

SERVICE UPDATE

<u>Name of Cluster:</u>	People and Citizen Services
<u>Date:</u>	03/03/2025
<u>Title of Update:</u>	Scottish Welfare Fund Performance Indicators
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UPDATE:

Purpose:

At the Communities, Housing & Public Protection Committee on the 21 November 2024, the committee agreed to instruct the Chief Officer (People and Citizen Services) to advise members of the Scottish processing average figures for Crisis Grants and Community Care Grants when the data becomes available from Scottish Government.

1. Summary of Current Service Standards and Processing Times

- 1.1 The 2024/25 target to process Crisis Grant applications within 2 working days is 100%.
- 1.2 The 2024/25 target to process Community Care applications within 15 working days is 100%.
- 1.3 See table below for performance indicators for Q1 & Q2 in 2024/25.

Grant	Q1 2024/25	Q2 2024/25
Crisis	99.3%	98.38%
Community Care	66.2%	73.04%

- 1.4 See table below for Scottish average processing times for Q1 & Q2 in 2024/25.

Grant	Q1 2024/25	Q2 2024/25
Crisis	97.3%	95.38%
Community Care	93.87%	91.97%

2. Performance

- 2.1 The Scottish Welfare Fund team has the same resource available now as when the scheme began in 2013/14. In 2013/14 there were 7,625 applications of this type to Aberdeen City Council. In comparison, across

2023/24 there were 20,975 applications received, a clear illustration of how the demands on the team have changed in the intervening period.

- 2.2 Crisis Grant performance in Q1 and Q2 2024/25 is above the Scottish average. Although Community Care Grant performance in Q1 and Q2 2024/25 is below the Scottish average there was an improvement of 6.84% in Q2 compared to Q1 whilst the Scottish average decreased by 1.9% in the same period. This is despite the team being 1 FTE down for the whole of Q2. This equates to 14% of the staffing and staffing levels were also impacted by the School Holiday period July/August.
- 2.3 To improve the performance for Community Care Grants, additional hours are being worked by the team to target Community Care Grants and recruitment is ongoing to fill the 1 FTE vacancy. A Business Case is currently being developed that will look to increase the capacity within the team with the aim to improve the performance of Community Care Grants.