

# Common Advice Performance Management Framework Summary 2017/18

## West Dunbartonshire Council



The Common Advice Performance Management Framework (CAPMF) has been developed in consultation with local authorities and other key stakeholders. It aims to measure key performance indicators for welfare and money advice services funded by local authorities on both an in-house and commissioned basis.

This is a summary of the key findings from the data returns for 2017/18 for the CAPMF for West Dunbartonshire Council.

This is the first year in which the data has been collected in relation to both welfare and money advice services. In the previous three iterations, covering 2014/15 through to 2016/17, the data covered money advice only. As such, trends will continue to be identified at both local and national levels for indicators concerning money advice, and future iterations will allow for the same in relation to welfare rights advice.

The information received from individual local authorities has been collated in order to produce a Scotland-wide analysis reflecting the significant impact of welfare and money advice services at a national level. This should be considered in conjunction with this local summary.

The key findings are detailed below:



| Services, Investment and Volume |                                   |           |                  |
|---------------------------------|-----------------------------------|-----------|------------------|
| Ref                             | Indicator                         | 2017/18   | Scotland 2017/18 |
| C1                              | Number of services in the LA area | 1         |                  |
|                                 | In-House                          |           |                  |
|                                 | Money advice                      | 0         | 5                |
|                                 | Welfare rights                    | 0         | 12               |
|                                 | Combined                          | 1         | 15               |
|                                 | External                          |           |                  |
|                                 | Money advice                      | 0         | 13               |
|                                 | Welfare rights                    | 0         | 6                |
|                                 | Combined                          | 2         | 66               |
|                                 | Case management system/s          | AdvicePro | -                |
| I1                              | Number of FTE staff               |           |                  |
|                                 | In-House                          | 19.6      | 486              |
|                                 | External                          | 4         | 386              |
|                                 | Number of Volunteer FTE staff     |           |                  |
|                                 | In-House                          | 0         | 0                |
| External                        | -                                 | 412       |                  |
| I2                              | Local Authority Funding           |           |                  |
|                                 | In-House                          | £709,947  | £13.93m          |
|                                 | External                          | £478,589  | £11.83m          |
|                                 | Other Sources of Funding          |           |                  |
|                                 | Scottish Legal Aid Board          | £0        | £1,529,249       |
|                                 | Scottish Government               | £41,000   | £257,467         |
|                                 | Big Lottery Fund                  | £0        | £44,759          |
| European Social Fund            | £0                                | £517,349  |                  |
| A1                              | Volume                            |           |                  |
|                                 | Contacts                          | 5516      | 222,530          |
|                                 | Total Clients                     | 8130      | 161,428          |
|                                 | New Clients                       | 1646      | 94,336           |
|                                 | Contacts by channel               |           |                  |
|                                 | Face-to-face                      | 12183     | 138,771          |
|                                 | Telephone                         | 4423      | 72,999           |
| Email                           | 473                               | 15,948    |                  |
| Web                             | -                                 | 2,051     |                  |
| Webchat                         | 0                                 | 0         |                  |

