

Age Demographics

Client Details Age Range	Client Details Count Number of Clients
Prefer not to answer	71
0 - 16	2
17 - 24	17
25 - 34	44
35 - 49	74
50 - 64	71
65+	25
Report Total	304

Household Demographics

Client Profile (Current) Household Status	Client Details Count Number of Clients
Couple (no dependant children)	26
Couple (with dependant children)	37
Lone Parent (with dependant children)	64
Single Adults	177
Report Total	304

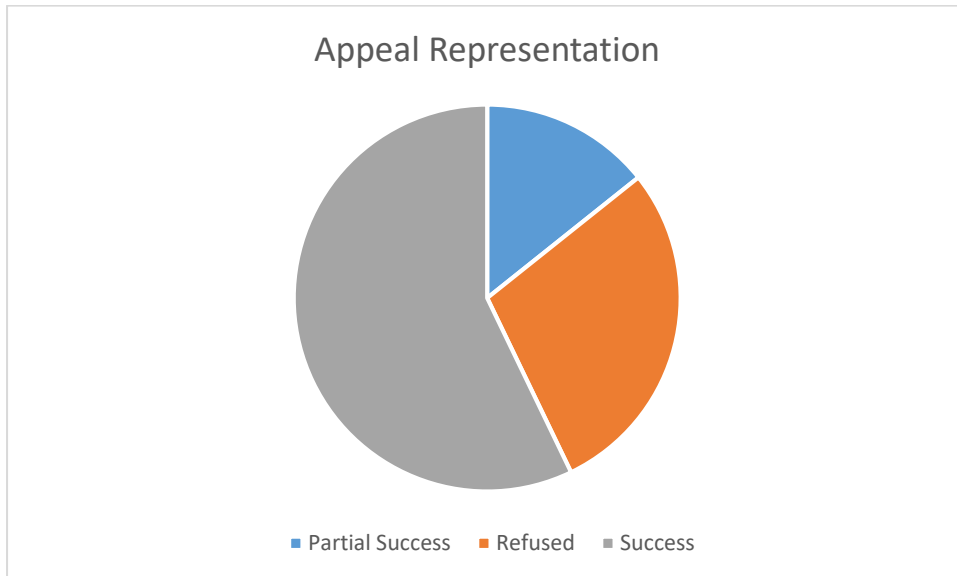
Ethnicity Report

Client Details Ethnic Origin	Client Details Count Number of Clients
Unknown	93
Asian or Asian British Other Background	1
Black or Black British African	2
Eastern European	2
Refused to Answer	2
White British	198
White Irish	5
White Other	1
Report Total	304

Disability Demographics

Client Health Issues Health Issue	Client Details Count Number of Clients
Unknown	133
Cognitive Impairment	5
Decline To Answer	1
Health problem (no disability)	4
Hearing Impairment	1
Learning disability	3
Long-term illness	45
Mental Ill Health	80
Mobility Issues	9
Multiple Impairments	11
None	64
Other	1
Physical Disability	26
Report Total	383*

*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



For the financial year 2020-2021, the Welfare Rights Officers represented 7 tenants at an appeal hearing. Tribunals were suspended for a portion of 2020 due to the Covid-19 Lockdown.
(Success 57%, Refused 29%, partial success 14%)

