

OSFC

Statistical Report

1 January 2016 to 31 March 2016



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Purpose of Statistical Report and How to Use It

Why are the reports produced?

This Report is intended to help Social Fund Managers identify trends and issues in their District. The information in the report can therefore be used to help improve decision making and customer service. The report contains information relating to performance based on data collected by the Office of the Social Fund Commissioner (“OSFC”) through our casework.

Who produces the reports?

The report is prepared by the OSFC. If you would like to raise an issue or if you want more information please contact OSFC on 0808 127 0417 or by e-mail at sfc@dndi.gsi.gov.uk.

How often are reports issued?

A Statistical Report is produced every 3 months. This report covers the period 1 January 2016 to 31 March 2016.

How to interpret the information about the quality of decision making

An Inspector’s review has one of three outcomes, to:

- **confirm** the Reviewing Officer’s decision. The confirmation rate is the percentage of decisions where the outcome remained the same;
- **substitute** a new decision with a different outcome; or
- **refer back** the matter to the Reviewing Officer.

The Inspector also records whether the Reviewing Officer handled the decision correctly in law. This is irrespective of the outcome, so that a:

- confirmed decision could have been handled wrongly in law
- correctly made decision could be substituted (e.g. on new information)

The “correct rate” is the percentage of decisions in which all the crucial issues are handled correctly. A low “correct rate” therefore suggests a need for technical training.

It is also important to examine the relationship between “confirmations” and “correct rates”. If the confirmation rate is lower than the correct rate this indicates new information frequently came out at the Inspector stage. Could this information have been obtained earlier?

Alternatively, if the confirmation rate is higher than the correct rate, training may be required.

How to focus training in the right areas

This Report provides a further breakdown of the decisions so that it is possible to focus training and development in the right areas.

- Firstly, by showing the reasons for substituting a community care grant or crisis loan. It is possible for there to be more than one reason. This includes the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.
- Secondly, by detailing why Inspectors concluded Reviewing Officer’s decisions were not handled correctly.

The top section of the breakdown of issues table shows the number of decisions where the Inspector concluded that the Reviewing Officer’s decision was incorrect (i.e. Direction 1 error). If there was an error, the reason could have been a rationality error, a natural justice error, a law error, or a combination of the above. If the error was a law error, further details are provided. The table therefore shows the frequency of an error, which can be compared to the frequency across the region.

How to use the tables on time to process

The time to process tables provide information on performance against:

- Reviewing Officer process time – 10 days (CCGs & BLs). This is the time from receipt of the request for review, to the date of the Reviewing Officer's decision; and
- Cases received within 4 days. This is the time from when an applicant asked for an independent review and papers were requested from the SSA, to the day the case papers arrived at the OSFC.

Comments on Statistical Report

OSFC welcomes comments from District Managers on any aspect of the statistical information provided, including suggestions as to how you feel this Statistical Report may be improved. Your comments should be sent to the office manager at sfc@dndni.gsi.gov.uk

Falls District

Community Care Grants

Quality – confirmation and error rates

	Region	Falls
% decisions confirmed	58.0%	69.2%
% decisions handled correctly	55.6%	46.2%

The OSFC confirms an above average percentage of decisions from Falls. The percentage of decisions with all issues handled correctly is below the regional average.

Reasons for community care grant substitutions

Inspectors substituted 23.1% of community care grant decisions. This is below the regional average of 36.1%.

	Region	Falls
Incorrect	63.5%	100%

An above average percentage of grant decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Falls
New Information	36.5%	0.0%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Falls
SFI invoked Direction 49	4.1%	0.0%

The Inspector was the first person to consider a grant in a below average number of crisis loan cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Falls
Inquisitorial role	31 (96.9%)	Inquisitorial role	4 (100%)
Direction 4 – Qualification	27 (17.9%)	No offer of interview	1 (100%)
Natural justice	11 (84.6%)	Natural justice	1 (100%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Qualification – for example the law was misinterpreted, the wrong test was applied, or the decision reached was not a reasonable one on the available evidence.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Time to process

	Region	Falls
% reviews cleared (10 working days)	91.7%	81.3%

The percentage cleared within 10 working days is below the Regional average.

Crisis Loans

Quality – confirmation and error rates

	Region	Falls
% decisions confirmed	86.5%	100%
% decisions handled correctly	86.5%	83.3%

The OSFC confirms an above average percentage of decisions from Falls. The percentage of decisions with all issues handled correctly is below the regional average.

Reasons for crisis loan substitutions

Inspectors substituted 7.1% of crisis loan decisions. This is below the regional average of 10.5%.

