

Common Advice Performance Management Reporting Framework Summary 2018/19

Aberdeen City 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 2018/19 data returns for the CAPMRF for Aberdeen City 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:

- There has been a 3% reduction in local authority funding to in-house services from the previous year, with £520,009 of investment in 2018/19.
- Telephone contact was the most popular contact channel making up 48% of contacts.
- A total of 1,042 Benefit Entitlement Checks were carried out in 2018/19.
- The total number of debt clients decreased 27% since 2017/18 and the total amount owed by debt clients also reduced 27%.
- The most popular debt strategy continues to be Sequestration. This made up 21% of all debt strategy outputs in 2017/18 and 36% in 2018/19.
- In 2018/19 a total of £6,202,797 financial gain was secured for clients. This has reduced 36% since the previous year.

| Services, Investment and Volume | | | | | |
|---------------------------------|-----------------------------------|--|---|-------------|-----------------------------|
| Ref | Indicator | Aberdeen City | | Scotland | Aberdeen City |
| | | 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 ² | 1 | 1 | 5 | |
| Welfare rights | - | - | 1 | | |
| Combined ³ | 1 | 1 | 65 | 0% | |
| C1 | Case management system/s | Advice Pro; CRM Database; Castle and PG Debt | -Advice Pro - Financial Inclusion Team, CASTLE - CAB, CRM Database - Shelter Aberdeen | | |
| I1 | Number of FTE staff | | | | |
| | In-House | 17.5 | 19.0 ⁴ | 466 | 9% |
| | External | 5.5 | 5.5 | 443 | 0% |
| | Number of Volunteer FTE staff | | | | |
| In-House | - | | 10 | | |
| External | 1.6 | 1.6 | 563 | 0% | |
| I2 | Local Authority Funding | | | | |
| | In-House | £537,413 | £520,009 | £14,753,814 | -3% |
| | External | £268,718 | £261,718 | £11,143,981 | -3% |
| | Other Sources of Funding | | | | |
| | Scottish Legal Aid Board | £123,211 | | £771,398 | |
| | Scottish Government | - | £46,882 | £545,522 | |
| | Big Lottery Fund | - | £0 | £290,094 | |
| European Social Fund | - | £0 | £459,223 | | |
| Other | £0 | £0 | £1,977,490 | | |

1 Financial Inclusion Team

2 Shelter Scotland Aberdeen

3 Aberdeen Citizens Advice Bureau (CAB)

4 This figure includes 3 staff members who were absent with long-term sickness for the majority of 2018/19

| Services, Investment and Volume | | | | | |
|---------------------------------|--|---------------|---------|----------|-----------------------------|
| Ref | Indicator | Aberdeen City | | Scotland | Aberdeen City |
| | | 2017/18 | 2018/19 | 2018/19 | % Change 2017/18 to 2018/19 |
| A1 ⁵ | Volume ⁶ | | | | |
| | Contacts | 2,031 | 3,066 | 307,511 | 51% |
| | Total Clients | 2,739 | 2,707 | 244,637 | -1% |
| | New Clients | 97 | 1,759 | 61,652 | 1713% |
| | Contacts by channel | | | | |
| | Face-to-face | - | 759 | 103,407 | |
| | Telephone | - | 1,487 | 56,566 | |
| | Email | - | 820 | 22,286 | |
| | Web | - | - | 4,739 | |
| | Webchat | - | - | 833 | |
| | Number of benefit entitlement checks carried out | * | 1,042 | 44,416 | |
| | Referrals | | | | |
| | Self-referral | 1,813 | 2,523 | 77,897 | 39% |
| | Local authority: | | | | |
| | Housing | 104 | 93 | 4,181 | -11% |
| | Social Services | 42 | 61 | 8,357 | 45% |
| | Revenues | 1 | 3 | 1,264 | 200% |
| | Employability | - | - | 1,847 | |
| | Other | 150 | 105 | 6,558 | -30% |
| | Primary Health Care | 25 | 38 | 12,202 | 52% |
| Third Sector | 89 | 138 | 5,790 | 55% | |
| Other | 103 | 105 | 11,972 | 2% | |
| Open SNSIAP cases | | | | | |
| Type I | 3,125 | 2,342 | 8,774 | -25% | |
| Type II | 961 | 724 | 20,667 | -25% | |
| Type III | 394 | 244 | 7,885 | -38% | |
| Closed SNSIAP cases | | | | | |
| Type I | 1,747 | 2,708 | 15,432 | 55% | |
| Type II | 899 | 910 | 25,043 | 1% | |
| Type III | 455 | 374 | 5,210 | -18% | |