| Services, Investment and Volume             |  |         |                  |  |
|---|--|---------|------------------|--|
| Ref   | Indicator  | 2017/18 | Scotland 2017/18 |  |
| A1  | Referrals  |         |                  |  |
|   | Self-referral                                      | 423     | 67,313           |  |
|   | Local authority:                                   |         |                  |  |
|   | Housing  | 44      | 2,924            |  |
|   | Social Services                                    | 355     | 6,933            |  |
|   | Revenues   | 332     | 1,946            |  |
|   | Employability                                      | 57      | 932              |  |
|   | Other  | 153     | 14,060           |  |
|   | Primary Health Care                                | 293     | 11,179           |  |
|   | Third Sector                                       | 38      | 4,679            |  |
|   | Other  | 287     | 9,722            |  |
|   | Open SNSIAP cases                                  |         |                  |  |
|   | Type I   | 44      | 3,959            |  |
|   | Type II  | 757     | 27,117           |  |
|   | Type III   | 27      | 7,505            |  |
|   | Closed SNSIAP cases                                |         |                  |  |
|   | Type I   | 355     | 9,796            |  |
|   | Type II  | 4090    | 33,046           |  |
|   | Type III   | 117     | 4,877            |  |
|   | First reason for contacting agency                 |         |                  |  |
|   | Benefit Overpayment                                | 93      | 992              |  |
|   | Council Tax arrears                                | 202     | 1964             |  |
|   | Credit, store and charge card debts                | 389     | 1767             |  |
|   | Catalogue debts                                    | -       | 492              |  |
|   | PPI  | -       | 106              |  |
|   | Payday Loan /High cost credit                      | -       | 476              |  |
|   | Unsecured personal loan                            | 80      | 1026             |  |
|   | Bank and Building society overdrafts               | -       | 528              |  |
|   | Mortgage arrears                                   | 155     | 515              |  |
|   | Rent arrears                                       | -       | 3069             |  |
|   | Help with appealing welfare benefit decision       | -       | 5433             |  |
|   | Assistance with making initial benefit application | -       | 9467             |  |
| Sanctioned                                  | 191  | 317     |                  |  |
| Benefits entitlement check                  | -  | 12162   |                  |  |
| Issue relating to right to reside           | -  | 185     |                  |  |
| Seeking to access other funds (i.e. grants) | 139  | 1415    |                  |  |
| Other (Please specify)                      | -  | 11051   |                  |  |

| Client Demographics               |  |            |         |          |
|-----------------------------------|--|------------|---------|----------|
| Ref                               | Demographic  | Categories | 2017/18 | Scotland |
| C2                                | Sex  | Male       | 2377    | 54881    |
|                                   |  | Female     | 3061    | 68109    |
|                                   |  | Don't know | 131     | 26648    |
|                                   | Age  | 0-15       | 39      | 673      |
|                                   |  | 16-24      | 327     | 7735     |
|                                   |  | 25-34      | 482     | 19714    |
|                                   |  | 35-44      | 708     | 16381    |
|                                   |  | 45-59      | 1394    | 29144    |
|                                   |  | 60-74      | 1079    | 22774    |
|                                   |  | 75+        | 1203    | 13408    |
| Not Recorded                      |  | 182        | 29031   |          |
| Ethnicity                         | White  | 4624       | 87555   |          |
|                                   | Any Mixed or Multiple Ethnic Groups                    | 27         | 2073    |          |
|                                   | Asian, Asian Scottish or Asian British                 | 39         | 2038    |          |
|                                   | African  | 10         | 401     |          |
|                                   | Caribbean or Black                                     | 6          | 938     |          |
|                                   | Other Ethnic Group                                     | 36         | 1305    |          |
|                                   | Not Recorded   | 827        | 43064   |          |
| Disability or long-term condition | Yes  | 3866       | 43318   |          |
|                                   | No   | 762        | 41590   |          |
|                                   | Not Recorded   | 0          | 16995   |          |
| Income                            | £6,000 or less   | 1776       | 13678   |          |
|                                   | £6,001-£10,000   | 639        | 12816   |          |
|                                   | £10,001-£15,000  | 849        | 9983    |          |
|                                   | £15,001-£20,000  | 749        | 5994    |          |
|                                   | £20,001-£25,000  | 363        | 2769    |          |
|                                   | £25,001-£30,000  | 206        | 1459    |          |
|                                   | £30,001-£40,000  | 146        | 929     |          |
|                                   | Over £40,000   | 48         | 501     |          |
|                                   | Not Recorded   | 794        | 42990   |          |
| Economic Status                   | Self employed  | 14         | 1872    |          |
|                                   | Employed full time                                     | 339        | 10569   |          |
|                                   | Employed part time                                     | 327        | 8463    |          |
|                                   | Looking after the home or family                       | 155        | 4209    |          |
|                                   | Permanently retired from work                          | 1222       | 11837   |          |
|                                   | Unemployed and seeking work                            | 198        | 8749    |          |
|                                   | At school  | 71         | 751     |          |
|                                   | In further / higher education                          | 3          | 995     |          |
|                                   | Gov't work or training scheme                          | 4          | 99      |          |
|                                   | Permanently sick or disabled                           | 1564       | 16387   |          |
|                                   | Unable to work because of short-term illness or injury | 798        | 14516   |          |
|                                   | Other <sup>2</sup>                                     | 119        | 3020    |          |
|                                   | Don't know   | 746        | 54568   |          |

