

64126

This is an information request regarding benefit take-up services and income maximisation for PIP, ERA and LCWRA

Please include the following information for the following years 2025/26, 2024/25, 2023/24 and 2022/23

Total amount paid each year to third-party providers of benefit take up, benefit entitlement analytics, low income data tracking or income maximisation services. a. This includes, but is not limited to: Policy in Practice (including the Low Income Family Tracker / 'LIFT' dashboard and the Better Off Calculator), Entitledto, IncomeMax, Inbest, Lightning Reach, and Turn2us calculator licensing. –

We do not have contracts with Policy in Practice, IncomeMax, Inbest or Turn2us.
2025-2026 (two years) Lightning Reach Social Ventures Limited. – total contract value £86,166
2025 (one year) Entitled To – total contract value £9,800.
2026 (one year) Entitled To. – total contract value £10,144

For each provider please provide.

- The name of the provider and the product

Lightening Reach Social Ventures Limited – financial support portal
Entitled To – Benefit checking system

- The start date of the contract and the end date

Lightening social ventures limited contract award date 16/02/2024, contract end date including all extensions 03/09/2026
EntitledTo – contract start date 01/01/2026, contract end date including all extensions 31/12/2026.

Specify which providers provide services for PIP, ERA and LCWRA.

None

Provide the council's most recent recorded figures for additional benefit income secured for residents claiming PIP, ERA and LCWRA. (Sometimes recorded as 'financial gains', 'income generated', 'income maximised' or 'additional benefits secured')

Please refer to the information attached.

Total number of households that secured additional benefit income for residents each year.

b) How many additional households did the additional benefit income for PIP, ERA and LCWRA secured go to?

Please refer to the information attached.

- If possible, provide a breakdown of households based on which benefit they received after the third party benefit take up

We do not hold this information

- Does the council fund a welfare rights, benefits advice or income-maximisation service? (in-house or commissioned, including grants to Citizens Advice or other advice agencies)

If yes, please provide

- the current number of full-time-equivalent staff

This information will not be provided. There is an upcoming tender process for this service and by providing this breakdown would provide an economic advantage to any potential bidder for the upcoming contract.

Further information can be found here: [View Notice - Public Contracts Scotland](#)

- The council's expenditure on the service

This is available on the councils public [grants register](#).

The total number of residents contacted by letter, text, phone or door knocking in proactive benefit take-up campaigns. Meaning the council initiated contact by or on behalf of the council with residents identified as potentially eligible for benefits they were not claiming

Provide the benefits that residents were targeted to sign up to

Please refer to the information attached.

Total number of social security appeals (including mandatory reconsiderations and First-tier Tribunal cases) in which the council's welfare rights service, or a council-funded service, provided casework or representation in each financial year,

- Provide the number of successful and rejected cases

Please refer to the information attached.

We do not hold this information for our third sector commissioned welfare rights services.

A copy of the most recent annual report or performance report of the welfare rights/income-maximisation service, if one exists.

We do not hold this information. There is no annual report.