

# Common Advice Performance Management Reporting Framework Summary 2018/19

## East 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 East Dunbartonshire.

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:

- In 2018/19 the service supported a total of 3,699 clients, including 2,154 new clients.
- A total of 3,149 benefit entitlement checks were carried out in 2018/19. This equates to 85% of all clients.
- The total debt owed by clients in 2018/19 was £4.26 million, which was a drop of 18% or almost one million from 2017/18.
- The total verified financial gain was higher in 2018/19 than 2017/18 at £4.4 million, an increase of 16% or £600,000. £3.2 million was the financial gain from awards made or maintained and £629,220 was the gain from mandatory reconsiderations. Both of these were increases from 2017/18. There was also £501,917 on financial gain from money advice.

Services, Investment and Volume					
		East Dunbartonshire		Scotland	East Dunbartonshire
Ref	Indicator	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	-	-	15	
	External				
	Money advice	-	-	5	
	Welfare rights	-	-	1	
Combined <sup>1</sup>	1	1	65	0%	
	Case management system/s	CASTLE	CASTLE		
I1	Number of FTE staff				
	In-House	-	-	466	
	External	5.5	5.5	443	0%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	2.0	2.0	563	0%	
I2	Local Authority Funding				
	In-House	£0	£0	£14,753,814	
	External	£276,295	£276,295	£11,143,981	0%
	Other Sources of Funding				
	Scottish Legal Aid Board	-	-	£771,398	
	Scottish Government	-	-	£545,522	
	Big Lottery Fund	-	-	£290,094	
European Social Fund	-	-	£459,223		
Other	£0	£0	£1,977,490	0%	

1 East Dunbartonshire Citizens Advice Bureau (CAB)

Services, Investment and Volume					
		East Dunbartonshire		Scotland	East Dunbartonshire
Ref	Indicator	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1 <sup>2</sup>	Volume <sup>3</sup>				
	Contacts	10,910	10,840	307,511	-1%
	Total Clients	1,668	3,699	244,637	122%
	New Clients	561	2,154	61,652	284%
	Contacts by channel				
	Face-to-face	9,115	8365	103,407	-8%
	Telephone	1,588	2186	56,566	38%
	Email	207	178	22,286	-14%
	Web	-	111	4,739	
	Webchat	-	0	833	
	Number of benefit entitlement checks carried out	*	3,149	44,416	
	Referrals				
	Self-referral	111	1,718	77,897	1448%
	Local authority:				
	Housing	35	34	4,181	-3%
	Social Services	130	62	8,357	-52%
	Revenues	-	-	1,264	
	Employability	20	-	1,847	-100%
	Other	-	-	6,558	
	Primary Health Care	226	188	12,202	-17%
	Third Sector	39	147	5,790	277%
Other	-	5	11,972		
Open SNSIAP cases					
Type I	-	-	8,774		
Type II	-	-	20,667		
Type III	-	-	7,885		
Closed SNSIAP cases					
Type I	-	-	15,432		
Type II	-	-	25,043		
Type III	-	-	5,210		

2 Contacts and contacts by channel include repeated contacts from the same individual. These figures for both 2017/18 and 2018/19 have been excluded from the Scotland totals.

3 During 2017/18 the Citizens Advice Network in Scotland implement a new case management system. Changes have also been made to the way statistical data is recorded to improve the consistency and quality of reported data. Due to these changes 2017/18 data will be lower than in other years and is not directly comparable with 2018/19 data.