2 Other includes: carers and kinship carers.

| Client Demographics |                       |  |         |          |
|---------------------|-----------------------|--|---------|----------|
| Ref                 | Demographic           | Categories   | 2017/18 | Scotland |
|                     | Housing Tenure        | Owner occupied   | 925     | 13766    |
|                     |                       | Social rented  | 2256    | 33282    |
|                     |                       | Private rented   | 288     | 9102     |
|                     |                       | Other  | 177     | 8037     |
|                     |                       | Don't know   | 1508    | 39336    |
|                     | Household Composition | Single adult (non-pensioner)                               | 2116    | 33285    |
|                     |                       | Single pensioner   | 447     | 2245     |
|                     |                       | Single parent (one or more children)                       | 471     | 10532    |
|                     |                       | Family (two adults, and one or more children)              | 355     | 10097    |
|                     |                       | Adult family (two or more non-pensioners, and no children) | 907     | 13333    |
|                     |                       | Older adult family (contains at least one pensioner)       | 483     | 4771     |
|                     |                       | Don't know   | 790     | 41346    |

| Money Advice Indicators       |   |            |               |               |                |                  |
|-------------------------------|---|------------|---------------|---------------|----------------|------------------|
| Ref                           | Indicator                                     | 2014/15    | 2015/16       | 2016/17       | 2017/18        | Scotland 2017/18 |
| C3                            | Amount of debt owed by client                 | £3,553,820 | £4,764,789.20 | £6,950,222.73 | £7,415,858.21  | £204m            |
|                               | Benefit Overpayment                           | n/a        | £218,782.80   | £569,966.01   | £424,576.85    | £9.3m            |
|                               | Council Tax Arrears                           | n/a        | £1,212,173.63 | £2,007,566.40 | £2,387,515.40  | £21.8m           |
|                               | Utility Arrears                               | n/a        | £56,858.53    | £163,220.55   | £130,753.23    | £3.6m            |
|                               | Credit, Store and Charge debts Catalogue      | n/a        | £660,225.51   | -             | £1,261,328.69  | £39m             |
|                               | Unsecured Personal Loan                       | n/a        | £82,476.46    | -             | £120,472.79    | £4.4m            |
|                               | Payday Loan High cost credit                  | n/a        | £1,084,044.50 | £678,205.74   | £1,200,700.57  | £30.1m           |
|                               | Overdrafts                                    | n/a        | £281,303.96   | -             | £29,665.48     | £4m              |
|                               | Mortgage arrears                              | n/a        | £158,307.97   | -             | £110,283.90    | £5.3m            |
|                               | Rent Arrears                                  | n/a        | £664,286.03   | £255,531.36   | £515,916.61    | £30.4m           |
|                               | Rent to own                                   | n/a        | £44,873.01    | £367,112.95   | £879,890.38    | £9.4m            |
|                               | Others <sup>3</sup>                           | n/a        | £62,952.79    | £78,156.27    | £23,017.66     | £3m              |
|                               |   | n/a        | £238,504.01   | £2,830,463.45 | £331,736.65    | £43.7m           |
| OP1.1                         | Breakdown of debt strategy agreed with client |            |               |               |                |                  |
|                               | Sequestration                                 | 56         | 86            | 82            | 163            | 1800             |
|                               | Debt Arrangement Scheme                       | 40         | 39            | 34            | 67             | 740              |
|                               | Trust Deed                                    | 0          | 0             | 1             | 14             | 121              |
|                               | Awaiting sequestration                        | 29         | 27            | 86            | 17             | 276              |
|                               | Token payments                                | 49         | 78            | 86            | 365            | 1736             |
|                               | Pro rata offers                               | 18         | 21            | 19            | 61             | 2190             |
|                               | Moratorium                                    | 0          | 3             | 8             | 10             | 411              |
|                               | Debt written off                              | 0          | 2             | 4             | 42             | 412              |
|                               | Repayment plan                                | 0          | 147           | 191           | 224            | 1752             |
|                               | Nil Payments/Offer                            | n/a        | 2             | 4             | 16             | 593              |
|                               | Consolidation Loan                            | n/a        | 0             | 1             | 4              | 41               |
|                               | Mortgage to rent/Shared equity                | n/a        | 5             | 2             | 1              | 67               |
| Did not agree a debt strategy | n/a   | 117        | 90            | 373           | 2883           |                  |
| Still awaiting outcome        | n/a   | 43         | 6             | 50            | 1244           |                  |
| Other: please specify         | 106   | n/a        | -             | -             | -              |                  |
| OC1                           | Financial gain (relating to money advice)     |            |               |               |                |                  |
|                               | Verified                                      | -          | -             | -             | £18,489,327.07 | £317.7m          |
|                               | Unverified                                    | -          | -             | -             | -              | £85.8m           |

