

Common Advice Performance Management Reporting Framework Summary 2018/19

West Lothian Council



West Lothian
Council



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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 Lothian 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:

- Local authority investment in the internal service remained stable between 2017/18 and 2018/19 at £1,074,826, whilst local authority investment in the external service reduced 26% to £75,000.
- In 2018/19 a large proportion of clients were recorded as “unemployed and seeking work”. These clients made up 40% off all clients in West Lothian, comparatively higher than the national proportion of 16%. The largest proportion of adults were recorded as single adult households (27%) living in social rented homes (56%).
- The total number of debt clients and the total amount of debt owed by these clients has reduced over time. Between 2017/18 and 2018/19 the total number of debt clients reduced 75% and the amount owed reduced 77%.
- A total of £31,633,740 financial gain was secured for clients in 2018/19. This was made up of £26,474,693 financial gain from awards made/maintained, £2,809,786 from mandatory reconsiderations/appeals, £103,647 from additional welfare benefits and £2,245,614 from money advice.
- In 2018/19 measures on clients self-reported outcomes were recorded. Clients continue to respond positively about services, with large proportions of clients sampled agreeing that the service had a positive impact on their life in areas including health and wellbeing, capacity and ability to cope and financial stability and resilience.

Services, Investment and Volume					
Ref	Indicator	West Lothian		Scotland	West Lothian
		2017/18 ¹	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 ²	1	1	15	0%
	External				
	Money advice	-	-	5	
Welfare rights	1 ³	-	1	-100%	
Combined	1 ⁴	1 ⁵	65	0%	
	Case management system/s	Advice Pro, CRM, Money Matters, Open Housing, Open Vision, CARS, Cedar, CASTLE	CRM, Advice Pro, Open Housing, Open Vision, CARS, Cedar, Castle, FORT		
I1	Number of FTE staff				
	In-House	40.8	40.8	466	0%
	External	10.0	16.0	443	60%
	Number of Volunteer FTE staff				
In-House	-	10.0	10		
External	25.0	50.0	563	100%	
I2	Local Authority Funding				
	In-House	£1,074,826	£1,074,826	£14,753,814	0%
	External	£101,688	£75,000	£11,143,981	-26%
	Other Sources of Funding				
	Scottish Legal Aid Board	£127,559	£127,062	£771,398	0%
	Scottish Government	£0	£127,559	£545,522	
	Big Lottery Fund	£0		£290,094	
European Social Fund	-		£459,223		
Other	£0	£0	£1,977,490		

1 2017/18 figures include partial data

2 West Lothian Council Advice Shop

3 Court Advice Team

4 MacMillan

5 West Lothian Citizens Advice Bureau

Services, Investment and Volume					
Ref	Indicator	West Lothian		Scotland	West Lothian
		2017/18 ¹	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	34,379	37,744	307,511	10%
	Total Clients	17,738	16,625	244,637	-6%
	New Clients	-	-	61,652	
	Contacts by channel ⁶				
	Face-to-face	16,050	18,944	103,407	18%
	Telephone	14,930	15,234	56,566	2%
	Email	3,592	3,524	22,286	-2%
	Web	31	42	4,739	35%
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	8,961	44,416	
	Referrals				
	Self-referral	21,942	27,463	77,897	-36%
	Local authority:				
	Housing	1,078	1,668	4,181	55%
	Social Services	676	1,465	8,357	117%
	Revenues	143	272	1,264	90%
	Employability	3	15	1,847	400%
	Other	10,366	1,116	6,558	-89%
Primary Health Care	2,209	2,263	12,202	2%	
Third Sector	151	201	5,790	33%	
Other	740	916	11,972	24%	
Open SNSIAP cases ⁷					
Type I	-	22	8,774		
Type II	10,590	120	20,667	-99%	
Type III	1,912	-	7,885	-100%	
Closed SNSIAP cases ⁸					
Type I	-	594	15,432		
Type II	9,340	950	25,043	-90%	
Type III	1,745	27	5,210	-98%	