	Region	Falls
Incorrect	43.8%	0.0%

A below average percentage of decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Falls
New information	50.0%	0.0%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Falls
SFI used Direction 49	0.0%	0.0%

The Inspector was the first person to consider a crisis loan in an equal percentage of grant cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Falls
Natural justice	8 (88.9%)	Other issues	1 (100%)
Inquisitorial role	6 (100%)	Natural justice	1 (50.0%)
Other issues	4 (100%)		

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Lisburn District

Community Care Grants

Quality – confirmation and error rates

	Region	Lisburn
% decisions confirmed	58.0%	56.3%
% decisions handled correctly	55.6%	40.6%

The OSFC confirms a below average percentage of decisions from Lisburn. The percentage of decisions with all issues handled correctly is below the regional average.

Reasons for community care grant substitutions

Inspectors substituted 37.5% of community care grant decisions. This is above the regional average of 36.1%.

	Region	Lisburn
Incorrect	63.5%	83.3%

An above average percentage of grant decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Lisburn
New Information	36.5%	16.7%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Lisburn
SFI invoked Direction 49	4.1%	0.0%

The Inspector was the first person to consider a grant in a below average number of crisis loan cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Lisburn
Inquisitorial role	31 (96.9%)	Inquisitorial role	8 (88.9%)
Direction 4 – Qualification	27 (17.9%)	Direction 4 - Qualification	7 (35.0%)
Natural justice	11 (84.6%)	Natural justice	3 (100%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Qualification – for example the law was misinterpreted, the wrong test was applied, or the decision reached was not a reasonable one on the available evidence.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Time to process

	Region	Lisburn
% reviews cleared (10 working days)	91.7%	96.6%

The percentage cleared within 10 working days is above the Regional average.

Crisis Loans

Quality – confirmation and error rates

	Region	Lisburn
% decisions confirmed	86.5%	80.8%
% decisions handled correctly	86.5%	73.1%

The OSFC confirms a below average percentage of decisions from Lisburn. The percentage of decisions with all issues handled correctly is below the regional average.

Reasons for crisis loan substitutions

Inspectors substituted 16.0% of crisis loan decisions. This is above the regional average of 10.5%.

	Region	Lisburn
Incorrect	43.8%	100%

An above average percentage of decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Lisburn
New information	50.0%	0.0%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Lisburn
SFI used Direction 49	0.0%	0.0%

The Inspector was the first person to consider a crisis loan in an equal percentage of grant cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Lisburn
Natural justice	8 (88.9%)	Inquisitorial role	2 (100%)
Inquisitorial role	6 (100%)	Direction 3 - Qualification	2 (9.5%)
Other issues	4 (100%)	No offer of interview	1 (100%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Qualification – for example the law was misinterpreted, the wrong test was applied, or the decision reached was not a reasonable one on the available evidence.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Knockbreda & Downpatrick District

Community Care Grants

Quality – confirmation and error rates

	Region	Knockbreda & Downpatrick
% decisions confirmed	58.0%	53.7%
% decisions handled correctly	55.6%	57.4%

The OSFC confirms a below average percentage of decisions from Knockbreda & Downpatrick. The percentage of decisions with all issues handled correctly is above the regional average.

Reasons for community care grant substitutions

Inspectors substituted 42.6% of community care grant decisions. This is above the regional average of 36.1%.

	Region	Knockbreda & Downpatrick
Incorrect	63.5%	56.5%

A below average percentage of grant decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Knockbreda & Downpatrick
New Information	36.5%	43.5%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Knockbreda & Downpatrick
SFI invoked Direction 49	4.1%	0.0%

The Inspector was the first person to consider a grant in a below average number of crisis loan cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Knockbreda & Downpatrick
Inquisitorial role	31 (96.9%)	Inquisitorial role	10 (100%)

Direction 4 – Qualification	27 (17.9%)	Direction 4 - Qualification	7 (16.7%)
Natural justice	11 (84.6%)	Natural justice	6 (85.7%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Qualification – for example the law was misinterpreted, the wrong test was applied, or the decision reached was not a reasonable one on the available evidence.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Time to process

	Region	Knockbreda & Downpatrick
% reviews cleared (10 working days)	91.7%	100%

The percentage cleared within 10 working days is above the Regional average.

Crisis Loans

Quality – confirmation and error rates

	Region	Knockbreda & Downpatrick
% decisions confirmed	86.5%	80.9%
% decisions handled correctly	86.5%	87.2%

The OSFC confirms a below average percentage of decisions from Knockbreda & Downpatrick. The percentage of decisions with all issues handled correctly is above the regional average.

Reasons for crisis loan substitutions

Inspectors substituted 15.2% of crisis loan decisions. This is above the regional average of 10.5%.