3 Others include: personal debts, council tax arrears, court fines, business-related debts, hire purchase, student loans, social fund, telephone debts and tax arrears.

| Welfare Rights Advice Indicators           |  |               |                  |
|--|--|---------------|------------------|
| Ref  | Indicator                                  | 2017/18       | Scotland 2017/18 |
| OP2,<br>OP3,<br>OC1                        | Disability Living Allowance                |               |                  |
|  | No. claims                                 | 366           | 1,720            |
|  | No. awards made/maintained                 | 276           | 1,259            |
|  | Financial gain from awards made/maintained | £545,790.47   | £5,551,809       |
|  | No. Mandatory Reconsiderations (MRs)       | 14            | 271              |
|  | No. appeals                                | 9             | 337              |
|  | No. MRs/appeals won                        | 5             | 163              |
|  | No. MRs/appeals lost                       | 4             | 137              |
|  | Financial gain from MRs/appeals            | £16,209.45    | £1,119,251       |
|  | Personal Independence Payment              |               |                  |
|  | No. claims                                 | 1447          | 11,765           |
|  | No. awards made/maintained                 | 973           | 7,837            |
|  | Financial gain from awards made/maintained | £5,783,240.70 | £63,143,269      |
|  | No. Mandatory Reconsiderations (MRs)       | 231           | 2,457            |
|  | No. appeals                                | 119           | 4,646            |
|  | No. MRs/appeals won                        | 83            | 2,474            |
|  | No. MRs/appeals lost                       | 26            | 1,516            |
|  | Financial gain from MRs/appeals            | £693,748.33   | £14,103,398      |
|  | Attendance Allowance                       |               |                  |
|  | No. claims                                 | 737           | 5,158            |
|  | No. awards made/maintained                 | 508           | 4,707            |
|  | Financial gain from awards made/maintained | £2,052,149.21 | £18,330,956      |
|  | No. Mandatory Reconsiderations (MRs)       | 19            | 202              |
|  | No. appeals                                | 0             | 45               |
|  | No. MRs/appeals won                        | 0             | 65               |
|  | No. MRs/appeals lost                       | -             | 35               |
|  | Financial gain from MRs/appeals            | £0            | £584,332         |
|  | Severe Disablement Allowance               |               |                  |
| No. claims                                 | 63   | 67            |                  |
| No. awards made/maintained                 | 0  | 5             |                  |
| Financial gain from awards made/maintained | £265,997.56                                | £280,720      |                  |
| No. Mandatory Reconsiderations (MRs)       | 0  | 10            |                  |
| No. appeals                                | 0  | 9             |                  |
| No. MRs/appeals won                        | 0  | 7             |                  |
| No. MRs/appeals lost                       | -  | 1             |                  |
| Financial gain from MRs/appeals            | £0   | £78,313       |                  |
| Industrial Injuries Disablement Benefit    |  |               |                  |
| No. claims                                 | 0  | 53            |                  |
| No. awards made/maintained                 | 0  | 5             |                  |
| Financial gain from awards made/maintained | £0   | £19,030       |                  |
| No. Mandatory Reconsiderations (MRs)       | 0  | 18            |                  |
| No. appeals                                | 0  | 19            |                  |
| No. MRs/appeals won                        | 0  | 5             |                  |
| No. MRs/appeals lost                       | 0  | 10            |                  |
| Financial gain from MRs/appeals            | £0   | £12,878.81    |                  |



