel Curig	4	3,100	0.08
Cardinham (Bodmin)	2	29,100	0.73
Carlisle	5	50,100	1.25
Cassley	6	2,100	0.05
Charlwood	4	186,600	4.67
Charterhall	4	25,500	0.64
Chivenor	2	19,400	0.49
Coleshill	4	1,252,000	31.30
Crosby	4	1,014,200	25.36
Culdrose	1	23,400	0.59
Dundrennan	4	21,600	0.54
Dunkeswell Aerodrome	4	76,300	1.91
Dunstaffnage	3	4,200	0.11
Dyce	5	124,800	3.12
Edinburgh Gogarbank	4	311,900	7.80
Eskdalemuir	6	31,400	0.79
Filton	4	244,700	6.12
Fylingdales	6	20,800	0.52
Gravesend	3	359,400	8.99
Hawarden Airport	4	110,900	2.77
Heathrow	3	1,608,400	40.21
Hereford-Credenhill	5	287,800	7.20

Weather station	Triggers	Number of payments	Expenditure £m
Herstmonceux West End	4	112,100	2.80
High Wycombe	4	67,500	1.69
Hurn (Bournemouth Airport)	4	160,500	4.01
Isle of Portland	1	5,300	0.13
Keele	5	242,000	6.05
Kinloss	5	75,900	1.90
Kirkwall	3	3,600	0.09
Lake Vyrnwy	5	274,700	6.87
Leconfield	4	37,100	0.93
Leek	4	4,600	0.12
Lerwick	4	163,500	4.09
Leuchars	5	429,200	10.73
Linton on Ouse	5	22,100	0.55
Liscombe	5	36,400	0.91
Little Rissington	6	4,800	0.12
Loch Glascarnoch	7	394,000	9.85
Loftus	4	4,800	0.12
Lusa	3	116,900	2.92
Lyneham	4	6,200	0.16
Machrihanish	3	161,200	4.03
Manston	2	54,200	1.36
Marham	4	55,100	1.38
Mona	3	90,900	2.27
North Wyke	4	210,100	5.25
Norwich Airport	4	716,900	17.92
Nottingham Watnall	4	177,700	4.44
Pembrey Sands	4	94,900	2.37
Plymouth	2	12,900	0.32
Redesdale	6	104,600	2.62
Rhyl	4	231,900	5.80
Rothamsted	4	82,300	2.06
St Athan	4	200	0.01
St Bees Head	4	19,700	0.49
St Catherine's Point	0	0	0.00
Salsburgh	5	131,100	3.28
Scilly St Mary's	0	0	0.00
Sennybridge	7	453,300	11.33
Shap	6	439,100	10.98
Shawbury	5	20,800	0.52
Sheffield	4	37,100	0.93

Weather station	Triggers	Number of payments	Expenditure £m
South Farnborough	4	95,000	2.38
Stonyhurst	4	10,800	0.27
Stornoway Airport	2	20,300	0.51
Strathallan	6	714,100	17.85
Thorney Island	3	600	0.02
Tiree	1	3,500	0.09
Trawsgoed	5	312,700	7.82
Tredegar	6	11,500	0.29
Tulloch Bridge	6	33,100	0.83
Waddington	6	427,300	10.68
Walney Island	4	72,500	1.81
Wattisham	4	231,300	5.78
West Freugh	4	20,300	0.51
Wick Airport	5	13,000	0.33
Wittering	4	120,400	3.01
Woodford	5	1,032,900	25.82
Yeovilton	4	116,300	2.91
Great Britain	374	17,232,200	430.8

NOTES:

1. *There is no requirement to claim Cold Weather Payments.*
2. *A Cold Weather Payment is made to an eligible customer when the average temperature has been recorded as, or is forecast to be, 0°C or below over seven consecutive days at the weather station linked to the customer's postcode (When the temperature criterion is met, the weather station is said to trigger).*
3. *Cold Weather Payments are made to benefit units. A benefit unit can be a single person or a couple and can include children.*
4. *Cold Weather Payment figures are taken from Departmental records.*
5. *Figures may not sum due to rounding.*