	Region	Knockbreda & Downpatrick
Incorrect	43.8%	28.6%

A below average percentage of decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Knockbreda & Downpatrick
New information	50.0%	71.4%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Knockbreda & Downpatrick
SFI used Direction 49	0.0%	0.0%

The Inspector was the first person to consider a crisis loan in an equal percentage of grant cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Knockbreda & Downpatrick
Natural justice	8 (88.9%)	Natural justice	4 (100%)
Inquisitorial role	6 (100%)	Direction 7	1 (100%)
Other issues	4 (100%)	Inquisitorial role	1 (100%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Direction 7 – the law was incorrectly applied by, for example, failing to consider a previous application for the same item within the relevant time period, or for refusing an item which had not been requested on a previous application within the relevant time period.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Antrim District

Community Care Grants

Quality – confirmation and error rates

	Region	Antrim
% decisions confirmed	58.0%	55.6%
% decisions handled correctly	55.6%	63.0%

The OSFC confirms a below average percentage of decisions from Antrim. The percentage of decisions with all issues handled correctly is above the regional average.

Reasons for community care grant substitutions

Inspectors substituted 33.3% of community care grant decisions. This is below the regional average of 36.1%.

	Region	Antrim
Incorrect	63.5%	66.7%

An above average percentage of grant decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Antrim
New Information	36.5%	33.3%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Antrim
SFI invoked Direction 49	4.1%	0.0%

The Inspector was the first person to consider a grant in a below average number of crisis loan cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Antrim
Inquisitorial role	31 (96.9%)	Direction 4 - Qualification	3 (15.0%)
Direction 4 – Qualification	27 (17.9%)	Inquisitorial role	2 (100%)
Natural justice	11 (84.6%)	Amount of award	1 (100%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Qualification – for example the law was misinterpreted, the wrong test was applied, or the decision reached was not a reasonable one on the available evidence.
- Amount of award – for example where the amount awarded was too low for the item requested to be purchased by the applicant, or where the award was too generous (including when Budget holder advise on restricting awards had not been applied correctly).
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Time to process

	Region	Antrim
% reviews cleared (10 working days)	91.7%	95.7%

The percentage cleared within 10 working days is above the Regional average.

Crisis Loans

Quality – confirmation and error rates

	Region	Antrim
% decisions confirmed	86.5%	93.8%
% decisions handled correctly	86.5%	100%

The OSFC confirms an above average percentage of decisions from Antrim. The percentage of decisions with all issues handled correctly is above the regional average.

Reasons for crisis loan substitutions

Inspectors substituted 0.0% of crisis loan decisions. This is below the regional average of 10.5%.

	Region	Antrim
Incorrect	43.8%	0.0%

A below average percentage of decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Antrim
New information	50.0%	0.0%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Antrim
SFI used Direction 49	0.0%	0.0%

The Inspector was the first person to consider a crisis loan in an equal percentage of grant cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Antrim
Natural justice	8 (88.9%)		
Inquisitorial role	6 (100%)		
Other issues	4 (100%)		

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Armagh District

Community Care Grants

Quality – confirmation and error rates

	Region	Armagh
% decisions confirmed	58.0%	59.3%
% decisions handled correctly	55.6%	66.1%

The OSFC confirms an above average percentage of decisions from Armagh. The percentage of decisions with all issues handled correctly is above the regional average.

Reasons for community care grant substitutions

Inspectors substituted 37.3% of community care grant decisions. This is above the regional average of 36.1%.

	Region	Armagh
Incorrect	63.5%	50.0%

A below average percentage of grant decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Armagh
New Information	36.5%	50.0%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Armagh
SFI invoked Direction 49	4.1%	13.6%

The Inspector was the first person to consider a grant in an above average number of crisis loan cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Armagh
Inquisitorial role	31 (96.9%)	Inquisitorial role	6 (100%)
Direction 4 – Qualification	27 (17.9%)	Direction 4 - Qualification	6 (12.2%)
Natural justice	11 (84.6%)	Priority	3 (60.0%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Priority – for example the priority decision reached was not a reasonable one on the available evidence or irrelevant factors were taken into account or relevant factors not addressed.
- Qualification – for example the law was misinterpreted, the wrong test was applied, or the decision reached was not a reasonable one on the available evidence.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Time to process

	Region	Armagh
% reviews cleared (10 working days)	91.7%	81.0%

The percentage cleared within 10 working days is below the Regional average.

Crisis Loans

Quality – confirmation and error rates

	Region	Armagh
% decisions confirmed	86.5%	87.5%
% decisions handled correctly	86.5%	97.5%

The OSFC confirms an above average percentage of decisions from Armagh. The percentage of decisions with all issues handled correctly is above the regional average.

Reasons for crisis loan substitutions

Inspectors substituted 10.0% of crisis loan decisions. This is below the regional average of 10.5%.

	Region	Armagh
Incorrect	43.8%	0.0%

A below average percentage of decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	Armagh
New information	50.0%	75.0%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	Armagh
SFI used Direction 49	0.0%	0.0%

The Inspector was the first person to consider a crisis loan in an equal percentage of grant cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	Armagh
Natural justice	8 (88.9%)	Other issues	1 (100%)
Inquisitorial role	6 (100%)		
Other issues	4 (100%)		

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

foyle District

Community Care Grants

Quality – confirmation and error rates

	Region	foyle
% decisions confirmed	58.0%	65.0%
% decisions handled correctly	55.6%	40.0%

The OSFC confirms an above average percentage of decisions from foyle. The percentage of decisions with all issues handled correctly is below the regional average.