| Welfare Rights Advice Indicators           |  |               |                  |  |
|--|--|---------------|------------------|--|
| Ref  | Indicator                                  | 2017/18       | Scotland 2017/18 |  |
| OP2,<br>OP3,<br>OC1                        | Carers Allowance                           |               |                  |  |
|  | No. claims                                 | 194           | 1,395            |  |
|  | No. awards made/maintained                 | 108           | 1,190            |  |
|  | Financial gain from awards made/maintained | £295,121.85   | £2,888,922       |  |
|  | No. Mandatory Reconsiderations (MRs)       | 0             | 16               |  |
|  | No. appeals                                | 0             | 5                |  |
|  | No. MRs/appeals won                        | 0             | 6                |  |
|  | No. MRs/appeals lost                       | -             | 3                |  |
|  | Financial gain from MRs/appeals            | £0            | £65,003          |  |
|  | Sure Start Maternity Grant                 |               |                  |  |
|  | No. claims                                 | 0             | 40               |  |
|  | No. awards made/maintained                 | 0             | 24               |  |
|  | Financial gain from awards made/maintained | £1,300        | £40,148          |  |
|  | No. Mandatory Reconsiderations (MRs)       | 0             | 1                |  |
|  | No. appeals                                | 0             | 1                |  |
|  | No. MRs/appeals won                        | 0             | 0                |  |
|  | No. MRs/appeals lost                       | -             | 1                |  |
|  | Financial gain from MRs/appeals            | £0            | £0               |  |
|  | Employment Support Allowance               |               |                  |  |
|  | No. claims                                 | 1461          | 7,808            |  |
|  | No. awards made/maintained                 | 807           | 4,853            |  |
|  | Financial gain from awards made/maintained | £4,950,378.49 | £29,695,875      |  |
|  | No. Mandatory Reconsiderations (MRs)       | 270           | 2,788            |  |
|  | No. appeals                                | 115           | 4,073            |  |
|  | No. MRs/appeals won                        | 83            | 2,407            |  |
|  | No. MRs/appeals lost                       | 24            | 1,204            |  |
|  | Financial gain from MRs/appeals            | £920,812.54   | £14,167,381      |  |
|  | Funeral Expenses                           |               |                  |  |
| No. claims                                 | 10   | 44            |                  |  |
| No. awards made/maintained                 | 8  | 30            |                  |  |
| Financial gain from awards made/maintained | £3,844                                     | £47,948       |                  |  |
| No. Mandatory Reconsiderations (MRs)       | 1  | 4             |                  |  |
| No. appeals                                | 0  | 6             |                  |  |
| No. MRs/appeals won                        | 0  | 1             |                  |  |
| No. MRs/appeals lost                       | -  | 0             |                  |  |
| Financial gain from MRs/appeals            | £0   | £584          |                  |  |
| Scottish Welfare Fund                      |  |               |                  |  |
| No. claims                                 | 114  | 1,803         |                  |  |
| No. awards made/maintained                 | 86   | 1,280         |                  |  |
| Financial gain from awards made/maintained | £30,170.99                                 | £1,055,087    |                  |  |
| No. Mandatory Reconsiderations (MRs)       | 4  | 58            |                  |  |
| No. appeals                                | 0  | 4             |                  |  |
| No. MRs/appeals won                        | 0  | 10            |                  |  |
| No. MRs/appeals lost                       | -  | 11            |                  |  |
| Financial gain from MRs/appeals            | £0   | £10,237       |                  |  |