6 The implementation of new systems in 2017/18 enabled channel shift, with the majority of contacts now being via telephone

7 2018/19 figures – current CRM system is mainly used for Welfare Benefits and does not capture SNSIAP information

8 2018/19 figures – current CRM system is mainly used for Welfare Benefits and does not capture SNSIAP information

Services, Investment and Volume					
Ref	Indicator	West Lothian		Scotland	West Lothian
		2017/18 ¹	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	91	104	721	14%
	Council Tax arrears	44	94	2,189	114%
	Credit, store and charge card debts	-	-	1,612	
	Catalogue debts	-	-	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	-	-	367	
	Unsecured personal loan (except payday loans)	-	-	1,110	
	Bank and Building society overdrafts	-	-	676	
	Mortgage arrears	-	-	337	
	Rent arrears	1,302	833	2,989	-36%
	Help with appealing welfare benefit decision	2,305	-	3,297	-100%
	Assistance with making initial benefit application	6,287	771	6,271	-88%
	Sanctioned	-	-	249	
	Benefits entitlement check	9,013	8,894	28,582	-1%
	Issue relating to right to reside	-	-	199	
	Seeking to access other funds (i.e. grants)	405	-	1,461	-100%
Other (Please specify)	9,786 ⁹	11,629	25,736	19%	

9 Other includes: energy advice, call back, budgeting, food vouchers, buddy service, blue badge, 3rd party, taxi card and not recorded

Client Demographics						
			West Lothian		Scotland	W. Lothian
Ref	Demographic	Categories	2017/18 ¹⁰	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	1,044	6,467	79,041	519%
		Female	727	8,726	98,580	1100%
		Not recorded	208	1,417	39,814	581%
		Prefer not to answer	*	15	2,330	
	Age	0-15	-	303	803	
		16-24	189	1,701	13,350	800%
		25-34	486	2,440	26,767	402%
		35-44	464	4,590	31,774	889%
		45-59	487	2,943	41,754	504%
		60-64	*	986	20,258	
		65-70	*	813	12,890	
		71+	*	2,715	21,652	
		Not Recorded	128	124	38,752	5%
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	418	12,594	137,977	2913%
		Any Mixed or Multiple Ethnic Groups	-	15	951	
		Asian, Asian Scottish or Asian British	5	162	3,261	3140%
		African	1	32	1,727	3100%
		Caribbean or Black	-	8	500	
Other Ethnic Group		2	51	1,831	2450%	
Not Recorded		1,545	3,717	60,983	141%	
Prefer not to answer		*	46	4,661		
Disability or long-term condition	Yes	111	4,238	60,955	3718%	
	No	103	3,366	51,966	3168%	
	Not Recorded	241	9,021	64,289	3643%	
Income	£6,000 or less	-	-	18,256		
	£6,001-£10,000	-	-	13,954		
	£10,001-£15,000	-	-	11,306		
	£15,001-£20,000	-	-	7,647		
	£20,001-£25,000	-	-	3,579		
	£25,001-£30,000	-	-	2,324		
	£30,001-£40,000	-	-	1,316		
	Over £40,000	-	-	640		
	Not Recorded	-	-	92,673		
	Prefer not to answer	*	-	4,138		

10 2017/18 demographic figures include money advice for the Advice Shop and Corporate Debt Team and Welfare Rights for the Debt Team only