Reasons for community care grant substitutions

Inspectors substituted 25.0% of community care grant decisions. This is below the regional average of 36.1%.

	Region	foyle
Incorrect	63.5%	25.0%

A below average percentage of grant decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	foyle
New Information	36.5%	20.0%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	foyle
SFI invoked Direction 49	4.1%	0.0%

The Inspector was the first person to consider a grant in a below average number of crisis loan cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	foyle
Inquisitorial role	31 (96.9%)	No offer of interview	4 (100%)
Direction 4 – Qualification	27 (17.9%)	Direction 4 - Qualification	3 (21.4%)
Natural justice	11 (84.6%)	Exclusions	2 (100%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Qualification – for example the law was misinterpreted, the wrong test was applied, or the decision reached was not a reasonable one on the available evidence.
- Exclusions – in other words an award has been made for an item which is excluded by the directions, or where an item has been incorrectly excluded (e.g. where too wide an interpretation of an exclusion has been applied).
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Time to process

	Region	foyle
% reviews cleared (10 working days)	91.7%	100%

The percentage cleared within 10 working days is above the Regional average.

Crisis Loans

Quality – confirmation and error rates

	Region	foyle
% decisions confirmed	86.5%	92.9%
% decisions handled correctly	86.5%	64.3%

The OSFC confirms an above average percentage of decisions from foyle. The percentage of decisions with all issues handled correctly is below the regional average.

Reasons for crisis loan substitutions

Inspectors substituted 7.1% of crisis loan decisions. This is below the regional average of 10.5%.

	Region	foyle
Incorrect	43.8%	100%

An above average percentage of decisions are substituted due to the Reviewing Officer's decision being incorrectly made.

	Region	foyle
New information	50.0%	0.0%

This is the total percentage of cases where important new information was obtained – regardless of whether the decision was correct.

	Region	foyle
SFI used Direction 49	0.0%	0.0%

The Inspector was the first person to consider a crisis loan in an equal percentage of grant cases.

Breakdown of issues

The issues with the most common law errors are shown below. In brackets is this number expressed as a percentage of the total number of cases which had this as a key issue:

Most common law errors Issue	Region	Most common law errors Issue	foyle
Natural justice	8 (88.9%)	Inquisitorial role	3 (100%)
Inquisitorial role	6 (100%)	Natural justice	2 (100%)
Other issues	4 (100%)	Other issues	1 (100%)

The most common crucial issues are:

- Inquisitorial role – in other words the Reviewing Officer failed to ask crucial questions where more information was needed.
- Natural justice - the applicant has not been given a fair opportunity to state his case or to know the case against him.

Appendix 1

Quality of Decisions

DISTRICT	Total Decisions			CCG Confirmed			CL Confirmed			BL Confirmed		
	Total	Con-firmed	%	Total	Con-firmed	%	Total	Con-firmed	%	Total	Con-firmed	%
Antrim	44	31	70.5%	27	15	55.6%	16	15	93.8%	1	1	100.0%
Armagh	100	71	71.0%	59	35	59.3%	40	35	87.5%	1	1	100.0%
Falls Road	26	21	80.8%	13	9	69.2%	12	12	100.0%	1	0	0.0%
Foyle	35	27	77.1%	20	13	65.0%	14	13	92.9%	1	1	100.0%
Knockbreda & Downpatrick	101	67	66.3%	54	29	53.7%	47	38	80.9%	0	0	0.0%
Lisburn	58	39	67.2%	32	18	56.3%	26	21	80.8%	0	0	0.0%
Total	364	256	70.3%	205	119	58.0%	155	134	86.5%	4	3	75.0%

Issues Handled Correctly

District	Total Decisions			CCG Correct			CL Correct			BL Correct		
	Total	Correct	%	Total	Correct	%	Total	Correct	%	Total	Correct	%
Antrim	44	35	79.5%	27	17	63.0%	16	16	100.0%	1	1	100.0%
Armagh	100	79	79.0%	59	39	66.1%	40	39	97.5%	1	1	100.0%
Falls Road	26	17	65.4%	13	6	46.2%	12	10	83.3%	1	0	0.0%
Foyle	35	19	54.3%	20	8	40.0%	14	9	64.3%	1	1	100.0%
Knockbreda & Downpatrick	101	72	71.3%	54	31	57.4%	47	41	87.2%	0	0	0.0%
Lisburn	58	34	58.6%	32	13	40.6%	26	19	73.1%	0	0	0.0%
Total	364	256	70.3%	205	114	55.6%	155	134	86.5%	4	3	75.0%