| Welfare Rights Advice Indicators           |  |            |                  |  |
|--|--|------------|------------------|--|
| Ref  | Indicator                                      | 2017/18    | Scotland 2017/18 |  |
| OP2,<br>OP3,<br>OC1                        | Cold Weather Payments and Winter Fuel Payments |            |                  |  |
|  | No. claims                                     | 11         | 29               |  |
|  | No. awards made/maintained                     | 0          | 20               |  |
|  | Financial gain from awards made/maintained     | £5,590     | £11,670          |  |
|  | No. Mandatory Reconsiderations (MRs)           | 0          | 1                |  |
|  | No. appeals                                    | 0          | 0                |  |
|  | No. MRs/appeals won                            | 0          | 1                |  |
|  | No. MRs/appeals lost                           | -          | 0                |  |
|  | Financial gain from MRs/appeals                | £0         | £200             |  |
|  | Discretionary Housing Payments                 |            |                  |  |
|  | No. claims                                     | 55         | 915              |  |
|  | No. awards made/maintained                     | 38         | 773              |  |
|  | Financial gain from awards made/maintained     | £22,298.18 | £796,242         |  |
|  | No. Mandatory Reconsiderations (MRs)           | 1          | 30               |  |
|  | No. appeals                                    | 0          | 4                |  |
|  | No. MRs/appeals won                            | 0          | 3                |  |
|  | No. MRs/appeals lost                           | -          | 0                |  |
|  | Financial gain from MRs/appeals                | £62,096.99 | £89,541          |  |
|  | Universal Credit                               |            |                  |  |
|  | No. claims                                     | 60         | 1,541            |  |
|  | No. awards made/maintained                     | 11         | 543              |  |
|  | Financial gain from awards made/maintained     | £41,423.32 | £2,460,408       |  |
|  | No. Mandatory Reconsiderations (MRs)           | 3          | 349              |  |
|  | No. appeals                                    | 1          | 78               |  |
|  | No. MRs/appeals won                            | 1          | 36               |  |
|  | No. MRs/appeals lost                           | -          | 31               |  |
|  | Financial gain from MRs/appeals                | £28,125.38 | £333,571         |  |
|  | Contributory Benefits                          |            |                  |  |
| No. claims                                 | 28   | 108        |                  |  |
| No. awards made/maintained                 | 26   | 230        |                  |  |
| Financial gain from awards made/maintained | £68,189  | £1,194,341 |                  |  |
| No. Mandatory Reconsiderations (MRs)       | 2  | 33         |                  |  |
| No. appeals                                | 0  | 17         |                  |  |
| No. MRs/appeals won                        | 0  | 10         |                  |  |
| No. MRs/appeals lost                       | -  | 1          |                  |  |
| Financial gain from MRs/appeal             | £0   | £293,650   |                  |  |
| Child Benefit                              |  |            |                  |  |
| No. claims                                 | 29   | 307        |                  |  |
| No. awards made/maintained                 | 14   | 237        |                  |  |
| Financial gain from awards made/maintained | £0   | £36,397    |                  |  |
| No. Mandatory Reconsiderations (MRs)       | 0  | 38         |                  |  |
| No. appeals                                | 0  | 10         |                  |  |
| No. MRs/appeals won                        | 0  | 4          |                  |  |
| No. MRs/appeals lost                       | -  | 0          |                  |  |
| Financial gain from MRs/appeals            | £2,029.80                                      | £36,355    |                  |  |