Client Demographics						
			West Lothian		Scotland	W. Lothian
Ref	Demographic	Categories	2017/18 ¹⁰	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	50	350	3,477	600%
		Employed full time	382	2,526	16,169	561%
		Employed part time	315	1,785	13,548	467%
		Looking after the home or family	57	64	5,116	12%
		Permanently retired from work	122	3,514	17,358	2780%
		Unemployed and seeking work	192	6,061	18,157	3057%
		At school	-	-	729	
		In further/higher education	30	294	1,097	880%
		Gov't work or training scheme	-	1	816	
		Permanently sick or disabled	337	-	26,733	-100%
		Unable to work because of short-term illness or injury	5	458	8,114	9060%
		Other	243	65	3,401	-73%
		Not recorded	246	1,424	80,313	479%
		Prefer not to answer	*	83	5,734	
		C2	Housing Tenure	Owner occupied	65	3,788
Social rented	117			9,314	54,932	7861%
Private rented	25			1,699	13,782	6696%
Temporary accommodation	*			641	2,717	
Homeless	*			-	1,475	
Other	28			1,183	9,619	4125%
Not recorded	220			-	85,407	-100%
Prefer not to answer	*			-	6,530	
C2	Household Composition	Single adult (non-pensioner)	857	3,233	34,748	277%
		Single pensioner	11	893	4,476	8018%
		Small single parent (1 or 2 children)	*	2,285	11,406	
		Large single parent (3 or more children)	*	341	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	-	556	
		Family (2 adults, and 1 or more children)	*	1,617	10,633	
		Large family (2 adults, and 3 or more children)	*	312	1,036	
		Adult family (2 or more non-pensioners, and no children)	177	2,079	16,485	1075%
		Older adult family (contains at least 1 pensioner)	11	1,173	6,038	10564%
		Not Recorded	242	4,566	84,338	1787%
		Prefer not to answer	*	126	10,422	

Money Advice Indicators									
		West Lothian					Scotland	W.Loithian	
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	-	-	-	11,390	2,835	43,593	-75%	
	Benefit overpayment	-	-	-	1,002	108	1,845	-89%	
	Council Tax arrears	-	-	-	2,103	430	5,174	-80%	
	Utility Arrears	-	-	-	811	181	4,055	-78%	
	Credit, store, and charge card debts	-	-	-	1,121	303	5,452	-73%	
	Rent to own	-	-	-	213	90	455	-58%	
	Catalogue	-	-	-	622	226	2,183	-64%	
	Unsecured personal loan	-	-	-	928	285	3,528	-69%	
	Payday Loan / High Cost Credit	-	-	-	784	101	1,694	-87%	
	Overdrafts	-	-	-	563	65	2,689	-88%	
	Mortgage arrears	-	-	-	316	39	674	-88%	
	Rent arrears	-	-	-	1,121	330	5,667	-71%	
	Others	-	-	-	1,806	677 ¹¹	10,177	-63%	
	Amount of debt owed by client								
	Total		£11,106,896	£29,333,774	£36,281,386	£8,091,838	£186,250,137	-78%	
	Benefit overpayment		£0	£1,419,660	£1,897,523	£307,738	£6,283,913	-84%	
	Council Tax arrears		£0	£2,700,730	£3,891,796	£1,368,957	£20,075,954	-65%	
	Utility Arrears		£0	£563,799	£343,571	£128,725	£3,214,671	-63%	
	Credit, store, and charge card debts		£0	£3,221,061	£4,109,102	£1,342,688	£34,926,764	-67%	
	Rent to own		£0	£716,504	£1,163,528	£382,751	£2,015,158	-67%	
	Catalogue		£0	£526,635	£754,398	271,287,65	£3,858,004		
	Unsecured personal loan		£0	£3,732,883	£4,934,238	£1,463,219	£23,273,669	-70%	
Payday Loan / High Cost Credit		£0	£831,984	£1,035,600	£127,777	£3,306,422	-88%		
Overdrafts		£0	£515,366	£639,233	£172,801	£4,553,239	-73%		
Mortgage arrears		£0	£10,597,127	£11,335,972	£862,508	£17,668,282	-92%		
Rent arrears		£0	£2,030,916	£917,988	£483,064	£8,197,951	-47%		
Others ¹²		£11,106,896	£2,477,109	£5,258,437	£1,451,612	£58,876,109	-72%		

11 Other includes: non-specified, cable/broadband/tv, business debts/rates, childcare, child maintenance, fines, decree, housing benefit overpayment, tax & National Insurance, cancelled insurance premiums, legal aid, mobile phone, other secure loans, other housing costs, service accounts, social fund, student loans and vet bills