CCG Substitutions

District	Total Substituted			Substituted Incorrect		New Information (all decisions with new information, both correct/incorrect)		SFI Invoked Dir 49 (all decisions with new information, both correct/incorrect)	
	Total	Substituted	%	Number	%	Number	%	Number	%
Antrim	27	9	33.3%	6	66.7%	3	33.3%	0	0.0%
Armagh	59	22	37.3%	11	50.0%	11	50.0%	3	13.6%
Falls Road	13	3	23.1%	3	100.0%	0	0.0%	0	0.0%
Foyle	20	5	25.0%	4	80.0%	1	20.0%	0	0.0%
Knockbreda & Downpatrick	54	23	42.6%	13	56.5%	10	43.5%	0	0.0%
Lisburn	32	12	37.5%	10	83.3%	2	16.7%	0	0.0%
Total	205	74	36.1%	47	63.5%	27	36.5%	3	4.1%

CL Substitutions

District	Total Substituted			Substituted Incorrect		New Information (all decisions with new information, both correct/incorrect)		SFI Invoked Dir 49 (all decisions with new information, both correct/incorrect)	
	Total	Substituted	%	Number	%	Number	%	Number	%
Antrim	16	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Armagh	40	4	10.0%	0	0.0%	3	75.0%	0	0.0%
Falls Road	12	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Foyle	14	1	7.1%	1	100.0%	0	0.0%	0	0.0%
Knockbreda & Downpatrick	46	7	15.2%	2	28.6%	5	71.4%	0	0.0%
Lisburn	25	4	16.0%	4	100.0%	0	0.0%	0	0.0%
Total	153	16	10.5%	7	43.8%	8	50.0%	0	0.0%

Community Care Grants - Breakdown of Issues

Northern Ireland

	Total					
Number of decisions	205					
Number with issues handled incorrectly	79	38.5%	Right		Wrong	
Facts or Evidence	1	0.3%	1	100.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	8	2.7%	0	0.0%	8	100.0%
Dir-4 Qualification	151	51.7%	124	82.1%	27	17.9%
Other Issues	2	0.7%	0	0.0%	2	100.0%
Eligibility	7	2.4%	6	85.7%	1	14.3%
Inquisitorial Role	32	11.0%	1	3.1%	31	96.9%
Direction 7	2	0.7%	0	0.0%	2	100.0%
Exclusions	5	1.7%	1	20.0%	4	80.0%
Priority	17	5.8%	13	76.5%	4	23.5%
Amount of Award	8	2.7%	3	37.5%	5	62.5%
Natural Justice	13	4.5%	2	15.4%	11	84.6%
Direction 49	46	15.8%	46	100.0%	0	0.0%
	292		197	67.5%	95	32.5%

** The total number of issues may be greater than the total number of decisions.

Community Care Grants - Breakdown of Issues

Falls

	Total					
Number of decisions	13					
Number with issues handled incorrectly	6	46.2%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	1	6.3%	0	0.0%	1	100.0%
Dir-4 Qualification	6	37.5%	5	83.3%	1	16.7%
Other Issues	1	6.3%	0	0.0%	1	100.0%
Eligibility	1	6.3%	1	100.0%	0	0.0%
Inquisitorial Role	4	25.0%	0	0.0%	4	100.0%
Direction 7	0	0.0%	0	0.0%	0	0.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	1	6.3%	1	100.0%	0	0.0%
Amount of Award	0	0.0%	0	0.0%	0	0.0%
Natural Justice	1	6.3%	0	0.0%	1	100.0%
Direction 49	1	6.3%	1	100.0%	0	0.0%
	16		8	50.0%	8	50.0%

** The total number of issues may be greater than the total number of decisions.

Community Care Grants - Breakdown of Issues

Lisburn

	Total					
Number of decisions	32					
Number with issues handled incorrectly	17	53.1%	Right		Wrong	
Facts or Evidence	1	2.2%	1	100.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	0	0.0%	0	0.0%	0	0.0%
Dir-4 Qualification	20	43.5%	13	65.0%	7	35.0%
Other Issues	1	2.2%	0	0.0%	1	100.0%
Eligibility	2	4.3%	2	100.0%	0	0.0%
Inquisitorial Role	9	19.6%	1	11.1%	8	88.9%
Direction 7	0	0.0%	0	0.0%	0	0.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	1	2.2%	1	100.0%	0	0.0%
Amount of Award	2	4.3%	1	50.0%	1	50.0%
Natural Justice	3	6.5%	0	0.0%	3	100.0%
Direction 49	7	15.2%	7	100.0%	0	0.0%
	46		26	56.5%	20	43.5%

