

Freedom of Information request 565/2013

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Information request and DWP response

I would like to request the following information for the London Borough of Southwark:

In relation to the Crisis Loans and Community Care Grants (Social Fund) currently administered by DWP and soon to be transferred to the local Council please could you confirm for a 12 month period which is easiest for you to analyse (within the last 2 years);

- *What are the age groups (and number of customers per age group) that apply?*
- *How many customers apply more than once?*
- *How many customers who apply more than once are awarded?*
- *How many people apply via Job Centre Plus, how many via the telephone line and how many post an application?*
- *How many applications are made on behalf of customers, for example by a Social Worker or Citizens Advice Bureau?*
- *How long does it take for the customer to receive their award, based upon whether it's a grant or a loan?*

What are the age groups (and number of customers per age group) that apply?

Table 1: Volume of CCG and CL applications by age group in Southwark in 2011/12

Age Group	Community Care Grants	Crisis Loans
Under 18	10	100
18 to 24	770	3,210
25 to 34	960	3,120
35 to 44	850	1,990
45 to 54	760	1,500
55 to 64	330	410
65 to 69	100	30
70 to 79	120	20
80 to 89	40	~
90 and over	10	~
All	3,930	10,360

Source: DWP Social Fund Localisation Dataset 2011/12

All figures are rounded to the nearest 10.
 The figures may not sum due to rounding.
 ~ denotes non-zero results that are less than 5.

How many customers apply more than once?

How many customers that apply more than once are awarded?

Table 2: Number of people who made CCG or CL applications in Southwark in 2011/12

	Community Care Grants	Crisis Loans
Number of people who made at least one application	3,340	5,210
Number of people who made 2 or more applications	480	2,440
Number of people who made 2 or more applications who received at least one award	270	2,380

Source: DWP Social Fund Localisation Dataset 2011/12

All figures are rounded to the nearest 10.

How many people apply via Jobcentre plus, how many via the telephone line and how many post an application?

How many applications are made on behalf of customers, for example by a Social Work or Citizens Advice Bureau?

We do not hold the information to answer these.

How long does it take for the customer to receive their award, based upon whether it's a grant or a loan?

We do not have the information to answer this exactly, and not at LA level. The most relevant information we hold is average actual clearance time by Social Fund Budget Area from PBMIS (the average number of days it takes to process a claim).

Southwark is covered by the London South Social Fund Budget Area. The table below shows the average actual clearance time for this area in 2011/12. Note that these are average clearance times, some grants and loans will take less than this, others will take longer depending on the complexity of the case. In addition, it may take longer for the person to receive the award.

Table 3: Average time taken to process CL and CCG claims in the London South Social Fund Budget Area in 2011/12

	Community Care Grants	Crisis Loans
Average Actual Clearance Time	7.5 days	1.7 days

Source: DWP Social Fund Policy, Budget and Management Information System

Notes

- The information provided is Management Information. Our preference is to answer all Parliamentary Questions using Official / National Statistics but in this case we only have Management Information available. It is not quality assured to the same extent as Official / National statistics and there are some issues with the data, for example, it does not include applications which were processed clerically and have not yet been entered on to the Social Fund Computer System.
- The LA level data is produced by matching Social Fund data with the National Benefits Database to determine the Local Authority the person lived in at the time of the Social Fund application. For 7% of cases, a match cannot be found in the National Benefits Database.