12 Others include: fines, insurance premiums, legal costs, mobile phone, landline, cable/satellite, National insurance, Income Tax, Child Maintenance, Childcare arrears, funeral bills, other housing costs, student debt, vet bills, other secured loans, professional fees, business debt and DAS

Money Advice Indicators								
		West Lothian					Scotland	W.Loithian
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	121	114	128	205	137	1,722	-33%
	Debt Arrangement Scheme	16	31	36	39	18	886	-54%
	Trust Deed	3	4	6	8	1	134	-88%
	Awaiting sequestration	27	-	20	15	-	341	-100%
	Token payments	41	63	40	40	8	1,161	-80%
	Pro rata offers	31	78	58	59	21	1,469	-64%
	Moratorium	6	5	3	11	3	263	-73%
	Debt written off	-	11	12	7	16	355	129%
	Repayment plan	82	272	5	18	15	643	-17%
	Nil Payments/Offer	-	4	7	4	2	295	-50%
	Consolidation Loan	-	3	4	-	-	19	
	Mortgage to rent/Shared equity	-	26	13	10	-	62	-100%
	Did not agree a debt strategy	70	349	109	365	200	1,058	-45%
Still awaiting outcome	122	-	170	11	86	2,550	682%	
Other: please specify	30	5	-	-	81	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£2,245,614	£30,217,870	
	Financial gain from any other welfare benefits				*	£103,647	£8,179,848	
	Total of ALL verified financial gain				£31,878,165	£31,633,740	£323,876,347	-1%
	Total of ALL unverified financial gain				*	£0	£47,195,664	

Welfare Rights Advice Indicators

		West Lothian		Scotland	W. Lothian
Ref	Indicator	2017/18 ¹³	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	9,191	5,810	67,249	-37%
	No. awards made/maintained	5,260	4,374	55,436	-17%
	Financial gain from awards made/maintained	£31,807,381	£26,474,693	£222,533,895	-17%
	No. Mandatory Reconsiderations (MRs)	539	336	8,891	-38%
	No. MRs won	*	87	2,063	
	No. MRs lost	*	231	2,626	
	No. appeals	541	427	10,826	-21%
	No. appeals won	*	245	6,483	
	No. appeals lost	*	75	2,004	
	Financial gain from MRs/appeals	£70,784	£2,809,789	£44,553,543	3870%
	Attendance Allowance				
	No. claims	24	569	7,367	2271%
	No. awards made/maintained	-	494	7,245	
	Financial gain from awards made/maintained	£21,485	£2,427,386	£29,556,233	11198%
	No. Mandatory Reconsiderations (MRs)	1	12	190	1100%
	No. MRs won	*	8	119	
	No. MRs lost	*	3	37	
	No. appeals	-	1	58	
	No. appeals won	*		42	
	No. appeals lost	*	1	26	
	Financial gain from MRs/appeals	-	£637,692	£1,959,706	
	Bereavement Benefits				
	No. claims	9	33	190	267%
	No. awards made/maintained	-	24	129	
	Financial gain from awards made/maintained	-	£128,420	£561,487	
	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	-		£0		

13 2017/18 figures for OP2, OC1, and OP3, appeal percentages for all appeals and mandatory reconsiderations for the Advice Shop are all included under "Other"