** The total number of issues may be greater than the total number of decisions.

Community Care Grants - Breakdown of Issues

Knockbreda & Downpatrick

	Total					
Number of decisions	54					
Number with issues handled incorrectly	21	38.9%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	1	1.3%	0	0.0%	1	100.0%
Dir-4 Qualification	42	53.2%	35	83.3%	7	16.7%
Other Issues	0	0.0%	0	0.0%	0	0.0%
Eligibility	1	1.3%	1	100.0%	0	0.0%
Inquisitorial Role	10	12.7%	0	0.0%	10	100.0%
Direction 7	1	1.3%	0	0.0%	1	100.0%
Exclusions	1	1.3%	1	100.0%	0	0.0%
Priority	7	8.9%	7	100.0%	0	0.0%
Amount of Award	1	1.3%	0	0.0%	1	100.0%
Natural Justice	7	8.9%	1	14.3%	6	85.7%
Direction 49	8	10.1%	8	100.0%	0	0.0%
	79		53	67.1%	26	32.9%

** The total number of issues may be greater than the total number of decisions.

Community Care Grants - Breakdown of Issues

Antrim

	Total					
Number of decisions	27					
Number with issues handled incorrectly	7	25.9%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	1	2.8%	0	0.0%	1	100.0%
Dir-4 Qualification	20	55.6%	17	85.0%	3	15.0%
Other Issues	0	0.0%	0	0.0%	0	0.0%
Eligibility	0	0.0%	0	0.0%	0	0.0%
Inquisitorial Role	2	5.6%	0	0.0%	2	100.0%
Direction 7	0	0.0%	0	0.0%	0	0.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	2	5.6%	1	50.0%	1	50.0%
Amount of Award	1	2.8%	0	0.0%	1	100.0%
Natural Justice	0	0.0%	0	0.0%	0	0.0%
Direction 49	10	27.8%	10	100.0%	0	0.0%
	36		28	77.8%	8	22.2%

** The total number of issues may be greater than the total number of decisions.

Community Care Grants - Breakdown of Issues

Armagh

	Total					
Number of decisions	59					
Number with issues handled incorrectly	18	30.5%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	1	1.1%	0	0.0%	1	100.0%
Dir-4 Qualification	49	56.3%	43	87.8%	6	12.2%
Other Issues	0	0.0%	0	0.0%	0	0.0%
Eligibility	2	2.3%	1	50.0%	1	50.0%
Inquisitorial Role	6	6.9%	0	0.0%	6	100.0%
Direction 7	0	0.0%	0	0.0%	0	0.0%
Exclusions	2	2.3%	0	0.0%	2	100.0%
Priority	5	5.7%	2	40.0%	3	60.0%
Amount of Award	1	1.1%	0	0.0%	1	100.0%
Natural Justice	1	1.1%	1	100.0%	0	0.0%
Direction 49	20	23.0%	20	100.0%	0	0.0%
	87		67	77.0%	20	23.0%

** The total number of issues may be greater than the total number of decisions.

Community Care Grants - Breakdown of Issues

Foyle

	Total					
Number of decisions	20					
Number with issues handled incorrectly	10	50.0%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	4	14.3%	0	0.0%	4	100.0%
Dir-4 Qualification	14	50.0%	11	78.6%	3	21.4%
Other Issues	0	0.0%	0	0.0%	0	0.0%
Eligibility	1	3.6%	1	100.0%	0	0.0%
Inquisitorial Role	1	3.6%	0	0.0%	1	100.0%
Direction 7	1	3.6%	0	0.0%	1	100.0%
Exclusions	2	7.1%	0	0.0%	2	100.0%
Priority	1	3.6%	1	100.0%	0	0.0%
Amount of Award	3	10.7%	2	66.7%	1	33.3%
Natural Justice	1	3.6%	0	0.0%	1	100.0%
Direction 49	0	0.0%	0	0.0%	0	0.0%
	28		15	53.6%	13	46.4%

** The total number of issues may be greater than the total number of decisions.

Crisis Loans - Breakdown of Issues

Northern Ireland

	Total					
Number of decisions	155					
Number with issues handled incorrectly	21	13.5%	Right		Wrong	
Facts or Evidence	1	0.6%	1	100.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	2	1.2%	0	0.0%	2	100.0%
Dir-3 Qualification	134	79.8%	132	98.5%	2	1.5%
Other Issues	4	2.4%	0	0.0%	4	100.0%
Eligibility	9	5.4%	9	100.0%	0	0.0%
Inquisitorial Role	6	3.6%	0	0.0%	6	100.0%
Direction 7	2	1.2%	0	0.0%	2	100.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	1	0.6%	1	100.0%	0	0.0%
Amount of Award	0	0.0%	0	0.0%	0	0.0%
Direction 49	0	0.0%	0	0.0%	0	0.0%
Withdrawn	0	0.0%	0	0.0%	0	0.0%
Repayability	0	0.0%	0	0.0%	0	0.0%
TFM	0	0.0%	0	0.0%	0	0.0%
Natural Justice	9	5.4%	1	11.1%	8	88.9%
Jurisdiction	0	0.0%	0	0.0%	0	0.0%
	168		144	85.7%	24	14.3%