Services, Investment and Volume					
		East Dunbartonshire		Scotland	East Dunbartonshire
Ref	Indicator	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	138	-	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	-	-	337	
	Rent arrears	-	-	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						
			East Dunbartonshire		Scotland	East Dunbartonshire
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	308	1,259	79,041	309%
		Female	464	1,975	98,580	326%
		Not recorded	22	463	39,814	2005%
		Prefer not to answer	*	2	2,330	
	Age	0-15	-	1	803	
		16-24	32	180	13,350	463%
		25-34	130	461	26,767	255%
		35-44	209	549	31,774	163%
		45-59	268	1,053	41,754	293%
		60-64	*	353	20,258	
		65-70	*	552	12,890	
		71+	*	302	21,652	
		Not Recorded	34	245	38,752	621%
	Prefer not to answer	*	3	9,365		
	Ethnicity	White	734	3,014	137,977	311%
		Any Mixed or Multiple Ethnic Groups	4	8	951	100%
		Asian, Asian Scottish or Asian British	29	82	3,261	183%
		African	2	6	1,727	200%
		Caribbean or Black	-	4	500	
		Other Ethnic Group	3	23	1,831	667%
Not Recorded		22	556	60,983	2427%	
Prefer not to answer		*	6	4,661		
Disability or long-term condition	Yes	215	1,837	60,955	754%	
	No	535	1,087	51,966	103%	
	Not Recorded	44	775	64,289	1661%	
Income	£6,000 or less	211	104	18,256	-51%	
	£6,001-£10,000	108	67	13,954	-38%	
	£10,001-£15,000	152	150	11,306	-1%	
	£15,001-£20,000	49	154	7,647	214%	
	£20,001-£25,000	75	168	3,579	124%	
	£25,001-£30,000	52	14	2,324	-73%	
	£30,001-£40,000	47	9	1,316	-81%	
	Over £40,000	4	-	640	-100%	
	Not Recorded	96	3,033	92,673	3059%	
	Prefer not to answer	*	-	4,138		

Client Demographics						
			East Dunbartonshire		Scotland	East Dunbartonshire
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	35	88	3,477	151%
		Employed full time	181	391	16,169	116%
		Employed part time	114	316	13,548	177%
		Looking after the home or family	53	157	5,116	196%
		Permanently retired from work	79	748	17,358	847%
		Unemployed and seeking work	131	406	18,157	210%
		At school	-	1	729	
		In further/higher education	6	37	1,097	517%
		Gov't work or training scheme	-	1	816	
		Permanently sick or disabled	102	803	26,733	687%
		Unable to work because of short-term illness or injury	46	51	8,114	11%
		Other	47	25	3,401	-47%
		Not recorded	-	31	80,313	
		Prefer not to answer	*	644	5,734	
		Housing Tenure	Owner occupied	233	1,146	23,012
	Social rented		355	1,185	54,932	234%
	Private rented		69	296	13,782	329%
	Temporary accommodation		*	137	2,717	
	Homeless		*	-	1,475	
	Other		78 <sup>4</sup>	294 <sup>5</sup>	9,619	277%
	Not recorded		59	-	85,407	-100%
	Prefer not to answer		*	641	6,530	
	Household Composition	Single adult (non-pensioner)	304	760	34,748	150%
		Single pensioner	36	298	4,476	728%
		Small single parent (1 or 2 children)	*	441	11,406	
		Large single parent (3 or more children)	*	-	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	71	556	
		Family (2 adults, and 1 or more children)	*	108	10,633	
		Large family (2 adults, and 3 or more children)	*	267	1,036	
		Adult family (2 or more non-pensioners, and no children)	62	485	16,485	682%
		Older adult family (contains at least 1 pensioner)	50	501	6,038	902%
		Not Recorded	56	-	84,338	-100%
		Prefer not to answer	*	768	10,422	

