

## 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  
**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 an 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