** The total number of issues may be greater than the total number of decisions.

Crisis Loans - Breakdown of Issues

Falls

	Total					
Number of decisions	12					
Number with issues handled incorrectly	2	16.7%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	0	0.0%	0	0.0%	0	0.0%
Dir-3 Qualification	9	64.3%	9	100.0%	0	0.0%
Other Issues	1	7.1%	0	0.0%	1	100.0%
Eligibility	2	14.3%	2	100.0%	0	0.0%
Inquisitorial Role	0	0.0%	0	0.0%	0	0.0%
Direction 7	0	0.0%	0	0.0%	0	0.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	0	0.0%	0	0.0%	0	0.0%
Amount of Award	0	0.0%	0	0.0%	0	0.0%
Direction 49	0	0.0%	0	0.0%	0	0.0%
Withdrawn	0	0.0%	0	0.0%	0	0.0%
Repayability	0	0.0%	0	0.0%	0	0.0%
TFM	0	0.0%	0	0.0%	0	0.0%
Natural Justice	2	14.3%	1	50.0%	1	50.0%
Jurisdiction	0	0.0%	0	0.0%	0	0.0%
	14		12	85.7%	2	14.3%

** The total number of issues may be greater than the total number of decisions.

Crisis Loans - Breakdown of Issues

Lisburn

	Total					
Number of decisions	26					
Number with issues handled incorrectly	7	26.9%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	1	3.6%	0	0.0%	1	100.0%
Dir-3 Qualification	21	75.0%	19	90.5%	2	9.5%
Other Issues	1	3.6%	0	0.0%	1	100.0%
Eligibility	1	3.6%	1	100.0%	0	0.0%
Inquisitorial Role	2	7.1%	0	0.0%	2	100.0%
Direction 7	1	3.6%	0	0.0%	1	100.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	0	0.0%	0	0.0%	0	0.0%
Amount of Award	0	0.0%	0	0.0%	0	0.0%
Direction 49	0	0.0%	0	0.0%	0	0.0%
Withdrawn	0	0.0%	0	0.0%	0	0.0%
Repayability	0	0.0%	0	0.0%	0	0.0%
TFM	0	0.0%	0	0.0%	0	0.0%
Natural Justice	1	3.6%	0	0.0%	1	100.0%
Jurisdiction	0	0.0%	0	0.0%	0	0.0%
	28		20	71.4%	8	28.6%

** The total number of issues may be greater than the total number of decisions.

Crisis Loans - Breakdown of Issues

Knockbreda & Downpatrick

	Total					
Number of decisions	47					
Number with issues handled incorrectly	6	12.8%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	1	1.9%	0	0.0%	1	100.0%
Dir-3 Qualification	42	80.8%	42	100.0%	0	0.0%
Other Issues	0	0.0%	0	0.0%	0	0.0%
Eligibility	2	3.8%	2	100.0%	0	0.0%
Inquisitorial Role	1	1.9%	0	0.0%	1	100.0%
Direction 7	1	1.9%	0	0.0%	1	100.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	1	1.9%	1	100.0%	0	0.0%
Amount of Award	0	0.0%	0	0.0%	0	0.0%
Direction 49	0	0.0%	0	0.0%	0	0.0%
Withdrawn	0	0.0%	0	0.0%	0	0.0%
Repayability	0	0.0%	0	0.0%	0	0.0%
TFM	0	0.0%	0	0.0%	0	0.0%
Natural Justice	4	7.7%	0	0.0%	4	100.0%
Jurisdiction	0	0.0%	0	0.0%	0	0.0%
	52		45	86.5%	7	13.5%

** The total number of issues may be greater than the total number of decisions.

Crisis Loans - Breakdown of Issues

Antrim

	Total					
Number of decisions	16					
Number with issues handled incorrectly	0	0.0%	Right		Wrong	
Facts or Evidence	1	5.9%	1	100.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	0	0.0%	0	0.0%	0	0.0%
Dir-3 Qualification	14	82.4%	14	100.0%	0	0.0%
Other Issues	0	0.0%	0	0.0%	0	0.0%
Eligibility	2	11.8%	2	100.0%	0	0.0%
Inquisitorial Role	0	0.0%	0	0.0%	0	0.0%
Direction 7	0	0.0%	0	0.0%	0	0.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	0	0.0%	0	0.0%	0	0.0%
Amount of Award	0	0.0%	0	0.0%	0	0.0%
Direction 49	0	0.0%	0	0.0%	0	0.0%
Withdrawn	0	0.0%	0	0.0%	0	0.0%
Repayability	0	0.0%	0	0.0%	0	0.0%
TFM	0	0.0%	0	0.0%	0	0.0%
Natural Justice	0	0.0%	0	0.0%	0	0.0%
Jurisdiction	0	0.0%	0	0.0%	0	0.0%
	17		17	100.0%	0	0.0%

