

Common Advice Performance Management Reporting Framework Summary 2018/19

West Dunbartonshire Council



The Common Advice Performance Management Reporting Framework (CAPMRF) 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 2018/19 for the CAPMRF for West Dunbartonshire Council.

This is the second year in which the data has been collected in relation to both welfare and money advice services, making it possible to begin to identify changes over time at both local and national levels. Prior to 2017/18, three iterations, covering 2014/15 through to 2016/17, covered money advice only. Therefore, longer term trends can be examined for indicators covering money 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:

Key Points:

- Contacts to the services are increasingly being made online with 13% of initial contacts made via email in 2018/19.
- In 2018/19 a total of 2,512 clients sought debt advice, owing a total of £7,008,707. Council Tax arrears made up the largest proportion of debt owed, accounting for 34% of all debt owed in 2018/19.
- A total of £16,696,362 financial gain was secured for clients in 2018/19.

Please note 2018/19 data for external services has been apportioned to reflect the proportion of total funding which these services receive from the local authority. For CAB this reflects 86.5%, for IRC this reflects 49.4%. Therefore, 2017/18 and 2018/19 figures are not directly comparable.

Services, Investment and Volume					
Ref	Indicator	West Dunbartonshire		Scotland	West Dun.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice	-	-	3	
	Welfare rights	-	-	11	
	Combined ¹	1	1	15	0%
	External				
	Money advice	-	-	5	
Welfare rights	-	-	1		
Combined ²	2	2	65	0%	
	Case management system/s	Advice Pro	Advice Pro - LA only CAB - CASTLE & Advice Pro External IRC - Microsoft Access		
I1	Number of FTE staff				
	In-House	19.6	20.3	466	3%
	External	4.0	3.9	443	-3%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	-	7.9	563		
I2	Local Authority Funding				
	In-House	£709,947	£697,189	£14,753,814	-2%
	External	£478,589	£500,280	£11,143,981	5%
	Other Sources of Funding				
	Scottish Legal Aid Board	£0.00	-	£771,398	
	Scottish Government	£41,000	-	£545,522	
	Big Lottery Fund	£0	-	£290,094	
	European Social Fund	£0	-	£459,223	
Other	£0	£100,000 ³	£1,977,490		

1 Working4U

2 West Dunbartonshire Citizens Advice Bureau (CAB) and Clydebank Independent Resource Centre (IRC)

3 Macmillan Cancer Support

Services, Investment and Volume					
Ref	Indicator	West Dunbartonshire		Scotland	West Dun.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	5,516	19,862	307,511	260%
	Total Clients	8,130	9,563	244,637	18%
	New Clients	1,646	8,112	61,652	393%
	Contacts by channel ⁴				
	Face-to-face	12,183	9,959	103,407	-18%
	Telephone	4,423	3,576	56,566	-19%
	Email	473	2,097	22,286	343%
	Web	-	3	4,739	
	Webchat	-	-	833	-18%
	Number of benefit entitlement checks carried out	*	2,010 ⁵	44,416	
	Referrals ⁶				
	Self-referral	423	2,418	77,897	472%
	Local authority:				
	Housing	44	92	4,181	109%
	Social Services	355	684	8,357	93%
	Revenues	332	416	1,264	25%
	Employability	57	205	1,847	260%
	Other	153	419	6,558	174%
	Primary Health Care	293	835	12,202	185%
	Third Sector	38	98	5,790	158%
Other	287	1,386 ⁷	11,972	383%	
Open SNSIAP cases ⁸					
Type I	44	189	8,774	330%	
Type II	757	422	20,667	-44%	
Type III	27	9	7,885	-67%	
Closed SNSIAP cases ⁹					
Type I	355	3,713	15,432	946%	
Type II	4,090	3,126	25,043	-24%	
Type III	117	66	5,210	-44%	

4 2018/19 figures haven't been recorded for all contacts

5 This figure only includes Working4U

6 2018/19 figures do not include CAB

7 Other includes Homeless Unit, Working4U, Councillors/MP's, CAB, Key Housing, Blue Triangle, DACA/CAT team, Money Advice, Lennon Partnership, Women's Aid, Asbestos Group, Stepping Stones, Job Centre/DWP, Richmond Fellowship, NHS Support Worker, IRC Flyer, Trust Housing, Medical Practitioners, Street Connects, Glasgow Rehab and Shelter