4 Includes clients who are homeless, in temporary accommodation, in prison and those in refuge.

5 Includes clients staying with friends or relatives.

Money Advice Indicators									
		East Dunbartonshire					Scotland	East Dunbartonshire	
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	-	-	-	1,705	1,523	43,593	-11%	
	Benefit overpayment	-	-	-	138	100	1,845	-28%	
	Council Tax arrears	-	-	-	365	248	5,174	-32%	
	Utility Arrears	-	-	-	151	169	4,055	12%	
	Credit, store, and charge card debts	-	-	-	261	282	5,452	8%	
	Rent to own	-	-	-	20	-	455	-100%	
	Catalogue	-	-	-	86	70	2,183	-19%	
	Unsecured personal loan	-	-	-	194	161	3,528	-17%	
	Payday Loan / High Cost Credit	-	-	-	36	45	1,694	25%	
	Overdrafts	-	-	-	72	62	2,689	-14%	
	Mortgage arrears	-	-	-	97	94	674	-3%	
	Rent arrears	-	-	-	224	203	5,667	-9%	
	Others	-	-	-	61	89 <sup>6</sup>	10,177	46%	
	Amount of debt owed by client								
	Total		£3,099,901	£6,045,004	£5,209,962	£4,258,166	£186,250,137	-18%	
	Benefit overpayment		£287,781	£352,671	£347,264	£237,893	£6,283,913	-31%	
	Council Tax arrears		£426,092	£405,840	£530,297	£349,101	£20,075,954	-34%	
	Utility Arrears		£52,205	£134,574	£58,626	£79,764	£3,214,671	36%	
	Credit, store, and charge card debts		£704,442	£1,705,880	£1,051,886	£1,162,159	£34,926,764	10%	
	Rent to own		£17,822	£55,186	£86,880	£0	£2,015,158	-100%	
	Catalogue		£70,715	£123,648	£78,504	£121,436	£3,858,004	55%	
	Unsecured personal loan		£308,815	£1,049,401	£808,011	£1,010,072	£23,273,669	25%	
	Payday Loan / High Cost Credit		£54,881	£26,727	£35,159	£51,644	£3,306,422	47%	
Overdrafts		£475,233	£237,198	£59,967	£109,727	£4,553,239	83%		
Mortgage arrears		£187,886	£1,078,197	£1,259,794	£461,438	£17,668,282	-63%		
Rent arrears		£138,131	£293,929	£381,541	£244,150	£8,197,951	-36%		
Others		£375,897	£581,755	£512,033	£430,779 <sup>7</sup>	£58,876,10	-16%		

6 Includes; Student Debt, Child Maintenance, Fines, Income Tax, Repairs, Maintenance, Hire Purchase.

7 Includes; Student Debt, Child Maintenance, Fines, Income Tax, Repairs, Maintenance, Hire Purchase.



Money Advice Indicators								
		East Dunbartonshire					Scotland	East Dunbartonshire
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
OP1	Breakdown of debt strategy agreed with client							
	Sequestration	8	5	7	6	28	1,722	367%
	Debt Arrangement Scheme	31	19	36	27	23	886	-15%
	Trust Deed	-	-	1	1	2	134	100%
	Awaiting sequestration	-	6	6	4	2	341	-50%
	Token payments	44	13	128	221	99	1,161	-55%
	Pro rata offers	52	42	230	127	176	1,469	39%
	Moratorium	1	-	37	-	12	263	
	Debt written off	2	2	27	1	8	355	700%
	Repayment plan	-	-	31	14	57	643	307%
	Nil Payments/Offer	-	24	14	37	13	295	-65%
	Consolidation Loan	-	-	-	-	1	19	
	Mortgage to rent/Shared equity	-	-	4	2	3	62	50%
	Did not agree a debt strategy	36	4	-	4	3	1,058	-25%
Still awaiting outcome	-	-	26	11	12	2,550	9%	
Other: please specify	2	-	-	-	5 <sup>8</sup>	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£501,917	£30,217,870	
	Financial gain from any other welfare benefits				*		£8,179,848	
	Total of ALL verified financial gain				£3,782,368	£4,395,746	£323,876,347	16%
	Total of ALL unverified financial gain				*		£47,195,664	

8 Includes; full and final settlement, sale of an asset and voluntary surrender of mortgaged property.

## Welfare Rights Advice Indicators

		East Dunbartonshire		Scotland	East Dunbartonshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1 <sup>9</sup>	Total				
	No. claims	1,592	1,231	67,249	-23%
	No. awards made/maintained	987	846	55,436	-14%
	Financial gain from awards made/maintained	£2,970,997	£3,264,610	£222,533,895	10%
	No. Mandatory Reconsiderations (MRs)	71	188	8,891	165%
	No. MRs won	*	98	2,063	
	No. MRs lost	*	106	2,626	
	No. appeals	432	124	10,826	-71%
	No. appeals won	*	222	6,483	
	No. appeals lost	*	87	2,004	
	Financial gain from MRs/appeals	£504,902	£629,220	£44,553,543	25%
	Attendance Allowance				
	No. claims	185	299	7,367	62%
	No. awards made/maintained	185	296	7,245	60%
	Financial gain from awards made/maintained	£1,041,737	£1,171,296	£29,556,233	12%
	No. Mandatory Reconsiderations (MRs)	2	13	190	550%
	No. MRs won	*	12	119	
	No. MRs lost	*	8	37	
	No. appeals	1	1	58	0%
	No. appeals won	*	6	42	
	No. appeals lost	*	-	26	
	Financial gain from MRs/appeals	£21,841	£19,690	£1,959,706	-10%
	Bereavement Benefits				
	No. claims	11	6	190	-45%
	No. awards made/maintained	3	6	129	100%
	Financial gain from awards made/maintained	£6,000	£30,870	£561,487	415%
	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		