5 Most volume indicators in 2017/18 and 2018/19 include data from the Financial Inclusion team and Shelter Scotland only.

6 2018/19 figures include Financial Inclusion Team and Shelter only. Contacts were not included for CAB as the figure provided is being queried.

| Services, Investment and Volume | | | | | |
|---------------------------------|--|---------------|---------|----------|-----------------------------|
| Ref | Indicator | Aberdeen City | | Scotland | Aberdeen City |
| | | 2017/18 | 2018/19 | 2018/19 | % Change 2017/18 to 2018/19 |
| A1 | First reason for contacting agency | | | | |
| | Benefit Overpayment | - | - | 721 | |
| | Council Tax arrears | - | - | 2,189 | |
| | 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 | - | 7 | 337 | |
| | Rent arrears | - | 79 | 2,989 | |
| | Help with appealing welfare benefit decision | - | - | 3,297 | |
| | Assistance with making initial benefit application | - | - | 6,271 | |
| | Sanctioned | - | - | 249 | |
| | Benefits entitlement check | - | - | 28,582 | |
| | Issue relating to right to reside | - | - | 199 | |
| | Seeking to access other funds (i.e. grants) | - | - | 1,461 | |
| Other (Please specify) | - | - | 25,736 | | |

| Client Demographics | | | | | | |
|----------------------|-----------------------------------|--|---------------|---------|----------|-----------------------------|
| | | | Aberdeen City | | Scotland | Aberdeen City |
| Ref | Demographic | Categories | 2017/18 | 2018/19 | 2018/19 | % Change 2017/18 to 2018/19 |
| C2 | Sex | Male | 1,029 | 1,328 | 79,041 | 29% |
| | | Female | 1,179 | 1,478 | 98,580 | 25% |
| | | Not recorded | 414 | 510 | 39,814 | 23% |
| | | Prefer not to answer | * | - | 2,330 | |
| | Age ⁷ | 0-15 | 52 | - | 803 | -100% |
| | | 16-24 | 192 | 305 | 13,350 | 59% |
| | | 25-34 | 380 | 534 | 26,767 | 41% |
| | | 35-44 | 707 | 624 | 31,774 | -12% |
| | | 45-59 | 642 | 925 | 41,754 | 44% |
| | | 60-64 | * | 281 | 20,258 | |
| | | 65-70 | * | 112 | 12,890 | |
| | | 71+ | * | 128 | 21,652 | |
| | | Not Recorded | 329 | 366 | 38,752 | 11% |
| | | Prefer not to answer | * | 1 | 9,365 | |
| | Ethnicity ⁸ | White | 2,235 | 2,469 | 137,977 | 10% |
| | | Any Mixed or Multiple Ethnic Groups | 8 | 5 | 951 | -38% |
| | | Asian, Asian Scottish or Asian British | 36 | 54 | 3,261 | 50% |
| | | African | 12 | 11 | 1,727 | -8% |
| | | Caribbean or Black | 14 | 21 | 500 | 50% |
| | | Other Ethnic Group | 56 | 59 | 1,831 | 5% |
| | | Not Recorded | 261 | 689 | 60,983 | 164% |
| | | Prefer not to answer | * | 8 | 4,661 | |
| | Disability or long-term condition | Yes | - | 1,737 | 60,955 | |
| | | No | - | 809 | 51,966 | |
| | | Not Recorded | - | 770 | 64,289 | |
| | Income ⁹ | £6,000 or less | 882 | 1,180 | 18,256 | 34% |
| | | £6,001-£10,000 | 495 | 701 | 13,954 | 42% |
| £10,001-£15,000 | | 302 | 430 | 11,306 | 42% | |
| £15,001-£20,000 | | 154 | 208 | 7,647 | 35% | |
| £20,001-£25,000 | | 74 | 80 | 3,579 | 8% | |
| £25,001-£30,000 | | 38 | 40 | 2,324 | 5% | |
| £30,001-£40,000 | | 25 | 31 | 1,316 | 24% | |
| Over £40,000 | | 6 | 12 | 640 | 100% | |
| Not Recorded | | 473 | 455 | 92,673 | -4% | |
| Prefer not to answer | | * | - | 4,138 | | |