8 2018/19 figures only include Working4U

9 2018/19 figure only include Working4U

Services, Investment and Volume					
Ref	Indicator	West Dunbartonshire		Scotland	West Dun.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	93	-	721	
	Council Tax arrears	202	-	2,189	
	Credit, store and charge card debts	389	-	1,612	
	Catalogue debts	-	-	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	-	-	367	
	Unsecured personal loan (except payday loans)	80	-	1,110	
	Bank and Building society overdrafts	-	-	676	
	Mortgage arrears	155	-	337	
	Rent arrears	-	-	2,989	
	Help with appealing welfare benefit decision	-	-	3,297	
	Assistance with making initial benefit application	-	-	6,271	
	Sanctioned	191	-	249	
	Benefits entitlement check	-	-	28,582	
	Issue relating to right to reside	-	-	199	
	Seeking to access other funds (i.e. grants)	139	-	1,461	
	Other (Please specify)	-	-	25,736	

Client Demographics						
			West Dunbartonshire		Scotland	West Dun.
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	2,377	3,992	79,041	68%
		Female	3,061	4,919	98,580	61%
		Not recorded	131	650	39,814	396%
		Prefer not to answer	*	3	2,330	68%
	Age ¹⁰	0-15	39	25	803	-36%
		16-24	327	608	13,350	86%
		25-34	482	1,100	26,767	128%
		35-44	708	1,352	31,774	91%
		45-59	1,394	-	41,754	
		60-64	*	-	20,258	
		65-70	*	826	12,890	
		71+	*	1,564	21,652	
		Not Recorded	182	244	38,752	34%
		Prefer not to answer	*	14	9,365	-36%
	Ethnicity	White	4,624	8,470	137,977	83%
		Any Mixed or Multiple Ethnic Groups	27	14	951	-50%
		Asian, Asian Scottish or Asian British	39	60	3,261	55%
		African	10	15	1,727	55%
		Caribbean or Black	6	5	500	-21%
		Other Ethnic Group	36	103	1,831	185%
		Not Recorded	827	876	60,983	6%
		Prefer not to answer	*	20	4,661	
	Disability or long-term condition	Yes	3,866	5,516	60,955	43%
No		762	2,185	51,966	187%	
Not Recorded		-	1,863	64,289		
Income ¹¹	£6,000 or less	1,776	1,168	18,256	-34%	
	£6,001-£10,000	639	425	13,954	-34%	
	£10,001-£15,000	849	618	11,306	-27%	
	£15,001-£20,000	749	555	7,647	-26%	
	£20,001-£25,000	363	322	3,579	-11%	
	£25,001-£30,000	206	158	2,324	-23%	
	£30,001-£40,000	146	114	1,316	-22%	
	Over £40,000	48	48	640	1%	
	Not Recorded	794	6,155	92,673	675%	
	Prefer not to answer	*	-	4,138		

10 2018/19 figures include 2,146 aged 45-54 and 1,684 aged 55-64

11 2018/19 CAB figures only include debt clients as CASTLE does not capture income-levels of non-debt clients

Client Demographics						
			West Dunbartonshire		Scotland	West Dun.
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status ¹²	Self employed	14	107	3,477	662%
		Employed full time	339	789	16,169	133%
		Employed part time	327	644	13,548	97%
		Looking after the home or family	155	322	5,116	108%
		Permanently retired from work	1,222	2,023	17,358	66%
		Unemployed and seeking work	198	601	18,157	203%
		At school	71	66	729	-7%
		In further/higher education	3	72	1,097	2296%
		Gov't work or training scheme	4	7	816	72%
		Permanently sick or disabled	1,564	1,892	26,733	21%
		Unable to work because of short-term illness or injury	798	1,411	8,114	77%
		Other	119	291	3,401	144%
		Not recorded	746	1,253	80,313	68%
		Prefer not to answer	*	86	5,734	
		C2	Housing Tenure ¹³	Owner occupied	925	1,943
Social rented	2,256			3,963	54,932	76%
Private rented	288			493	13,782	71%
Temporary accommodation	*			46	2,717	
Homeless	*			105	1,475	
Other	177			430	9,619	143%
Not recorded	1,508			670	85,407	-56%
	Prefer not to answer	*	1,913	6,530		
C2	Household Composition ¹⁴	Single adult (non-pensioner)	2,116	2,286	34,748	8%
		Single pensioner	447	681	4,476	52%
		Small single parent (1 or 2 children)	*	794	11,406	
		Large single parent (3 or more children)	*	-	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	27	556	
		Family (2 adults, and 1 or more children)	*	737	10,633	
		Large family (2 adults, and 3 or more children)	*	35	1,036	
		Adult family (2 or more non-pensioners, and no children)	907	1,584	16,485	75%
		Older adult family (contains at least 1 pensioner)	483	902	6,038	87%
		Not Recorded	790	777	84,338	-2%
		Prefer not to answer	*	1,741	10,422	83%