DISCRETIONARY GRANTS AND LOANS

STATISTICS BY JOBCENTRE PLUS SOCIAL FUND BUDGET AREA

Jobcentre Plus Social Fund budget area by region	Community Care Grants			Budgeting Loans			Crisis Loans		
	Applications received	Awards	Gross Expenditure £m	Applications received	Awards	Gross Expenditure £m	Applications received	Awards	Gross Expenditure £m
East of England									
Essex	11,500	4,600	2.3	34,900	23,700	9.7	80,400	62,300	6.4
Norwich	27,900	10,200	6.0	65,600	43,400	18.2	167,300	129,800	11.0
East Midlands									
East Midlands North	18,100	5,600	3.7	56,300	40,100	15.9	86,000	66,400	5.3
South East Midlands	21,000	9,400	5.0	59,500	42,900	17.2	109,000	84,600	7.4
London									
Central and East London	22,300	9,100	7.1	44,000	29,200	12.9	84,600	64,900	5.4
London South	31,000	11,700	8.9	70,900	48,900	21.7	144,000	106,600	9.9
North and North East London	17,000	6,400	4.3	49,600	34,300	15.6	85,200	62,300	5.0
West London	12,800	5,100	3.6	28,800	18,700	8.7	71,800	55,100	4.3
North East									
Northumbria	14,700	6,700	2.6	42,400	29,100	10.6	70,400	54,200	4.9
South Tyne and Wear Valley	13,900	5,400	2.6	43,100	30,900	11.4	88,100	68,200	6.2
Tees Valley	13,000	5,600	2.4	36,900	27,000	9.9	67,200	51,500	5.1
North West									
Chorlton	56,900	23,900	12.2	150,400	101,100	39.3	385,500	307,800	27.1
Greater Liverpool and Cheshire	34,300	16,800	7.9	97,900	68,600	25.8	218,300	169,000	15.7

Jobcentre Plus Social Fund budget area by region	Community Care Grants			Budgeting Loans			Crisis Loans		
	Applications received	Awards	Gross Expenditure £m	Applications received	Awards	Gross Expenditure £m	Applications received	Awards	Gross Expenditure £m
Scotland									
Inverness	23,000	9,200	5.5	51,800	36,800	13.4	136,300	106,300	9.1
Springburn	57,400	25,200	15.3	124,400	90,100	35.1	303,700	238,000	19.9
South East									
South East – Berkshire, Oxfordshire, Buckinghamshire and Surrey	12,800	6,200	2.6	33,000	23,100	10.5	117,500	95,500	7.3
South East – Hampshire, Kent and Sussex	31,300	15,200	5.8	86,900	60,500	26.0	238,000	193,100	15.5
South West									
South West Central	36,900	14,000	8.0	83,300	59,000	23.9	186,900	150,600	12.4
Wales									
Llanelli	12,300	4,500	2.5	28,500	20,300	8.1	58,400	46,500	4.5
South East Wales	25,900	10,100	5.5	70,500	50,000	19.8	126,400	96,300	9.5
West Midlands									
West Midlands SF	59,800	23,500	13.0	169,200	121,400	49.3	298,700	219,400	18.9
Yorkshire and the Humber									
Y & H Bradford	16,400	7,100	3.2	45,600	30,600	12.0	88,400	67,300	5.7
Y & H Sheffield	43,000	18,600	8.8	121,000	81,600	31.0	209,800	161,400	12.2

NOTES:

1. The number of discretionary awards made after review is not included in the table. However, gross expenditure does include awards made after review, reconsideration or appeal.
2. The difference between applications received, initial decisions, awards and initial refusals, is due to: applications being withdrawn; applicants rejecting or not responding to loan offers; and, not decided at the time the count was made.
3. Figures are rounded to the nearest 100 and expenditure is shown in £ million.

DISCRETIONARY GRANTS AND LOANS

GROSS EXPENDITURE BY APPLICANT GROUP

Applicant Group	Community Care Grants		Budgeting Loans		Crisis Loans	
	Amount £m	% of Total Amount	Amount £m	% of Total Amount	Amount £m	% of Total Amount
Pensioners	11.7	8.4	35.5	8.0	3.0	1.3
Unemployed	24.1	17.4	70.5	15.8	123.7	54.2
Disabled	42.8	30.8	124.3	27.9	42.3	18.5
Lone Parents	42.2	30.4	191.0	42.8	33.9	14.9
Others	18.1	13.0	24.6	5.5	25.5	11.2

NOTES:

1. Applicant group definitions are in Annex 13.
2. This table includes awards on review.
3. Figures and percentages may not sum due to rounding.