7 CAB record age with different brackets, clients aged 65-70 have been recorded under 71+ for 2018/19

8 2018/19 ethnicity figures are not recorded for Shelter, figures are included under "Not Recorded"

9 2017/18 Includes data from CAB and Financial Inclusion team only. CAB record income with different brackets, £6,000 or less have been recorded under £6,001-£10,000 and "Prefer not to answer" have been recorded under "Not Recorded" for 2018/19. Figures do not include Shelter Aberdeen

| Client Demographics | | | | | | |
|-------------------------|-------------------------------|--|------------------------------|----------------|----------|-----------------------------|
| | | | Aberdeen City | | Scotland | Aberdeen City |
| Ref | Demographic | Categories | 2017/18 | 2018/19 | 2018/19 | % Change 2017/18 to 2018/19 |
| C2 | Economic Status ¹⁰ | Self employed | 18 | 45 | 3,477 | 150% |
| | | Employed full time | 235 | 273 | 16,169 | 16% |
| | | Employed part time | 216 | 307 | 13,548 | 42% |
| | | Looking after the home or family | 126 | 157 | 5,116 | 25% |
| | | Permanently retired from work | 144 | 272 | 17,358 | 89% |
| | | Unemployed and seeking work | 302 | 326 | 18,157 | 8% |
| | | At school | 51 | - | 729 | -100% |
| | | In further/higher education | 42 | 86 | 1,097 | 105% |
| | | Gov't work or training scheme | - | - | 816 | |
| | | Permanently sick or disabled | - | 1,121 | 26,733 | |
| | | Unable to work because of short-term illness or injury | 936 | - | 8,114 | -100% |
| | | Other | 21 | 70 | 3,401 | 233% |
| | | Not recorded | 91 | 627 | 80,313 | 589% |
| | | Prefer not to answer | * | 11 | 5,734 | |
| | | | Housing Tenure ¹¹ | Owner occupied | 247 | 314 |
| Social rented | 1,676 | | | 2,045 | 54,932 | 22% |
| Private rented | 219 | | | 327 | 13,782 | 49% |
| Temporary accommodation | * | | | 105 | 2,717 | |
| Homeless | * | | | 10 | 1,475 | |
| Other | 212 | | | 221 | 9,619 | 4% |
| Not recorded | 200 | | | 501 | 85,407 | 151% |
| Prefer not to answer | * | | | 3 | 6,530 | |

10 CAB record economic status with different brackets, "unable to work because of short-term illness or injury" have been recorded under "permanently sick or disabled" for 2018/19. Figures do not include Shelter Aberdeen