12 CAB record "Unable to work because of short-term illness or injury" and "permanently sick or disabled" together, the 2018/19 figure has been recorded under "Unable to work because of short-term illness or injury"

13 CAB record "Temporary Accommodation" and "Homeless" together, the 2018/19 figure has been recorded under "Homeless"

14 The categories used for recording 2018/19 Household Composition figures do not match. Cannot distinguish between large and small households, these are all included under small.

Money Advice Indicators									
		West Dunbartonshire					Scotland	West Dun.	
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19	
C3	Number of clients								
	Total	-	-	-	2,371	2,512	43,593	6%	
	Benefit overpayment	-	-	-	145	165	1,845	14%	
	Council Tax arrears	-	-	-	543	558	5,174	3%	
	Utility Arrears	-	-	-	141	119	4,055	-16%	
	Credit, store, and charge card debts	-	-	-	239	160	5,452	-33%	
	Rent to own	-	-	-	11	-	455	-100%	
	Catalogue	-	-	-	95	30	2,183	-68%	
	Unsecured personal loan	-	-	-	237	298	3,528	26%	
	Payday Loan / High Cost Credit	-	-	-	24	22	1,694	-8%	
	Overdrafts	-	-	-	91	107	2,689	18%	
	Mortgage arrears	-	-	-	34	74	674	118%	
	Rent arrears	-	-	-	421	382	5,667	-9%	
	Others	-	-	-	390	597 ¹⁵	10,177	53%	
	Amount of debt owed by client								
	Total		£4,764,789	£6,950,223	£7,415,858	£7,008,707	£186,250,137	-5%	
	Benefit overpayment		£218,783	£569,966	£424,577	£369,952	£6,283,913	-13%	
	Council Tax arrears		£1,212,174	£2,007,566	£2,387,515	£2,404,552	£20,075,954	1%	
	Utility Arrears		£56,859	£163,221	£130,753	£121,194	£3,214,671	-7%	
	Credit, store, and charge card debts		£660,226		£1,261,329	£765,422	£34,926,764	-39%	
	Rent to own		£62,953	£78,156	£23,018	£0	£2,015,158	-100%	
	Catalogue		£82,476		£120,473	£119,745	£3,858,004	-1%	
	Unsecured personal loan		£1,084,045	£678,206	£1,200,701	£966,446	£23,273,669	-20%	
Payday Loan / High Cost Credit		£281,304		£29,665	£58,235	£3,306,422	96%		
Overdrafts		£158,308		£110,284	£162,393	£4,553,239	47%		
Mortgage arrears		£664,286	£255,531	£515,917	£219,731	£17,668,282	-57%		
Rent arrears		£44,873	£367,113	£879,890	£812,925	£8,197,951	-8%		
Others		£238,504	£2,830,463	£331,737 ¹⁶	£1,008,113	£58,876,109	204%		

15 Includes Digital TV services, Funeral Costs, housing costs (non-rent), insurances, Social fund, business debts, maintenance, HP/conditional sale, legal fees, parking fees, Bankruptcy/MAP, Mortgage-2-rent and HMRC Income Tax

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

Money Advice Indicators								
		West Dunbartonshire					Scotland	West Dun.
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
OP1.1	Breakdown of debt strategy agreed with client							
	Sequestration	56	86	82	163	114	1,722	-30%
	Debt Arrangement Scheme	40	39	34	67	201	886	200%
	Trust Deed	-	-	1	14	29	134	107%
	Awaiting sequestration	29	27	86	17	8	341	-53%
	Token payments	49	78	86	365	66	1,161	-82%
	Pro rata offers	18	21	19	61	197	1,469	223%
	Moratorium	-	3	8	10	24	263	140%
	Debt written off	-	2	4	42	3	355	-93%
	Repayment plan	-	147	191	224	20	643	-91%
	Nil Payments/Offer	-	2	4	16	21	295	31%
	Consolidation Loan	-	-	1	4	3	19	-25%
	Mortgage to rent/Shared equity	-	5	2	1	2	62	100%
	Did not agree a debt strategy	-	117	90	373	17	1,058	-95%
	Still awaiting outcome	104	43	6	50	-	2,550	-100%
Other: please specify	106	-	-	-	134 ¹⁷	2,595	-30%	
OC1	Financial gain							
	Financial gain from money advice				*	£1,246,682	£30,217,870	
	Financial gain from any other welfare benefits				*	-	£8,179,848	
	Total of ALL verified financial gain				£19,251,161	£16,696,362	£323,876,347	-13%
	Total of ALL unverified financial gain				*	-	£47,195,664	