Client Financial Gains

Client Profile (Current) Registered Social Landlord	WR Summary Issue	Financial Gains Sum Calculated Financial Gain
Resident/Private Let	Not Specified	£2,337.00
	Attendance allowance	£9,271.60
	Council Tax Reduction	£281.32
	Personal Independence Payment - Both	£4,635.80
Sub-Total for Resident/Private Let		£16,525.72
Arklet HA	Attendance allowance	£6,572.80
	Housing Benefit / Local Housing Allowance	£1,263.00
Sub-Total for Arklet HA		£7,835.80
Caledonia HA	Not Specified	£56.00
	Attendance allowance	£5,435.80
	Carer's Allowance	£4,573.00
	Child Benefit	£934.65
	Child Tax Credit	£366.00
	Council Tax Reduction	£1,275.28
	DLA - Care	£1,227.20
	Guaranteed Pension Credit	£713.96
	Housing Benefit / Local Housing Allowance	£10,371.99
	Personal Independence Payment - Both	£18,429.40
	Personal Independence Payment - Daily Living	£1,531.40
	Scottish Welfare Fund	£1,144.00
Universal Credit	£38,565.49	
Sub-Total for Caledonia HA		£84,624.17
EDC	Council Tax Reduction	£1,017.64
	Employment Support Allowance	£12,270.60
	Housing Benefit / Local Housing Allowance	£6,405.21
	Scottish £100 grant for Christmas	£250.00
	Scottish Welfare Fund	£200.00
	Universal Credit	£300.00
Sub-Total for EDC		£20,443.45
Hillhead HA	Not Specified	£5,036.48
	Attendance allowance	£4,635.80
	Carer's Allowance	£9,571.00
	Child Benefit	£1,800.00
	Council Tax Reduction	£4,704.90
	DLA - Care	£9,323.20
	Employment Support Allowance	£4,266.20
	ESA (Income Based)	£12,807.20
	Guaranteed Pension Credit	£6,159.40
	Housing Benefit / Local Housing Allowance	£45,425.34
Income Support	£4,748.40	

	Pension Credit	£3,140.48
	Personal Independence Payment - Both	£123,719.34
	Personal Independence Payment - Daily Living	£30,805.76
	Personal Independence Payment - Mobility	£3,237.00
	Scottish Child Payment	£520.00
	Scottish Welfare Fund	£1,878.61
	Social Fund	£135.00
	state pension	£9,110.40
	Universal Credit	£216,591.70
	Young Carer's Grant	£305.10
Sub-Total for Hillhead HA		£497,921.31
Other	[No Value]	£125.00
	Personal Independence Payment - Both	£3,104.40
	Social Fund	£725.40
Sub-Total for Other		£3,954.80
Report Total		£631,305.25

ADDITIONAL ASSISTANCE

In addition to the figures given above, we have also continued to provide additional support for tenants wherever possible. Over the past year we have been providing food and fuel vouchers from funds obtained from the Supporting Communities and Communities Recovery Funds and have set up an emergency contingency fund using money from that same funding source.

We have also assisted tenants and residents to apply for the warm home discount from their energy suppliers. These £140 grants have recently been getting paid out although applications were made before Christmas.

We have also accessed grants from Cash for Kids and we have also continued to access the Family Fund to provide laptops to children facing particular difficulties

With the funding from Advice UK to work with families at Hillhead Primary School we have provided 6 Chromebooks to the school and hope to purchase more of these for loan to local tenants/residents to help with digital inclusion in the area

...and must not forget the Christmas grants funded directly by Hillhead Housing Association.

The food vouchers and energy vouchers are still being issued and a further source of energy vouchers is being accessed via the SFHA so we will continue to provide financial support where needed.

A summary of these are given below for the past year:

FUNDING SOURCE	NUMBER OF FAMILIES /INDIVIDUALS & AMOUNTS	TOTAL VALUE
Supporting Communities Fund	50 x £30 school cost vouchers	£1500
Cash for Kids Winter Assistance	53 children x £100	£5300
One Parent Families & Mega Fund energy support	Don't have breakdown.	£1031
Cash for Kids Covid appeal	26 children x £35	£910
Warm home discount	20 x £140	£2800
HACT emergency energy vouchers	33 vouchers 11 x £28 22 x £49	£1386
Family Fund	8 laptops* & Cash for toys 2x£100	*£1600 £200
Hillhead's own Christmas appeal	60 children x £25	£1500
Energy vouchers from our own Communities Recovery funds	5 x £28 5 x £49	£385
Shopping vouchers from supporting communities and communities recovery funds	131x£25	£3275

*estimated value