11 CAB record housing tenure with different brackets, "Homeless" have been recorded under "Temporary Accommodation" for 2018/19

| Client Demographics | | | | | | |
|---------------------|-------------------------------------|--|---------------|---------|----------|-----------------------------|
| | | | Aberdeen City | | Scotland | Aberdeen City |
| Ref | Demographic | Categories | 2017/18 | 2018/19 | 2018/19 | % Change 2017/18 to 2018/19 |
| C2 | Household Composition ¹² | Single adult (non-pensioner) | 1,626 | 2,270 | 34,748 | 40% |
| | | Single pensioner | 23 | 19 | 4,476 | -17% |
| | | Small single parent (1 or 2 children) | * | 194 | 11,406 | |
| | | Large single parent (3 or more children) | * | - | 747 | |
| | | Young single parent (1 adult under 25, and 1 or more children) | * | 3 | 556 | |
| | | Family (2 adults, and 1 or more children) | * | 85 | 10,633 | |
| | | Large family (2 adults, and 3 or more children) | * | 4 | 1,036 | |
| | | Adult family (2 or more non-pensioners, and no children) | 150 | 165 | 16,485 | 10% |
| | | Older adult family (contains at least 1 pensioner) | 17 | 34 | 6,038 | 100% |
| | | Not recorded | 459 | 439 | 84,338 | -4% |
| | | Prefer not to answer | * | 13 | 10,422 | |

12 CAB record household composition with different definitions, large single parent families have been recorded under small single parent for 2018/19

| Money Advice Indicators | | | | | | | | | |
|--------------------------------|---|---------------|------------|--------------------------|------------------------|-------------|--------------|-----------------------------------|--|
| | | Aberdeen City | | | | | Scotland | Aberdeen City | |
| 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 | - | - | - | 3,332 | 2,439 | 43,593 | -27% | |
| | Benefit overpayment | - | - | - | 241 | 189 | 1,845 | -22% | |
| | Council Tax arrears | - | - | - | 590 | 383 | 5,174 | -35% | |
| | Utility Arrears | - | - | - | 280 | 217 | 4,055 | -23% | |
| | Credit, store, and charge card debts | - | - | - | 501 | 321 | 5,452 | -36% | |
| | Rent to own | - | - | - | 33 | 8 | 455 | -76% | |
| | Catalogue | - | - | - | 93 | 34 | 2,183 | -63% | |
| | Unsecured personal loan | - | - | - | 243 | 199 | 3,528 | -18% | |
| | Payday Loan / High Cost Credit | - | - | - | 126 | 106 | 1,694 | -16% | |
| | Overdrafts | - | - | - | 206 | 159 | 2,689 | -23% | |
| | Mortgage arrears | - | - | - | 30 | 45 | 674 | 50% | |
| | Rent arrears | - | - | - | 391 | 446 | 5,667 | 14% | |
| | Others | - | - | - | 598 | 332 | 10,177 | -44% | |
| | Amount of debt owed by client ¹³ | | | | | | | | |
| | Total | | £0 | £7,328,245 | £12,310,531 | £9,041,013 | £186,250,137 | -27% | |
| | Benefit overpayment | | £0 | £400,787 | £648,433 | £445,003 | £6,283,913 | -31% | |
| | Council Tax arrears | | £0 | £1,165,802 | £1,992,841 | £1,330,857 | £20,075,954 | -33% | |
| | Utility Arrears | | £0 | £122,736 | £210,476 | £174,137 | £3,214,671 | -17% | |
| | Credit, store, and charge card debts | | £0 | £1,383,082 | £2,731,561 | £1,852,976 | £34,926,764 | -32% | |
| | Rent to own | | £0 | £88,884 | £154,810 | £41,715 | £2,015,158 | -73% | |
| | Catalogue | | £0 | £69,153 | £158,000 | £70,527 | £3,858,004 | -55% | |
| | Unsecured personal loan | | £0 | £1,406,337 | £1,642,551 | £1,349,263 | £23,273,669 | -18% | |
| Payday Loan / High Cost Credit | | £0 | £100,647 | £219,144 | £274,280 | £3,306,422 | 25% | | |
| Overdrafts | | £0 | £20,781 | £405,551 | £441,000 | £4,553,239 | 9% | | |
| Mortgage arrears | | £0 | £517,434 | £424,466 | £1,484,647 | £17,668,282 | 250% | | |
| Rent arrears | | £0 | £586,844 | £580,994 | £587,026 | £8,197,951 | 1% | | |
| Others | | £0 | £1,465,757 | £3,141,705 ¹⁴ | £989,582 ¹⁵ | £58,876,109 | -69% | | |