| Welfare Rights Advice Indicators           |  |             |                  |  |
|--|--|-------------|------------------|--|
| Ref  | Indicator                                  | 2017/18     | Scotland 2017/18 |  |
| OP2,<br>OP3,<br>OC1                        | Child Tax Credit                           |             |                  |  |
|  | No. claims                                 | 39          | 600              |  |
|  | No. awards made/maintained                 | 22          | 483              |  |
|  | Financial gain from awards made/maintained | £78,412.31  | £2,823,786       |  |
|  | No. Mandatory Reconsiderations (MRs)       | 2           | 160              |  |
|  | No. appeals                                | 0           | 31               |  |
|  | No. MRs/appeals won                        | 0           | 28               |  |
|  | No. MRs/appeals lost                       | -           | 25               |  |
|  | Financial gain from MRs/appeals            | £47,098.77  | £400,645         |  |
|  | Maternity Allowance                        |             |                  |  |
|  | No. claims                                 | 3           | 39               |  |
|  | No. awards made/maintained                 | 1           | 26               |  |
|  | Financial gain from awards made/maintained | £8,330.96   | £162,140         |  |
|  | No. Mandatory Reconsiderations (MRs)       | 0           | 43               |  |
|  | No. appeals                                | 0           | 10               |  |
|  | No. MRs/appeals won                        | 0           | 0                |  |
|  | No. MRs/appeals lost                       | -           | 0                |  |
|  | Financial gain from MRs/appeals            | £0          | £0               |  |
|  | State Pension                              |             |                  |  |
|  | No. claims                                 | 29          | 220              |  |
|  | No. awards made/maintained                 | 29          | 128              |  |
|  | Financial gain from awards made/maintained | £240,529.05 | £898,329         |  |
|  | No. Mandatory Reconsiderations (MRs)       | 0           | 2                |  |
|  | No. appeals                                | 0           | 0                |  |
|  | No. MRs/appeals won                        | 0           | 1                |  |
|  | No. MRs/appeals lost                       | -           | 0                |  |
|  | Financial gain from MRs/appeals            | £60,970.52  | £77,576          |  |
|  | Pension Credit                             |             |                  |  |
| No. claims                                 | 226  | 1,594       |                  |  |
| No. awards made/maintained                 | 130  | 1,518       |                  |  |
| Financial gain from awards made/maintained | £481,648.56                                | £5,688,937  |                  |  |
| No. Mandatory Reconsiderations (MRs)       | 11   | 65          |                  |  |
| No. appeals                                | 0  | 10          |                  |  |
| No. MRs/appeals won                        | 0  | 24          |                  |  |
| No. MRs/appeals lost                       | -  | 10          |                  |  |
| Financial gain from MRs/appeals            | £53,227.26                                 | £171,245    |                  |  |
| Bereavement Benefits                       |  |             |                  |  |
| No. claims                                 | 32   | 124         |                  |  |
| No. awards made/maintained                 | 16   | 81          |                  |  |
| Financial gain from awards made/maintained | £96,080.34                                 | £444,002    |                  |  |
| No. Mandatory Reconsiderations (MRs)       | 0  | 1           |                  |  |
| No. appeals                                | 0  | 3           |                  |  |
| No. MRs/appeals won                        | 0  | 0           |                  |  |
| No. MRs/appeals lost                       | -  | 2           |                  |  |
| Financial gain from MRs/appeals            | £5,600                                     | £5,600      |                  |  |

