## Practical gains coding sheet

### Welfare benefit claim gains
Welfare benefit claim gains should be coded in the following way: Benefit code, Type of claim code, Amount, Amount code, Status code, Number of claimants, Recipient code.

#### Benefit codes
- **AA** – Attendance Allowance
- **DLAC** – Disability Living Allowance Care Component
- **DLAM** – Disability Living Allowance Mobility Component
- **HB** – Housing Benefit
- **LHA** – Local Housing Allowance
- **CTB** – Council Tax Benefit Rebate
- **CTSPR** – Council Tax Single Person Rebate
- **CTSAR** – Council Tax Second Adult Rebate
- **PCGC** – Pension Credit (Guarantee Credit)
- **PCSC** – Pension Credit (Savings Credit)
- **IS** – Income Support
- **CA** – Carer’s Allowance
- **RP** – Retirement Pension
- **AP** – Additional Pension
- **WFA** – Winter Fuel Allowance
- **ESA** – Employment and Support Allowance
- **IC** – Incapacity Benefit
- **JSA** – Jobseeker’s Allowance
- **TC** – Tax Credits
- **CCG** – Community Care Grant
- **BL** – Budgeting Loan
- **CL** – Crisis Loan
- **FP** – Funeral Payment
- **HC** – Health Costs
- **BA** – Bereavement Allowance
- **WPA** – Widowed Parent’s Allowance
- **BP** – Bereavement Payment

#### Type of claim codes
- **NC** – new claim
- **NCBD** – new claim backdated
- **BI** – benefit increase
- **BIBD** – benefit increase backdated
- **BD** – benefit decrease
- **OP** – overpayment to be recovered

#### Amount codes
- **W** – weekly
- **A** – annually
- **O** – one-off

#### Status codes
- **C** – confirmed
- **UC** – unconfirmed

#### Recipient codes
- **CP** – client/partner
- **EC** – external carer
So, for example, if you assisted a couple to both claim Attendance Allowance, Pension Credit Guarantee Credit and Council Tax Benefit and then Carer’s Allowance for their carer you would code the benefits as follows:

AA, NC, 95.60, W, C, 2, CP  
PCGC, NC, 34.20, W, C, 1, CP  
CTB, NC, 12.40, W, C, 1, CP  
CA, NC, 53.90, W, C, 1, EC

All other practical gains are to be coded as follows:

**A. Money and benefits**

**A1. Other benefit gains**

- **A1A.** Benefit overpayment not recovered  
- **A1B.** Other welfare benefit practical gain *(please state nature of gain)*  
- **A1C.** Appropriate information/advice received

**A2. Debt**

- **A2A.** Debt reschedule  
- **A2B.** Debt reduced, waived or written off *(amount required)*  
- **A2C.** Debts repaid  
- **A2D.** Debt – court action avoided  
- **A2E.** Debt – bailiff’s action prevented  
- **A2F.** Other debt practical gain *(please state nature of gain)*  
- **A2G.** Appropriate information/advice received

**A3. Grants and payments**

- **A3A.** Charitable grant or payment *(amount required weekly or one-off)*  
- **A3B.** Client receiving grant from utility provider to meet bills *(amount required weekly or one-off)*  
- **A3C.** Client receiving any other grant(s) *(amount required weekly or one-off)*  
- **A3D.** Client receiving discretionary housing payment *(amount required)*  
- **A3E.** Insurance payout *(amount required)*  
- **A3F.** Other grants and payments practical gain *(please state nature of gain)*  
- **A3G.** Appropriate information/advice received

**A4. Taxation**

- **A4A.** Tax code corrected  
- **A4B.** Client paying correct amount of tax  
- **A4C.** Tax rebate *(amount required)*  
- **A4D.** Outstanding tax bill reduced, waived or written off *(amount required)*  
- **A4E.** Outstanding tax bill repaid  
- **A4F.** Apology or explanation received from Inland Revenue  
- **A4G.** Other tax practical gain *(please state nature of gain)*  
- **A4H.** Appropriate information/advice received
A5. Financial products/services
   A5A. Client opened a current account with a bank
   A5B. Client opened an account with a credit union
   A5C. Client opened a post office card account
   A5D. Client opened a savings account/product with a bank
   A5E. Client opened a savings account/product with a credit union
   A5F. Client supported to choose a pension annuity provider/type
   A5G. Client supported to choose another financial service/product
   A5H. Client identified a lost account
   A5J. Client traced a lost pension
   A5K. Client no longer paying for unwanted payment protection insurance
   A5L. Other financial product/services practical gain (please state nature of gain)
   A5M. Appropriate information/advice received

B. Housing advice and housing options

B1. Homelessness, eviction and court action
   B1A. Homelessness avoided
   B1B. Eviction avoided/delayed
   B1C. Court action avoided
   B1D. Legal fine/court fees withdrawn (amount required)
   B1E. Other homelessness, eviction and court action practical gain (please state nature of gain)
   B1F. Appropriate information/advice received

B2. Rented accommodation/landlord issues
   B2A. Repairs/improvements made
   B2B. Client re-housed
   B2C. Dispute resolved/mediated
   B2D. Tenancy secured
   B2E. Tenancy conditions improved
   B2F. Other rented accommodation/landlord issue practical gain (please state nature of gain)
   B2G. Appropriate information/advice received

B3. Owner occupier issues
   B3A. Client accessed funding to deal with disrepair/modernisation (amount required)
   B3B. Client accessed funding to have improvements made to property (amount required)
   B3C. Value of Warm Front grant (amount required)
   B3D. Client supported to choose architect/tradesperson
   B3E. Client no longer paying for unwanted home maintenance protection insurance
B3F. Other owner occupier issue practical gain *(please state nature of gain)*
B3G. Appropriate information/advice received