13 2017/18 and 2018/19 data submitted by the Financial Inclusion Team and CAB only

14 Others include Student debt, Business debt, Child Maintenance arrears, Tax and National Insurance, Penalty Charges, Council Housing Repairs, Court Fines and Social Fund Loans

15 Other include TB, Broadband & Telecoms, Hire Purchase, Business Debts, Insurance & Vehicle Tax, Fines, Penalties & Legal Fees and Income Tax

| Money Advice Indicators | | | | | | | | |
|-------------------------|--|---------------|---------|---------|------------|------------|--------------|-----------------------------------|
| | | Aberdeen City | | | | | Scotland | Aberdeen City |
| 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 | 146 | 117 | 147 | 83 | 89 | 1,722 | 7% |
| | Debt Arrangement Scheme | 22 | 18 | 17 | 17 | 16 | 886 | -6% |
| | Trust Deed | 1 | 1 | 1 | 2 | - | 134 | -100% |
| | Awaiting sequestration | 62 | 47 | 41 | 20 | 15 | 341 | -25% |
| | Token payments | 82 | 50 | 96 | 50 | 56 | 1,161 | 12% |
| | Pro rata offers | 47 | 29 | 65 | 27 | 48 | 1,469 | 78% |
| | Moratorium | 4 | 4 | 7 | 8 | 1 | 263 | -88% |
| | Debt written off | 2 | 7 | 10 | 11 | 8 | 355 | -27% |
| | Repayment plan | - | 14 | 18 | 7 | - | 643 | -100% |
| | Nil Payments/Offer | - | 7 | 13 | 14 | 10 | 295 | -29% |
| | Consolidation Loan | - | - | 1 | - | - | 19 | |
| | Mortgage to rent/Shared equity | - | - | 3 | 1 | 2 | 62 | 100% |
| | Did not agree a debt strategy | 98 | 69 | 266 | 176 | 129 | 1,058 | -27% |
| | Still awaiting outcome | 62 | 122 | 15 | 6 | 10 | 2,550 | 67% |
| Other: please specify | 25 | - | - | - | 43 | 2,595 | | |
| OC1 | Financial gain | | | | | | | |
| | Financial gain from money advice | | | | * | £2,192,158 | £30,217,870 | |
| | Financial gain from any other welfare benefits | | | | * | £355,546 | £8,179,848 | |
| | Total of ALL verified financial gain | | | | £9,741,167 | £6,202,797 | £323,876,347 | -36% |
| | Total of ALL unverified financial gain | | | | * | £0 | £47,195,664 | |

| Welfare Rights Advice Indicators | | | | | |
|----------------------------------|--|-----------------------|-----------------------|--------------|----------------------------|
| | | Aberdeen City | | Scotland | Aberdeen City |
| Ref | Indicator | 2017/18 ¹⁶ | 2018/19 ¹⁷ | 2018/19 | %Change 2017/18 to 2018/19 |
| OP2, OP3, OC1 | Total | | | | |
| | No. claims | 795 | 434 | 67,249 | -45% |
| | No. awards made/maintained | 318 | 273 | 55,436 | -14% |
| | Financial gain from awards made/maintained | £1,818,069 | £2,517,028 | £222,533,895 | 38% |
| | No. Mandatory Reconsiderations (MRs) | 424 | 232 | 8,891 | -45% |
| | No. MRs won | * | 32 | 2,063 | |
| | No. MRs lost | * | 200 | 2,626 | |
| | No. appeals | 157 | 258 | 10,826 | 64% |
| | No. appeals won | * | 191 | 6,483 | |
| | No. appeals lost | * | 67 | 2,004 | |
| | Financial gain from MRs/appeals | £1,458,131 | £1,138,065 | £44,553,543 | -22% |
| | Attendance Allowance | | | | |
| | No. claims | 56 | 21 | 7,367 | -63% |
| | No. awards made/maintained | 25 | 13 | 7,245 | -48% |
| | Financial gain from awards made/maintained | £124,014 | £118,269 | £29,556,233 | -5% |
| | No. Mandatory Reconsiderations (MRs) | 10 | - | 190 | -100% |
| | No. MRs won | * | - | 119 | |
| | No. MRs lost | * | - | 37 | |
| | No. appeals | - | 1 | 58 | |
| | No. appeals won | * | - | 42 | |
| | No. appeals lost | * | 1 | 26 | |
| | Financial gain from MRs/appeals | £15,882 | £0 | £1,959,706 | -100% |
| | Bereavement Benefits | | | | |
| | No. claims | - | - | 190 | |
| | No. awards made/maintained | - | - | 129 | |
| | Financial gain from awards made/maintained | £0 | £3,700 | £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 | £0 | £0 | | |