** The total number of issues may be greater than the total number of decisions.

Crisis Loans - Breakdown of Issues

Armagh

	Total					
Number of decisions	40					
Number with issues handled incorrectly	1	2.5%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	0	0.0%	0	0.0%	0	0.0%
Dir-3 Qualification	38	95.0%	38	100.0%	0	0.0%
Other Issues	1	2.5%	0	0.0%	1	100.0%
Eligibility	1	2.5%	1	100.0%	0	0.0%
Inquisitorial Role	0	0.0%	0	0.0%	0	0.0%
Direction 7	0	0.0%	0	0.0%	0	0.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	0	0.0%	0	0.0%	0	0.0%
Amount of Award	0	0.0%	0	0.0%	0	0.0%
Direction 49	0	0.0%	0	0.0%	0	0.0%
Withdrawn	0	0.0%	0	0.0%	0	0.0%
Repayability	0	0.0%	0	0.0%	0	0.0%
TFM	0	0.0%	0	0.0%	0	0.0%
Natural Justice	0	0.0%	0	0.0%	0	0.0%
Jurisdiction	0	0.0%	0	0.0%	0	0.0%
	40		39	97.5%	1	2.5%

** The total number of issues may be greater than the total number of decisions.

Crisis Loans - Breakdown of Issues

Foyle

	Total					
Number of decisions	14					
Number with issues handled incorrectly	5	35.7%	Right		Wrong	
Facts or Evidence	0	0.0%	0	0.0%	0	0.0%
Unfairness or bias	0	0.0%	0	0.0%	0	0.0%
No offer of interview	0	0.0%	0	0.0%	0	0.0%
Dir-3 Qualification	10	58.8%	10	100.0%	0	0.0%
Other Issues	1	5.9%	0	0.0%	1	100.0%
Eligibility	1	5.9%	1	100.0%	0	0.0%
Inquisitorial Role	3	17.6%	0	0.0%	3	100.0%
Direction 7	0	0.0%	0	0.0%	0	0.0%
Exclusions	0	0.0%	0	0.0%	0	0.0%
Priority	0	0.0%	0	0.0%	0	0.0%
Amount of Award	0	0.0%	0	0.0%	0	0.0%
Direction 49	0	0.0%	0	0.0%	0	0.0%
Withdrawn	0	0.0%	0	0.0%	0	0.0%
Repayability	0	0.0%	0	0.0%	0	0.0%
TFM	0	0.0%	0	0.0%	0	0.0%
Natural Justice	2	11.8%	0	0.0%	2	100.0%
Jurisdiction	0	0.0%	0	0.0%	0	0.0%
	17		11	64.7%	6	35.3%

** The total number of issues may be greater than the total number of decisions.

Appendix 2 - Time to process

CCG & BL - Time to Process

District	CCG				BL				Combined CCG & BL						
	Number of Reviews	2nd Stage (request to RO review)		Avg time taken (days)	Number of Reviews	2nd Stage (request to RO review)		Avg time taken (days)	Number of Reviews	2nd Stage (request to RO review)		3rd Stage (request to papers rec'd)		Combined Time	
		Within 10 days	%			Within 10 days	%			Within 10 days	%	Within 4 days	%	Within 14 days	%
Antrim	23	22	95.7%	4.2	1	1	100.0%	0	24	23	95.8%	24	100.0%	24	100.0%
Armagh	63	51	81.0%	7.7	1	1	100.0%	6	64	52	81.3%	63	98.4%	57	89.1%
Falls Road	16	13	81.3%	8.8	1	1	100.0%	0	17	14	82.4%	13	76.5%	13	76.5%
Foyle	25	25	100.0%	5.4	1	1	100.0%	7	26	26	100.0%	26	100.0%	26	100.0%
Knockbreda & Downpatrick	48	48	100.0%	4.6	0	0	0.0%	0	48	48	100.0%	44	91.7%	45	93.8%
Lisburn	29	28	96.6%	3	0	0	0.0%	0	29	28	96.6%	27	93.1%	29	100.0%
Total	204	187	91.7%	5.6	4	4	100.0%	2.2	208	191	91.8%	197	94.7%	194	93.3%

Appendix 3 – OSFC contacts

Social Fund Commissioner	Mr Walter Rader OBE <u>sfc@dndni.gsi.gov.uk</u>
Statistical Reports	Nikki Croft 08081270417 <u>sfc@dndni.gsi.gov.uk</u>
Casework (for progress, information before the Inspector’s decision)	Nikki Croft 08081270417 <u>sfc@dndni.gsi.gov.uk</u>
(for queries, complaints after the Inspector’s decision)	08081270417 <u>sfc@dndni.gsi.gov.uk</u>
Leaflets and Publications	Nikki Croft 08081270417 <u>sfc@dndni.gsi.gov.uk</u>
OSFC website (contains a range of information and support including, quarterly and annual statistics reports, Corporate Plans and Annual Reports)	www.osfcni.org.uk