9 During 2017/18 the Citizens Advice Network in Scotland implement a new case management system. Changes have also been made to the way statistical data is recorded to improve the consistency and quality of reported data. Due to these changes 2017/18 data will be lower than in other years and is not directly comparable with 2018/19 data.

## Welfare Rights Advice Indicators

		East Dunbartonshire		Scotland	East Dunbartonshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	42	37	1,766	-12%	
	No. awards made/maintained	42	13	1,393	-69%	
	Financial gain from awards made/maintained	£23,800	£38,875	£4,194,118	63%	
	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	52	14	842	-73%	
	No. awards made/maintained	23	9	554	-61%	
	Financial gain from awards made/maintained	£8,247	£8,247	£880,829	0%	
	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	£61,321		
	Child Tax Credit					
	No. claims	52	13	1,469	-75%	
	No. awards made/maintained	52	13	579	-75%	
	Financial gain from awards made/maintained	£50,496	£50,624	£3,185,276	0%	
	No. Mandatory Reconsiderations (MRs)	-	-	112		
	No. MRs won	*	-	20		
	No. MRs lost	*	-	14		
	No. appeals	-	-	37		
	No. appeals won	*	-	14		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	-	£0	£196,224		
Cold Weather Payments and Winter Fuel Payments						
No. claims	-	-	40			
No. awards made/maintained	6	-	15	-100%		
Financial gain from awards made/maintained	£4,250	£0	£2,592	-100%		
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	£300			

## Welfare Rights Advice Indicators

		East Dunbartonshire		Scotland	East Dunbartonshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	-	160	1,265		
	No. awards made/maintained	-	84	569		
	Financial gain from awards made/maintained	£0	£260,357	£2,632,769		
	No. Mandatory Reconsiderations (MRs)	-	33	309		
	No. MRs won	*	28	86		
	No. MRs lost	*	7	50		
	No. appeals	-	23	257		
	No. appeals won	*	37	192		
	No. appeals lost	*	11	30		
	Financial gain from MRs/appeals	-	£130,328	£1,354,155		
	Disability Living Allowance					
	No. claims	-	74	2,473		
	No. awards made/maintained	34	40	3,591	18%	
	Financial gain from awards made/maintained	£126,722	£162,544	£6,146,411	28%	
	No. Mandatory Reconsiderations (MRs)	10	8	329	-20%	
	No. MRs won	*	4	90		
	No. MRs lost	*	4	119		
	No. appeals	5	7	493	40%	
	No. appeals won	*	24	291		
	No. appeals lost	*	4	110		
	Financial gain from MRs/appeals	£14,939	£54,533	£2,730,061	265%	
	Discretionary Housing Payments					
	No. claims	57	14	834	-75%	
	No. awards made/maintained	54	14	1,327	-74%	
	Financial gain from awards made/maintained	£35,928	£39,870	£1,308,618	11%	
	No. Mandatory Reconsiderations (MRs)	1	-	20	-100%	
	No. MRs won	*	-	10		
	No. MRs lost	*	-	1		
	No. appeals	1	-	-	-100%	
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	-	£0	£11,654		
Funeral Expenses						
No. claims	1	2	84	100%		
No. awards made/maintained	1	1	39	0%		
Financial gain from awards made/maintained	£1,237	£1,330	£52,282	8%		
No. Mandatory Reconsiderations (MRs)	-	1	9			
No. MRs won	*	-	1			
No. MRs lost	*	-	-			
No. appeals	-	-	1			
No. appeals won	*	-	-			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	-	£4,028	£4,178			