COMMUNITY CARE GRANTS

EXPENDITURE BY DIRECTION 4

Direction 4 Condition Satisfied	Amount £m	% of Total Amount
Direction 4(a)(i) People moving out of institutional or residential care	10.0	7.2
Direction 4(a)(ii) Helping people stay in the community	39.6	28.5
Direction 4(a)(iii) Families under exceptional pressure	78.8	56.7
Direction 4(a)(iv) Prisoner or young offender on release on temporary licence	0.3	0.2
Direction 4(a)(v) People setting up home as a planned programme of resettlement	8.7	6.2
Direction 4(b) Travelling expenses	1.6	1.1

NOTES:

1. *If more than one condition is satisfied by an application it will be recorded under the first condition, in the order set out in the table.*
2. *This table includes awards on review.*
3. *Figures are estimated as the Management Information System does not split expenditure made after a review by the part of direction 4 satisfied.*
4. *Figures and percentages may not sum due to rounding.*

COMMUNITY CARE GRANTS
REASONS FOR INITIAL REFUSAL BY APPLICANT GROUP

Counts

Reason for Refusal	Pensioners	Unemployed	Disabled	Lone Parents	Others	Total
Savings sufficient to meet cost	100	~	100	~	~	300
Not in receipt of a qualifying benefit & unlikely to be	1,000	19,000	12,100	3,000	26,100	61,100
Excluded items	700	2,400	1,800	2,400	1,200	8,500
Amount less than £30, not travelling expenses	~	100	~	~	100	200
Direction 4 not satisfied	10,800	93,300	41,900	60,600	35,300	242,100
Previous application and decision	200	1,200	1,000	800	600	3,800
Insufficient priority	3,300	5,700	11,500	7,900	6,300	34,700
Other	400	400	1,100	600	300	2,700
Total	16,400	122,100	69,600	75,300	69,900	353,400

Percentages

Reason for Refusal	Pensioners	Unemployed	Disabled	Lone Parents	Others	Total
Savings sufficient to meet costs	1	#	#	#	#	#
Not in receipt of a qualifying benefit & unlikely to be	6	16	17	4	37	17
Excluded items	4	2	3	3	2	2
Amount less than £30, not travelling expenses	#	#	#	#	#	#
Direction 4 not satisfied	66	76	60	81	51	69
Previous application and decision	1	1	1	1	1	1
Insufficient priority	20	5	17	10	9	10
Other	2	#	2	1	#	1
Total	100	100	100	100	100	100

NOTES:

1. The qualifying benefits are: *INCOME SUPPORT; INCOME-RELATED EMPLOYMENT AND SUPPORT ALLOWANCE; INCOME-BASED JOBSEEKERS ALLOWANCE; PENSION CREDIT.*
2. Applicant group definitions are in Annex 13.
3. Figures are rounded to the nearest 100.
4. ~ represents less than 50.
5. # represents less than 0.5%.
6. Figures and percentages may not sum due to rounding.
7. This information is obtained from a scan of the Social Fund Computer System. The overall total may therefore differ slightly from that at Annex 1.

BUDGETING LOANS
INITIAL AWARDS BY FAMILY COMPOSITION
(INCLUDING COMPARISON WITH 2009/10)

	Number of Awards (000)	Gross Expenditure £m	Average Award £	% of Total Number of Awards		% of Total Gross Expenditure	
				2009/10	2010/11	2009/10	2010/11
Single person, no children	443	124.3	281	39.5	40.1	28.1	28.4
Couple, no children	66	23.8	363	5.7	5.9	5.2	5.4
Single person or couple with children	596	289.4	486	54.8	54.0	66.7	66.1

NOTES:

1. This table does not include awards and gross expenditure on review.
2. Not included in the table are 7,000 awards for which no partner flag was recorded. This accounts for less than 1% of the total number of initial awards.
3. Figures and percentages may not sum due to rounding.
4. Obtained from extracts from the Social Fund Computer System.