| Welfare Rights Advice Indicators |  |               |                  |
|----------------------------------|--|---------------|------------------|
| Ref                              | Indicator                                  | 2017/18       | Scotland 2017/18 |
|                                  | Other <sup>4</sup>                         |               |                  |
|                                  | No. claims                                 | 1627          | 20,395           |
|                                  | No. awards made/maintained                 | 892           | 14,264           |
|                                  | Financial gain from awards made/maintained | £1,335,897.90 | £52,638,347      |
|                                  | No. Mandatory Reconsiderations (MRs)       | 77            | 1,115            |
|                                  | No. appeals                                | 1             | 377              |
|                                  | No. MRs/appeals won                        | 1             | 346              |
|                                  | No. MRs/appeals lost                       | -             | 134              |
|                                  | Financial gain from MRs/appeals            | £44,058.19    | £1,471,74        |

4 Other includes council tax reduction, council tax discount, JSA, IS, HB/LHA, WTC and MAC grants.

| Softer Outcomes                                 |  |         |                  |
|---|--|---------|------------------|
| Ref   | Indicator  | 2017/18 | Scotland 2017/18 |
| OC2   | Number of service users self-reporting improved health and wellbeing as a direct result of getting advice/support from the service         |         |                  |
|   | I've been feeling more relaxed   |         |                  |
|   | Agree  | -       | 1,154            |
|   | Disagree   | -       | 0                |
|   | I've been feeling physically better  |         |                  |
|   | Agree  | -       | 177              |
|   | Disagree   | -       | 89               |
|   | I've been feeling better about myself  |         |                  |
|   | Agree  | -       | 1,390            |
|   | Disagree   | -       | 20               |
|   | I've been feeling more optimistic about the future   |         |                  |
|   | Agree  | -       | 285              |
| Disagree  | -  | 15      |                  |
| I've been getting on better with others         |  |         |                  |
| Agree   | -  | 185     |                  |
| Disagree  | -  | 10      |                  |
| OC3   | Number of service users self-reporting improved capacity and ability to cope as a direct result of getting advice/support from the service |         |                  |
|   | I am thinking more clearly   |         |                  |
|   | Agree  | -       | 295              |
|   | Disagree   | -       | 5                |
|   | I feel more in control of my life  |         |                  |
|   | Agree  | -       | 300              |
|   | Disagree   | -       | 0                |
|   | I am more able to make decisions   |         |                  |
|   | Agree  | -       | 1,277            |
|   | Disagree   | -       | 14               |
|   | I am more able to cope with day to day issues/problems   |         |                  |
|   | Agree  | -       | 281              |
| Disagree  | -  | 19      |                  |
| I know when to seek support and where to get it |  |         |                  |
| Agree   | -  | 433     |                  |
| Disagree  | -  | 0       |                  |

| Softer Outcomes |  |         |                  |
|-----------------|--|---------|------------------|
| Ref             | Indicator  | 2017/18 | Scotland 2017/18 |
| OC4             | Number of service users self-reporting increased financial stability and resilience as a direct result of getting advice/ support from the service |         |                  |
|                 | I recognise when I need help to sort out my money  |         |                  |
|                 | Agree  | -       | 300              |
|                 | Disagree   | -       | 0                |
|                 | I am confident that I am getting all the benefits/help to which I am legally entitled  |         |                  |
|                 | Agree  | -       | 294              |
|                 | Disagree   | -       | 16               |
|                 | I know how much money I have to spend  |         |                  |
|                 | Agree  | -       | 290              |
|                 | Disagree   | -       | 10               |
|                 | I can better manage my money   |         |                  |
|                 | Agree  | -       |                  |
|                 | Disagree   | -       | 1,303            |
|                 | I would be better able to cope if I had an unexpected expense  |         |                  |
| Agree           | -  | 6       |                  |
| Disagree        | -  | 147     |                  |
|                 |  | -       | 17               |