

## **EX91. Scottish Welfare Fund Update**

The Executive considered a report by the Director of Corporate and Housing Services which provided an update on the Scottish Welfare Fund further to the decision of Council on 25 September 2019. In July and August 2019 unplanned absences and staff turnover within the Scottish Welfare Team resulted in significant delays in the assessment of Community Care Grants. This impacted on some of the most vulnerable households. The Service aimed to assess all claims within 15 working days. During the period Crisis Grants were kept up to date.

To prevent a repeat of the circumstances, which resulted in an unacceptable service to applicants, the Service was in the process of training a small number of multi-skilled advisors, from the Advice and Support Hubs, to undertake the role, if required. There were 4FTE permanent officers within the team supplemented by 2 temporary officers. It was unlikely that a team of 4 could be self-sufficient and would need regular support. Demand on the service continued to grow with an 11% increase in Crisis Grants and 13% increase in Community Care Grants in 2018, relative to 2017. The 2019 application numbers had seen a further increase, on 2018.

### **Decision**

**The Executive noted the report.**