BUDGETING LOANS

REASONS FOR INITIAL REFUSAL BY APPLICANT GROUP

Counts

	Pensioners	Disabled	Lone Parents	Unemployed	Others	Total
Outstanding Social Fund debt	6,300	55,200	44,200	70,200	17,200	193,100
Not in receipt of a qualifying benefit	500	14,300	2,100	32,900	42,200	92,100
Not in receipt of a qualifying benefit for 26 weeks	1,100	10,500	22,500	81,200	13,100	128,300
Other	600	3,200	3,500	6,900	1,400	15,500
Total	8,500	83,200	72,300	191,200	74,000	429,000

Percentages

	Pensioners	Disabled	Lone Parents	Unemployed	Others	Total
Outstanding Social Fund debt	74	66	61	37	23	45
Not in receipt of a qualifying benefit	6	17	3	17	57	21
Not in receipt of a qualifying benefit for 26 weeks	12	13	31	42	18	30
Other	7	4	5	4	2	4
Total	100	100	100	100	100	100

NOTES:

1. The qualifying benefits are: INCOME SUPPORT; INCOME-RELATED EMPLOYMENT AND SUPPORT ALLOWANCE; INCOME-BASED JOBSEEKERS ALLOWANCE; PENSION CREDIT
2. Numbers are rounded to the nearest 100.
3. Figures and percentages may not sum due to rounding.

CRISIS LOANS

GROSS EXPENDITURE BY APPLICATION PURPOSE

Purpose	Amount £m	% of Total Amount
Items or services	72.6	31.9
Rent in advance	13.8	6.1
Living expenses (general)	66.5	29.2
Living expenses (alignment) ⁽²⁾	74.5	32.8

NOTES:

1. *This table includes awards on review.*
2. *An alignment payment is to cover living expenses up to the first payment of benefit or wages.*
3. *Figures and percentages may not sum due to rounding.*

CRISIS LOANS
REASONS FOR INITIAL REFUSAL BY APPLICANT GROUP

Counts

	Pensioners	Unemployed	Disabled	Lone Parents	Others	Total
No serious risk to health & safety	3,300	301,800	73,700	59,100	46,300	484,100
Help available from another source	100	400	400	300	500	1,700
Excluded items	700	17,300	5,800	5,700	8,200	37,700
Inability to repay	~	15,900	4,300	2,900	2,300	25,400
Suitable alternative	~	~	100	~	~	200
Enough money to pay for crisis	~	~	~	~	~	~
Previous application and decision	200	23,800	4,400	1,700	2,900	33,100
Insufficient priority	~	~	~	~	~	100
Benefit sanction/disallowance	~	44,700	900	400	1,000	46,900
Other	100	8,300	2,600	1,600	2,200	14,800
Total	4,500	412,200	92,200	71,800	63,400	644,000

Percentages

	Pensioners	Unemployed	Disabled	Lone Parents	Others	Total
No serious risk to health & safety	75	73	80	82	73	75
Help available from another source	2	#	#	#	1	#
Excluded items	16	4	6	8	13	6
Inability to repay	1	4	5	4	4	4
Suitable alternative	#	#	#	#	#	#
Enough money to pay for crisis	#	#	#	#	#	#
Previous application and decision	4	6	5	2	5	5
Insufficient priority	#	#	#	#	#	#
Benefit sanction/disallowance	#	11	1	1	2	7
Other	2	2	3	2	3	2
Total	100	100	100	100	100	100

NOTES:

1. Applicant group definitions are in Annex 13.
2. Figures are rounded to the nearest 100.
3. ~ represents less than 50.
4. # represents less than 0.5%.
5. Figures and percentages may not sum due to rounding.
6. This information is obtained from a scan of the Social Fund Computer System. The overall total may therefore differ slightly from that at Annex 1.

LOAN RECOVERY

AVERAGE WEEKLY REPAYMENT DEDUCTIONS FROM INCOME SUPPORT, JOBSEEKERS ALLOWANCE AND PENSION CREDIT

		Feb 2010	May 2010	Aug 2010	Nov 2010
Average deduction	IS	£11.81	£11.77	£11.96	£12.20
	JSA	£7.84	£8.04	£8.23	£8.34
	PC	£11.79	£11.92	£12.09	£12.26
Number of deductions	IS	622,000	606,000	549,000	554,000
	JSA	215,000	213,000	177,000	159,000
	PC	64,000	66,000	67,000	65,000

NOTES:

1. Data from Income Support, Jobseekers Allowance and Pension Credit Quarterly Statistical Enquiries.
2. The numbers of deductions are rounded to the nearest 1,000.
3. Data for February 2011 has not yet been released.