Welfare Rights Advice Indicators						
		West Lothian		Scotland	W. Lothian	
Ref	Indicator	2017/18 ¹³	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	25	135	1,766	440%	
	No. awards made/maintained	-	120	1,393		
	Financial gain from awards made/maintained	£20,594	£534,313	£4,194,118	2495%	
	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		£63,942		
	Child Benefit					
	No. claims	4	90	842	2150%	
	No. awards made/maintained	-	87	554		
	Financial gain from awards made/maintained	£61,873	£297,330	£880,829	381%	
	No. Mandatory Reconsiderations (MRs)	-		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	-		£61,321		
	Child Tax Credit					
	No. claims	5	139	1,469	2680%	
	No. awards made/maintained	-	111	579		
	Financial gain from awards made/maintained	£228,753	£915,856	£3,185,276	300%	
	No. Mandatory Reconsiderations (MRs)	-	1	112		
	No. MRs won	*	1	20		
	No. MRs lost	*	-	14		
	No. appeals	-	2	37		
	No. appeals won	*	1	14		
	No. appeals lost	*	1	3		
	Financial gain from MRs/appeals	-	£18,552	£196,224		
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	3		40		
	No. awards made/maintained	-		15		
Financial gain from awards made/maintained	-	-	£2,592			
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	-		£300			

Welfare Rights Advice Indicators						
		West Lothian		Scotland	W. Lothian	
Ref	Indicator	2017/18 ¹³	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	9		1,265		
	No. awards made/maintained	-		569		
	Financial gain from awards made/maintained	-	-	£2,632,769		
	No. Mandatory Reconsiderations (MRs)	-		309		
	No. MRs won	*		86		
	No. MRs lost	*		50		
	No. appeals	-		257		
	No. appeals won	*		192		
	No. appeals lost	*		30		
	Financial gain from MRs/appeals	-		£1,354,155		
	Disability Living Allowance					
	No. claims	2	193	2,473	9550%	
	No. awards made/maintained	-	134	3,591		
	Financial gain from awards made/maintained	£8,948	£775,998	£6,146,411	8572%	
	No. Mandatory Reconsiderations (MRs)	2	13	329	550%	
	No. MRs won	*	7	90		
	No. MRs lost	*	5	119		
	No. appeals	18	16	493	-11%	
	No. appeals won	*	7	291		
	No. appeals lost	*	5	110		
	Financial gain from MRs/appeals	-	£64,680	£2,730,061		
	Discretionary Housing Payments					
	No. claims	54	53	834	-2%	
	No. awards made/maintained	-	38	1,327		
	Financial gain from awards made/maintained	£792	£49,022	£1,308,618	6090%	
	No. Mandatory Reconsiderations (MRs)	-	1	20		
	No. MRs won	*	-	10		
	No. MRs lost	*	1	1		
	No. appeals	-		-		
	No. appeals won	*		-		
	No. appeals lost	*		-		
	Financial gain from MRs/appeals	-		£11,654		
	Funeral Expenses					
	No. claims	-		84		
	No. awards made/maintained	-		39		
	Financial gain from awards made/maintained	£3,000	£1,822	£52,282	-39%	
	No. Mandatory Reconsiderations (MRs)	-	-	9		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	-		
	No. appeals	-	-	1		
No. appeals won	*	-	-			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	-	-	£4,178			

Welfare Rights Advice Indicators						
		West Lothian		Scotland	W. Lothian	
Ref	Indicator	2017/18 ¹³	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	-		73		
	No. awards made/maintained	-		35		
	Financial gain from awards made/maintained	£874	£0	£122,385	-100%	
	No. Mandatory Reconsiderations (MRs)	-		13		
	No. MRs won	*		1		
	No. MRs lost	*		3		
	No. appeals	-		30		
	No. appeals won	*		6		
	No. appeals lost	*		11		
	Financial gain from MRs/appeals	-		£20,126		
	Maternity Allowance					
	No. claims	-	14	45		
	No. awards made/maintained	-	13	31		286%
	Financial gain from awards made/maintained	£21,992	£84,961	£157,684		
	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		£87,865		
	Pension Credit					
	No. claims	34	184	1,334		441%
	No. awards made/maintained	-	154	2,156		
	Financial gain from awards made/maintained	£2,633	£587,299	£6,997,890		22203%
	No. Mandatory Reconsiderations (MRs)	-		30		
	No. MRs won	*		9		
	No. MRs lost	*		5		
	No. appeals	-		10		
	No. appeals won	*		3		
	No. appeals lost	*		4		
	Financial gain from MRs/appeals	-		£87,623		
	Personal Independence Payment					
	No. claims	47	1,225	21,856		2506%
	No. awards made/maintained	-	836	13,324		
	Financial gain from awards made/maintained	£212,339	£6,142,480	£66,356,434		2793%
	No. Mandatory Reconsiderations (MRs)	3	144	3,796		4700%
	No. MRs won	*	30	688		
	No. MRs lost	*	109	1,299		
No. appeals	276	251	5,177		-9%	
No. appeals won	*	139	2,979			
No. appeals lost	*	52	1,064			
Financial gain from MRs/appeals	£33,285	£1,091,461	£19,563,811		3179%	