16 2017/18 Data supplied by the Financial Inclusion team only

17 2018/19 Data supplied by the Financial Inclusion team only. CAB provided figures for financial gain only

| Welfare Rights Advice Indicators | | | | | | |
|--|--|-----------------------|-----------------------|------------|----------------------------|--|
| | | Aberdeen City | | Scotland | Aberdeen City | |
| Ref | Indicator | 2017/18 ¹⁶ | 2018/19 ¹⁷ | 2018/19 | %Change 2017/18 to 2018/19 | |
| OP2, OP3, OC1 | Carers Allowance | | | | | |
| | No. claims | 14 | 7 | 1,766 | -50% | |
| | No. awards made/maintained | 9 | 7 | 1,393 | -22% | |
| | Financial gain from awards made/maintained | £39,570 | £39,069 | £4,194,118 | -1% | |
| | 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 | 5 | 4 | 842 | -20% | |
| | No. awards made/maintained | 5 | 4 | 554 | -20% | |
| | Financial gain from awards made/maintained | £0 | £20,326 | £880,829 | | |
| | 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 | £0 | £0 | £61,321 | | |
| | Child Tax Credit | | | | | |
| | No. claims | 12 | 6 | 1,469 | -50% | |
| | No. awards made/maintained | 6 | 3 | 579 | -50% | |
| | Financial gain from awards made/maintained | £49,926 | £177,493 | £3,185,276 | 256% | |
| | No. Mandatory Reconsiderations (MRs) | 9 | 1 | 112 | -89% | |
| | No. MRs won | * | - | 20 | | |
| | No. MRs lost | * | 1 | 14 | | |
| | No. appeals | 1 | 1 | 37 | 0% | |
| | No. appeals won | * | 1 | 14 | | |
| | No. appeals lost | * | - | 3 | | |
| | Financial gain from MRs/appeals | £16,378 | £270 | £196,224 | -98% | |
| | Cold Weather Payments and Winter Fuel Payments | | | | | |
| | No. claims | - | - | 40 | | |
| | No. awards made/maintained | - | - | 15 | | |
| Financial gain from awards made/maintained | £0 | £0 | £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 | £0 | £0 | £300 | | | |