REPAYMENT SOURCE 2010/11

	Crisis Loans		Budgeting Loans	
	Amount £m	% of Total Amount	Amount £m	% of Total Amount
Income Support & Pension Credit	56.5	45.6	337.7	80.4
Jobseekers Allowance	41.3	33.4	51.6	12.3
Employment and Support Allowance	9.6	7.8	12.5	3.0
Incapacity Benefit	10.0	8.1	3.6	0.9
Other benefits	1.6	1.3	3.8	0.9
Cash	4.8	3.9	11.0	2.6

NOTES:

1. Social Fund loans are recoverable from most Social Security benefits.
2. Figures and percentages may not sum due to rounding.

SUMMARY OF SOCIAL FUND REVIEW APPLICATIONS

First Reviews	CCG	BL	CL	Total
Number of applications for first review	105,850	21,440	107,230	234,520
Number of decisions revised at first review	36,650	3,300	40,910	80,850
Percentage	35	15	38	34

IRS Reviews	CCG	BL	CL	Total
Number of applications for Social Fund Inspector(SFI) review	29,625	4,159	18,249	52,033
IRS Decisions	30,159	4,236	18,321	52,716
Number of reviewing officer decisions reviewed	28,974	3,788	17,465	50,227
Number of reviewing officer decisions confirmed	16,743	3,615	8,983	29,341
Percentage confirmed	57.8	95.4	51.4	58.4
Number of reviewing officer decisions substituted by SFI	12,231	173	8,482	20,886
Percentage substituted	42.2	4.6	48.6	41.6
Number of reviewing officer decisions referred back	0	0	0	0
Percentage referred back	–	–	–	–

NOTES:

1. This does not include 910 decisions made under section 38(5) of the Act. In these cases the Social Fund Inspector is reviewing a Social Fund Inspector's decision not a decision made at Jobcentre Plus. The law does not give the Social Fund Inspector the power to confirm, substitute or refer back, an Inspector can only change or not change the decision.
2. The number of reviewing officer decisions reviewed excludes applications for Social Fund Inspector review that were outside the Inspector's jurisdiction or withdrawn.
3. Figures are rounded to the nearest 10.
4. Percentages have been calculated using non-rounded figures.
5. – represents less than 5.
6. # represents less than 0.5%.
7. Totals may not sum due to rounding.

APPEALS

SOCIAL FUND APPEALS DEALT WITH AT THE FIRST-TIER TRIBUNAL

2010/11

Type of Payment	Number of appeals	Number heard and decided at hearing	Number decided in appellant's favour	Percentage decided in appellant's favour
Funeral Payments	3,780	2,670	270	10
Sure Start Maternity Grants	1,070	600	30	5

SOURCE:

Figures are provided by the First-tier Tribunal.

NOTES:

1. *The number of appeals is the number received by the Social Security and Child Support Appeals Tribunal.*
2. *Figures are rounded to the nearest 10.*
3. *Percentages have been calculated using non-rounded figures.*

Client Groups

Social Fund payments are wide ranging from payments to help with intermittent unexpected expenses (mainly to those in receipt of qualifying benefits), to payments aimed at certain groups to help with particular events. The fund does not therefore fall exclusively into any one of the Departmental client groups of Children, Working Age and Older People, although Social Fund payments are either paid to, or benefit, all of these groups. Some statistics in this report are shown by applicant or claimant groups that fall into one or more of the wider client groups.

APPLICANT OR CLAIMANT GROUP DEFINITIONS

PENSIONERS

Includes:

- applicant or partner aged 60 or over with Pension Credit
- applicant or partner aged 60 or over in receipt of state retirement pension

Includes also where applicant is under 60 and partner is:

- 60 or over with Income Support (IS) pensioner premium
 - 80 or over with IS higher pensioner premium
 - 60-79, disabled with IS higher pensioner premium
-

UNEMPLOYED

Includes:

- unemployed or with training allowance
-

DISABLED

Includes:

- in receipt of Employment and Support Allowance
 - applicant or partner aged under 60 with IS disability premium
 - lone parent with IS disability premium
 - family with IS disability premium
 - others with IS disability premium
 - in receipt of other benefit for incapacity or disablement
-

LONE PARENT

Includes:

- person who has no partner and in receipt of Income Support because they are responsible for a child
-

OTHERS

Includes:

- others
- involved in a trade dispute
- in paid employment
- not known or unallocated

NOTE: It is possible that an applicant who is unemployed may receive a disability or pensioner premium. Such an applicant would be counted as Unemployed.



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