17 Clydebank Independent Resource Centre report different debt strategies together, these have all been included as "Other". Also includes re-mortgaging, sale of assets, equity release, direct deductions and full & final settlements

Welfare Rights Advice Indicators

		West Dunbartonshire		Scotland	West Dun.
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	6,531	3,930	67,249	-40%
	No. awards made/maintained	3,945	3,078	55,436	-22%
	Financial gain from awards made/maintained	£16,306,393	£14,200,533	£222,533,895	-13%
	No. Mandatory Reconsiderations (MRs)	635	764	8,891	20%
	No. MRs won	*	547	2,063	
	No. MRs lost	*	192	2,626	
	No. appeals	245	362	10,826	48%
	No. appeals won	*	258	6,483	
	No. appeals lost	*	69	2,004	
	Financial gain from MRs/appeals	£1,933,977	£1,249,147	£44,553,543	-35%
	Attendance Allowance				
	No. claims	737	472	7,367	-36%
	No. awards made/maintained	508	447	7,245	-12%
	Financial gain from awards made/maintained	£2,052,149	£1,922,736	£29,556,233	-6%
	No. Mandatory Reconsiderations (MRs)	19	7	190	-62%
	No. MRs won	*	40	119	
	No. MRs lost	*	2	37	
	No. appeals	-	4	58	
	No. appeals won	*	8	42	
	No. appeals lost	*	2	26	
	Financial gain from MRs/appeals	£0	£24,573	£1,959,706	
	Bereavement Benefits				
	No. claims	32	16	190	-51%
	No. awards made/maintained	16	8	129	-50%
	Financial gain from awards made/maintained	£96,080	£38,111	£561,487	-60%
	No. Mandatory Reconsiderations (MRs)	-	-	4	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	-	-	5	
No. appeals won	*	-	-		
No. appeals lost	*	-	-		
Financial gain from MRs/appeals	£5,600	£0	£0	-100%	

Welfare Rights Advice Indicators						
		West Dunbartonshire		Scotland	West Dun.	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	194	67	1,766	-66%	
	No. awards made/maintained	108	47	1,393	-57%	
	Financial gain from awards made/maintained	£295,122	£200,484	£4,194,118	-32%	
	No. Mandatory Reconsiderations (MRs)	-	-	22		
	No. MRs won	*	-	9		
	No. MRs lost	*	-	1		
	No. appeals	-	-	1		
	No. appeals won	*	-	1		
	No. appeals lost	*	-	5		
	Financial gain from MRs/appeals	£0	£0	£63,942		
	Child Benefit					
	No. claims	29	16	842	-46%	
	No. awards made/maintained	14	9	554	-37%	
	Financial gain from awards made/maintained	£0	£14,406	£880,829		
	No. Mandatory Reconsiderations (MRs)	-	1	18		
	No. MRs won	*	-	4		
	No. MRs lost	*	-	1		
	No. appeals	-	-	8		
	No. appeals won	*	-	7		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£2,030	£0	£61,321	-100%	
	Child Tax Credit					
	No. claims	39	81	1,469	107%	
	No. awards made/maintained	22	19	579	-14%	
	Financial gain from awards made/maintained	£78,412	£170,589	£3,185,276	118%	
	No. Mandatory Reconsiderations (MRs)	2	5	112	166%	
	No. MRs won	*	-	20		
	No. MRs lost	*	-	14		
	No. appeals	-	3	37		
	No. appeals won	*	1	14		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£47,099	£7,475	£196,224	-84%	
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	11	4	40	-63%	
	No. awards made/maintained	-	-	15		
Financial gain from awards made/maintained	£5,590	£207	£2,592	-96%		
No. Mandatory Reconsiderations (MRs)	-	-	3			
No. MRs won	*	-	1			
No. MRs lost	*	-	-			
No. appeals	-	-	-			
No. appeals won	*	-	-			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	£0	£0	£300			