| Welfare Rights Advice Indicators | | | | | | |
|----------------------------------|--|-----------------------|-----------------------|------------|----------------------------|--|
| | | Aberdeen City | | Scotland | Aberdeen City | |
| Ref | Indicator | 2017/18 ¹⁶ | 2018/19 ¹⁷ | 2018/19 | %Change 2017/18 to 2018/19 | |
| OP2, OP3, OC1 | Contributory Benefits | | | | | |
| | No. claims | - | 13 | 1,265 | | |
| | No. awards made/maintained | - | 8 | 569 | | |
| | Financial gain from awards made/maintained | £0 | £261,987 | £2,632,769 | | |
| | No. Mandatory Reconsiderations (MRs) | - | 16 | 309 | | |
| | No. MRs won | * | - | 86 | | |
| | No. MRs lost | * | 16 | 50 | | |
| | No. appeals | - | 13 | 257 | | |
| | No. appeals won | * | 8 | 192 | | |
| | No. appeals lost | * | 5 | 30 | | |
| | Financial gain from MRs/appeals | £0 | £34,965 | £1,354,155 | | |
| | Disability Living Allowance | | | | | |
| | No. claims | 46 | 22 | 2,473 | -52% | |
| | No. awards made/maintained | 23 | 12 | 3,591 | -48% | |
| | Financial gain from awards made/maintained | £102,330 | £66,876 | £6,146,411 | -35% | |
| | No. Mandatory Reconsiderations (MRs) | 18 | 8 | 329 | -56% | |
| | No. MRs won | * | 2 | 90 | | |
| | No. MRs lost | * | 6 | 119 | | |
| | No. appeals | 14 | 7 | 493 | -50% | |
| | No. appeals won | * | 3 | 291 | | |
| | No. appeals lost | * | 5 | 110 | | |
| | Financial gain from MRs/appeals | £34,869 | £2,899 | £2,730,061 | -92% | |
| | Discretionary Housing Payments | | | | | |
| | No. claims | 22 | 22 | 834 | 0% | |
| | No. awards made/maintained | 22 | 22 | 1,327 | 0% | |
| | Financial gain from awards made/maintained | £30,867 | £36,098 | £1,308,618 | 17% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | 20 | | |
| | No. MRs won | * | - | 10 | | |
| | No. MRs lost | * | - | 1 | | |
| | No. appeals | - | - | - | | |
| | No. appeals won | * | - | - | | |
| | No. appeals lost | * | - | - | | |
| | Financial gain from MRs/appeals | £0 | £0 | £11,654 | | |
| | Funeral Expenses | | | | | |
| | No. claims | - | - | 84 | | |
| | No. awards made/maintained | - | - | 39 | | |
| | Financial gain from awards made/maintained | £0 | £0 | £52,282 | | |
| | 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 | £0 | £0 | £4,178 | | | |

| Welfare Rights Advice Indicators | | | | | | |
|--|--|-----------------------|-----------------------|------------|----------------------------|--|
| | | Aberdeen City | | Scotland | Aberdeen City | |
| Ref | Indicator | 2017/18 ¹⁶ | 2018/19 ¹⁷ | 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 | £0 | £0 | £122,385 | | |
| | 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 | £0 | £0 | £20,126 | | |
| | Maternity Allowance | | | | | |
| | No. claims | 2 | - | 45 | -100% | |
| | No. awards made/maintained | 2 | - | 31 | -100% | |
| | Financial gain from awards made/maintained | £7,678 | £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 | 4 | 3 | 1,334 | -25% | |
| | No. awards made/maintained | 1 | 3 | 2,156 | 200% | |
| | Financial gain from awards made/maintained | £26,661 | £23,775 | £6,997,890 | -11% | |
| | No. Mandatory Reconsiderations (MRs) | 1 | 1 | 30 | 0% | |
| | No. MRs won | * | - | 9 | | |
| | No. MRs lost | * | 1 | 5 | | |
| | No. appeals | 1 | - | 10 | -100% | |
| | No. appeals won | * | - | 3 | | |
| | No. appeals lost | * | - | 4 | | |
| | Financial gain from MRs/appeals | £9,640 | £0 | £87,623 | -100% | |
| | Personal Independence Payment | | | | | |
| | No. claims | 384 | 185 | 21,856 | -52% | |
| | No. awards made/maintained | 114 | 96 | 13,324 | -16% | |
| Financial gain from awards made/maintained | £773,267 | £857,119 | £66,356,434 | 11% | | |
| No. Mandatory Reconsiderations (MRs) | 155 | 124 | 3,796 | -20% | | |
| No. MRs won | * | 10 | 688 | | | |
| No. MRs lost | * | 114 | 1,299 | | | |
| No. appeals | 134 | 143 | 5,177 | 7% | | |
| No. appeals won | * | 105 | 2,979 | | | |
| No. appeals lost | * | 38 | 1,064 | | | |
| Financial gain from MRs/appeals | £542,612 | £668,297 | £19,563,811 | 23% | | |