B4. Housing options  
B4A. Suitable housing option identified  
B4B. Client assisted to sell home  
B4C. Client assisted to move home  
B4D. Client downsized property  
B4E. Client moved into residential care  
B4F. Client moved into sheltered/supported housing  
B4G. Client moved into rented accommodation  
B4H. Client assisted to move nearer to family/friends/carers  
B4J. Other housing options practical gain *(please state nature of gain)*  
B4K. Appropriate information/advice received

C. Health and social care

C1. Community care  
C1A. Received appropriate and accurate social services assessment that is satisfactory to client  
C1B. Received appropriate social services care package  
C1C. Improved standard of service from social services  
C1D. Direct payment implemented satisfactorily  
C1E. Client contribution reduced through Disability Related Expenditure challenge  
C1F. Personal budget implemented satisfactorily  
C1G. Client helped to produce care/support plan  
C1H. Client receiving ongoing support to manage care/support plan  
C1J. Client receiving suitable and appropriate care service(s)  
C1K. Received appropriate and accurate occupational therapy assessment  
C1L. Client received appropriate aids and adaptations  
C1M. Client included in decision-making process about social care  
C1N. Continuing care funding awarded  
C1P. Carer received social services assessment  
C1Q. Carer receiving support to provide care  
C1R. Carer receiving respite care  
C1S. Client received apology or explanation  
C1T. Complaint/appeal upheld  
C1U. Other community care practical gain *(please state nature of gain)*  
C1V. Appropriate information/advice received

C2. Residential care  
C2A. Client able to remain in existing care home  
C2B. Client re-housed in appropriate residential accommodation of their choice  
C2C. Client placed in care home of their choice  
C2D. Client placed in care home nearer to family and friends
C2E. Client included in decision-making process about residential care
C2F. Reduction of care home charges – healthcare contribution
C2G. Reduction of care home charges – top-up payments
C2H. Reduction of care home charges – ancillary services (e.g. nail clipping, hairdressing etc.)
C2J. Client not paying for care home due to NHS continuing care
C2K. Client now receiving all of their personal expenses allowance
C2L. Client paying top-up to receive additional services of their choice
C2M. Reimbursement of care home charges previously paid
C2N. Revised residential care contract
C2P. Client deferring sale of home to pay for care home at a later date
C2Q. Client received apology or explanation
C2R. Other residential care practical gain (please state nature of gain)
C2S. Appropriate information/advice received

D. Consumer and access to services

D1. Practical help at home services
   D1A. Tradesperson identified and engaged
   D1B. Cleaner/cleaning service identified and engaged
   D1C. Personal carer/care service identified and engaged
   D1D. Handyperson identified and engaged
   D1E. Gardener identified and engaged
   D1F. Cook/meals service identified and engaged
   D1G. Assisted shopping/home delivery service identified and engaged
   D1H. Laundry service identified and engaged
   D1J. Toenail cutting service identified and engaged
   D1K. Hairdresser identified and engaged
   D1L. Grant, loan, benefit or concession claimed to pay or contribute to costs of service or product (amount required)
   D1M. Other practical help at home services practical gain (please state nature of gain)
   D1N. Appropriate information/advice received

D2. Social inclusion, leisure, and education services/opportunities
   D2A. Befriending service identified and engaged
   D2B. Escort/escorting service identified and engaged
   D2C. Club or activity identified and accessed
   D2D. Travel service identified and engaged
   D2E. Education/training opportunity identified and accessed
   D2F. Volunteering opportunity identified and accessed
   D2G. Grant, loan, benefit or concession claimed to pay or contribute to costs of service or product (amount required)
   D2H. Other social inclusion, leisure and education services/opportunities practical gain (please state nature of gain)
   D2J. Appropriate information/advice received

D3. Consumer – paying for and switching services
   D3A. Service supplier switched satisfactorily
D3B. New, more appropriate payment method in place  
D3C. Saving on bill after switching supplier, product or payment method *(amount required)*  
D3D. Client placed on energy provider’s priority service register  
D3E. Utility or service disconnection prevented  
D3F. Arrears rescheduled  
D3G. Arrears reduced, waived or written off *(amount required)*  
D3H. Arrears repaid  
D3J. Other consumer – paying for and switching services practical gain *(please state nature of gain)*  
D3K. Appropriate information/advice received  

D4. Consumer – contract issues  
D4A. Contract is terminated with no cost to the client  
D4B. Contract is terminated with minimal cost to the client  
D4C. Contract renegotiated with supplier/provider  
D4D. Client reaches acceptable agreement with supplier/provider over completion of contract  
D4E. Other consumer – contract issue practical gain *(please state nature of gain)*  
D4F. Appropriate information/advice received  

D5. Consumer – complaints  
D5A. Client received replacement goods or service  
D5B. Client refunded cost of goods or service *(amount required)*  
D5C. Client received compensation/goodwill payment *(amount required)*  
D5D. Client has received an apology or explanation  
D5E. Other consumer – complaints practical gain *(please state nature of gain)*  
D5F. Appropriate information/advice received  

D6. Other consumer issues  
D6A. Suitable product identified and purchased  
D6B. Grant, loan, benefit or concession claimed to pay or contribute to costs of service or product *(amount required)*  
D6C. Client understands process and requirements for digital switch over  
D6D. Client has taken measures or accessed assistance to deal with bogus callers  
D6E. Client has registered with Mailing Preference Service  
D6F. Client has registered with Telephone Preference Service  
D6G. Client no longer paying for unwanted home maintenance protection insurance  
D6H. Other consumer and access to services practical gain *(please state nature of gain)*  
D6J. Appropriate information/advice received