## Welfare Rights Advice Indicators

		East Dunbartonshire		Scotland	East Dunbartonshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Industrial Injuries Disablement Benefit				
	No. claims	1	2	73	100%
	No. awards made/maintained	-	-	35	
	Financial gain from awards made/maintained	-	£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	£20,126	
	Maternity Allowance				
	No. claims	5	-	45	-100%
	No. awards made/maintained	5	-	31	
	Financial gain from awards made/maintained	£5,498	£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	£87,865	
	Pension Credit				
	No. claims	26	12	1,334	-54%
	No. awards made/maintained	26	19	2,156	-27%
	Financial gain from awards made/maintained	£28,035	£43,944	£6,997,890	57%
	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	819	479	21,856	-42%
	No. awards made/maintained	373	244	13,324	-35%
	Financial gain from awards made/maintained	£1,172,275	£1,133,558	£66,356,434	-3%
	No. Mandatory Reconsiderations (MRs)	58	121	3,796	109%
	No. MRs won	*	38	688	
	No. MRs lost	*	83	1,299	
	No. appeals	389	83	5,177	-79%
	No. appeals won	*	155	2,979	
	No. appeals lost	*	72	1,064	
	Financial gain from MRs/appeals	£322,222	£413,078	£19,563,811	28%

OP2,  
OP3,  
OC1

## Welfare Rights Advice Indicators

		East Dunbartonshire		Scotland	East Dunbartonshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	-	48	2,111		
	No. awards made/maintained	48	43	1,068	-10%	
	Financial gain from awards made/maintained	£14,746	£13,248	£859,970	-10%	
	No. Mandatory Reconsiderations (MRs)	-	1	68		
	No. MRs won	*	-	14		
	No. MRs lost	*	-	7		
	No. appeals	-	2	8		
	No. appeals won	*		11		
	No. appeals lost	*		7		
	Financial gain from MRs/appeals	-	£139	£21,285		
	State Pension					
	No. claims	44	12	177	-73%	
	No. awards made/maintained	15	6	154	-60%	
	Financial gain from awards made/maintained	£27,760	£70,951	£1,400,568	156%	
	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	13	4	80	-69%	
	No. awards made/maintained	9	4	77	-56%	
	Financial gain from awards made/maintained	£4,500	£2,200	£73,311	-51%	
	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	£1,000.00		
	Universal Credit					
	No. claims	158	43	4,098	-73%	
	No. awards made/maintained	18	42	3,604	133%	
	Financial gain from awards made/maintained	£59,321	£203,283	£16,699,608	243%	
	No. Mandatory Reconsiderations (MRs)	-	11	456		
	No. MRs won	*	16	94		
	No. MRs lost	*	4	72		
No. appeals	-	8	347			
No. appeals won	*		203			
No. appeals lost	*		51			
Financial gain from MRs/appeals	-	£7,423.08	£1,115,462.61			

## Welfare Rights Advice Indicators

		East Dunbartonshire		Scotland	East Dunbartonshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other <sup>10</sup>				
	No. claims	126	12	21,147	
	No. awards made/maintained	93	12	19,547	-90%
	Financial gain from awards made/maintained	£360,445	£33,411	£81,345,429	-87%
	No. Mandatory Reconsiderations (MRs)	-	-	3,508	-91%
	No. MRs won	*	-	917	
	No. MRs lost	*	-	1,012	
	No. appeals	36	-	4,389	
	No. appeals won	*	-	2,730	
	No. appeals lost	*	-	689	
	Financial gain from MRs/appeals	£145,900	-	£17,274,829	

10 In 2018/19 ESA and Severe Disablement Allowance were not included as measures in the framework, therefore figures included under these categories in 2017/18 have been included in the 2017/18 figures for "Other". In 2018/19 Other benefits included Kinship Care Allowance.

Softer Outcomes					
		East Dunbartonshire		Scotland	East Dunbartonshire
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					
		East Dunbartonshire		Scotland	East Dunbartonshire
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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