Welfare Rights Advice Indicators						
		West Dunbartonshire		Scotland	West Dun.	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	28	40	1,265	41%	
	No. awards made/maintained	26	11	569	-58%	
	Financial gain from awards made/maintained	£68,189	£41,053	£2,632,769	-40%	
	No. Mandatory Reconsiderations (MRs)	2	50	309	2393%	
	No. MRs won	*	27	86		
	No. MRs lost	*	-	50		
	No. appeals	-	49	257		
	No. appeals won	*	41	192		
	No. appeals lost	*	7	30		
	Financial gain from MRs/appeals	£0	£327,317	£1,354,155		
	Disability Living Allowance					
	No. claims	366	99	2,473	-73%	
	No. awards made/maintained	276	71	3,591	-74%	
	Financial gain from awards made/maintained	£545,790	£395,551	£6,146,411	-28%	
	No. Mandatory Reconsiderations (MRs)	14	18	329	26%	
	No. MRs won	*	24	90		
	No. MRs lost	*	13	119		
	No. appeals	9	21	493	129%	
	No. appeals won	*	14	291		
	No. appeals lost	*	4	110		
	Financial gain from MRs/appeals	£16,209	£53,681	£2,730,061	231%	
	Discretionary Housing Payments					
	No. claims	55	89	834	62%	
	No. awards made/maintained	38	27	1,327	-29%	
	Financial gain from awards made/maintained	£22,298	£119,023	£1,308,618	434%	
	No. Mandatory Reconsiderations (MRs)	1	-	20	-100%	
	No. MRs won	*	-	10		
	No. MRs lost	*	-	1		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£62,097	£0	£11,654	-100%	
	Funeral Expenses					
	No. claims	10	8	84	-17%	
	No. awards made/maintained	8	7	39	-18%	
	Financial gain from awards made/maintained	£3,844	£8,486	£52,282	121%	
	No. Mandatory Reconsiderations (MRs)	1	3	9	160%	
	No. MRs won	*	-	1		
	No. MRs lost	*	-	-		
No. appeals	-	-	1			
No. appeals won	*	-	-			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	£0	£0	£4,178			

Welfare Rights Advice Indicators						
		West Dunbartonshire		Scotland	West Dun.	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	-	5	73		
	No. awards made/maintained	-	2	35		
	Financial gain from awards made/maintained	£0	£9,999	£122,385		
	No. Mandatory Reconsiderations (MRs)	-	-	13		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	3		
	No. appeals	-	2	30		
	No. appeals won	*	-	6		
	No. appeals lost	*	2	11		
	Financial gain from MRs/appeals	£0	£0	£20,126		
	Maternity Allowance					
	No. claims	3	2	45	-42%	
	No. awards made/maintained	1	-	31	-100%	
	Financial gain from awards made/maintained	£8,331	£0	£157,684	-100%	
	No. Mandatory Reconsiderations (MRs)	-	-	-		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	-		
	No. appeals	-	-	4		
	No. appeals won	*	-	2		
	No. appeals lost	*	-	1		
	Financial gain from MRs/appeals	£0	£0	£87,865		
	Pension Credit					
	No. claims	226	87	1,334	-61%	
	No. awards made/maintained	130	71	2,156	-45%	
	Financial gain from awards made/maintained	£481,649	£298,153	£6,997,890	-38%	
	No. Mandatory Reconsiderations (MRs)	11	-	30	-100%	
	No. MRs won	*	-	9		
	No. MRs lost	*	-	5		
	No. appeals	-	-	10		
	No. appeals won	*	-	3		
	No. appeals lost	*	-	4		
	Financial gain from MRs/appeals	£53,227	£0	£87,623	-100%	
	Personal Independence Payment					
	No. claims	1,447	838	21,856	-42%	
	No. awards made/maintained	973	786	13,324	-19%	
	Financial gain from awards made/maintained	£5,783,241	£4,198,877	£66,356,434	-27%	
	No. Mandatory Reconsiderations (MRs)	231	172	3,796	-26%	
	No. MRs won	*	169	688		
	No. MRs lost	*	92	1,299		
No. appeals	119	139	5,177	16%		
No. appeals won	*	101	2,979			
No. appeals lost	*	29	1,064			
Financial gain from MRs/appeals	£693,748	£365,126	£19,563,811	-47%		