Welfare Rights Advice Indicators

		West Lothian		Scotland	W. Lothian	
Ref	Indicator	2017/18 ¹³	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	19	138	2,111	626%	
	No. awards made/maintained	-	101	1,068		
	Financial gain from awards made/maintained	£340	£9,155	£859,970	2593%	
	No. Mandatory Reconsiderations (MRs)	1		68		
	No. MRs won	*		14		
	No. MRs lost	*		7		
	No. appeals	-		8		
	No. appeals won	*		11		
	No. appeals lost	*		7		
	Financial gain from MRs/appeals	-		£21,285		
	State Pension					
	No. claims	15	11	177	-27%	
	No. awards made/maintained	-	8	154		
	Financial gain from awards made/maintained	£2,255	£96,316	£1,400,568	4172%	
	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	-		£0.00		
	Sure Start Maternity Grant					
	No. claims	-	7	80		
	No. awards made/maintained	-	6	77		
	Financial gain from awards made/maintained	£23,500	£37,500	£73,311	60%	
	No. Mandatory Reconsiderations (MRs)	-		2		
	No. MRs won	*		-		
	No. MRs lost	*		-		
	No. appeals	-		1		
	No. appeals won	*		2		
	No. appeals lost	*		-		
	Financial gain from MRs/appeals	-		£1,000.00		
	Universal Credit					
	No. claims	7	277	4,098	3857%	
	No. awards made/maintained	-	263	3,604		
Financial gain from awards made/maintained	£14,246	£2,792,527	£16,699,608	19503%		
No. Mandatory Reconsiderations (MRs)	-		456			
No. MRs won	*		94			
No. MRs lost	*		72			
No. appeals	-		347			
No. appeals won	*		203			
No. appeals lost	*		51			
Financial gain from MRs/appeals	-		£1,115,462.61			

Welfare Rights Advice Indicators					
		West Lothian		Scotland	W. Lothian
Ref	Indicator	2017/18 ¹³	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	8,934	2,742	21,147	-69%
	No. awards made/maintained	5,260	1,985	19,547	-62%
	Financial gain from awards made/maintained	£31,183,757	£11,594,308	£81,345,429	-63%
	No. Mandatory Reconsiderations (MRs)	532	165	3,508	-69%
	No. MRs won	*	41	917	
	No. MRs lost	*	113	1,012	
	No. appeals	247	157	4,389	-36%
	No. appeals won	*	98	2,730	
	No. appeals lost	*	16	689	
	Financial gain from MRs/appeals	£37,498	£997,402	£17,274,829	2560%

Softer Outcomes					
		West Lothian		Scotland	W. Lothian
Ref	Indicator	2017/18	2018/19 ¹⁴	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	929	1,227	1,554	32%
	Disagree	-	175	183	
	I've been feeling physically better				
	Agree	-	-	304	
	Disagree	-	-	5	
	I've been feeling better about myself				
	Agree	1,110	-	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	991	1,297	1,644	31%
	Disagree	-	71	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 Lothian		Scotland	W. Lothian
Ref	Indicator	2017/18	2018/19 ¹⁴	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	929	1,043	1,393	12%
	Disagree	-	146	156	
	I would be better able to cope if I had an unexpected expense				
Agree	-	-	339		
Disagree	-	-	12		