| Welfare Rights Advice Indicators | | | | | | |
|----------------------------------|--|-----------------------|-----------------------|-------------|----------------------------|--|
| | | Aberdeen City | | Scotland | Aberdeen City | |
| Ref | Indicator | 2017/18 ¹⁶ | 2018/19 ¹⁷ | 2018/19 | %Change 2017/18 to 2018/19 | |
| OP2, OP3, OC1 | Scottish Welfare Fund | | | | | |
| | No. claims | 9 | 3 | 2,111 | -67% | |
| | No. awards made/maintained | 5 | 3 | 1,068 | -40% | |
| | Financial gain from awards made/maintained | £1,665 | £661 | £859,970 | -60% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | 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 | £0 | £0 | £21,285 | | |
| | State Pension | | | | | |
| | No. claims | - | - | 177 | | |
| | No. awards made/maintained | - | - | 154 | | |
| | Financial gain from awards made/maintained | £18,035 | £58,472 | £1,400,568 | 224% | |
| | 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 | £0.00 | £0.00 | | |
| | Sure Start Maternity Grant | | | | | |
| | No. claims | - | - | 80 | | |
| | No. awards made/maintained | - | - | 77 | | |
| | Financial gain from awards made/maintained | £0 | £0 | £73,311 | | |
| | 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 | £0.00 | £0.00 | £1,000.00 | | |
| | Universal Credit | | | | | |
| | No. claims | 4 | 11 | 4,098 | 175% | |
| | No. awards made/maintained | - | 11 | 3,604 | | |
| | Financial gain from awards made/maintained | £0 | £273,067 | £16,699,608 | | |
| | No. Mandatory Reconsiderations (MRs) | 16 | - | 456 | -100% | |
| | No. MRs won | * | - | 94 | | |
| No. MRs lost | * | - | 72 | | | |
| No. appeals | 3 | 2 | 347 | -33% | | |
| No. appeals won | * | 1 | 203 | | | |
| No. appeals lost | * | 1 | 51 | | | |
| Financial gain from MRs/appeals | £3,213.32 | £15,075.88 | £1,115,462.61 | 369% | | |

| Welfare Rights Advice Indicators | | | | | |
|----------------------------------|--|-----------------------|-----------------------|-------------|----------------------------|
| | | Aberdeen City | | Scotland | Aberdeen City |
| Ref | Indicator | 2017/18 ¹⁶ | 2018/19 ¹⁷ | 2018/19 | %Change 2017/18 to 2018/19 |
| | Other | | | | |
| | No. claims | 237 | 137 | 21,147 | -42% |
| | No. awards made/maintained | 106 | 91 | 19,547 | -14% |
| | Financial gain from awards made/maintained | £644,057 | £580,114 | £81,345,429 | -10% |
| | No. Mandatory Reconsiderations (MRs) | 215 | 82 | 3,508 | -62% |
| | No. MRs won | * | 20 | 917 | |
| | No. MRs lost | * | 62 | 1,012 | |
| | No. appeals | 4 | 91 | 4,389 | 2175% |
| | No. appeals won | * | 73 | 2,730 | |
| | No. appeals lost | * | 17 | 689 | |
| | Financial gain from MRs/appeals | £835,538 | £416,557 | £17,274,829 | -50% |

| Softer Outcomes | | | | | |
|---|--|---------------|---------|----------|----------------------------|
| | | Aberdeen City | | Scotland | Aberdeen City |
| 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 | | | | | |
|-----------------|---|---------------|---------|----------|----------------------------|
| | | Aberdeen City | | Scotland | Aberdeen City |
| 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 | | |



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