Welfare Rights Advice Indicators

		West Dunbartonshire		Scotland	West Dun.	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	114	229	2,111	100%	
	No. awards made/maintained	86	196	1,068	128%	
	Financial gain from awards made/maintained	£30,171	£31,477	£859,970	4%	
	No. Mandatory Reconsiderations (MRs)	4	9	68	123%	
	No. MRs won	*	2	14		
	No. MRs lost	*	-	7		
	No. appeals	-	-	8		
	No. appeals won	*	-	11		
	No. appeals lost	*	-	7		
	Financial gain from MRs/appeals	£0	£18,131	£21,285		
	State Pension					
	No. claims	29	23	177	-21%	
	No. awards made/maintained	29	7	154	-76%	
	Financial gain from awards made/maintained	£240,529	£114,674	£1,400,568	-52%	
	No. Mandatory Reconsiderations (MRs)	-	-	3		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	4		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£60,970.52	£0.00	£0.00	-100%	
	Sure Start Maternity Grant					
	No. claims	-	2	80		
	No. awards made/maintained	-	1	77		
	Financial gain from awards made/maintained	£1,300	£600	£73,311	-54%	
	No. Mandatory Reconsiderations (MRs)	-	1	2		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	-		
	No. appeals	-	-	1		
	No. appeals won	*	-	2		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£0.00	£0.00	£1,000.00		
Universal Credit						
No. claims	60	108	4,098	81%		
No. awards made/maintained	11	26	3,604	137%		
Financial gain from awards made/maintained	£41,423	£228,043	£16,699,608	451%		
No. Mandatory Reconsiderations (MRs)	3	6	456	106%		
No. MRs won	*	-	94			
No. MRs lost	*	-	72			
No. appeals	1	3	347	160%		
No. appeals won	*	2	203			
No. appeals lost	*	1	51			
Financial gain from MRs/appeals	£28,125.38	£13,009.29	£1,115,462.61	-54%		

Welfare Rights Advice Indicators					
		West Dunbartonshire		Scotland	West Dun.
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other ¹⁸				
	No. claims	3,151	1,746	21,147	-45%
	No. awards made/maintained	1,699	1,343	19,547	-21%
	Financial gain from awards made/maintained	£6,552,274	£6,408,064	£81,345,429	-2%
	No. Mandatory Reconsiderations (MRs)	347	493	3,508	42%
	No. MRs won	*	286	917	
	No. MRs lost	*	84	1,012	
	No. appeals	116	143	4,389	23%
	No. appeals won	*	91	2,730	
	No. appeals lost	*	24	689	
	Financial gain from MRs/appeals	£964,871	£439,836	£17,274,829	-54%

18 2017/18 figures include council tax reduction, JSA, Income Support, HB/LHA, WTC, MAC grants, Severe Disability Payment and ESA 2018/19 figures include Severe Disability Payment, ESA, Job Seekers Allowance, Tax Credits, Income Support, Maternity benefits, Transport, Budgeting Loans, Council Tax Reduction, Council Tax Discount, Housing Benefit, Local Housing Allowance, Occupational Pension, Overpayments, School Clothing Grant, Warm Home Discount

Softer Outcomes					
		West Dunbartonshire		Scotland	W. Dun.
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
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	-	-	1,554	
	Disagree	-	-	183	
	I've been feeling physically better				
	Agree	-	-	304	
	Disagree	-	-	5	
	I've been feeling better about myself				
	Agree	-	-	329	
	Disagree	-	-	7	
	I've been feeling more optimistic about the future				
	Agree	-	-	324	
Disagree	-	-	12		
I've been getting on better with others					
Agree	-	-	292		
Disagree	-	-	2		
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	-	-	347	
	Disagree	-	-	14	
	I feel more in control of my life				
	Agree	-	-	351	
	Disagree	-	-	5	
	I am more able to make decisions				
	Agree	-	-	1,644	
	Disagree	-	-	76	
	I am more able to cope with day to day issues/problems				
	Agree	-	-	346	
Disagree	-	-	12		
I know when to seek support and where to get it					
Agree	-	-	356		
Disagree	-	-	4		

Softer Outcomes					
		West Dunbartonshire		Scotland	W. Dun.
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
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	-	-	356	
	Disagree	-	-	2	
	I am confident that I am getting all the benefits/help to which I am legally entitled				
	Agree	-	-	360	
	Disagree	-	-	2	
	I know how much money I have to spend				
	Agree	-	-	359	
	Disagree	-	-	2	
	I can better manage my money				
	Agree	-	-	1,393	
Disagree	-	-	156		
I would be better able to cope if I had an unexpected expense					
Agree	-	-	339		
Disagree	-	-	12		