

Common Advice Performance Management Reporting Framework Summary 2018/19

Aberdeenshire 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 Aberdeenshire 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 funding for internal provision has reduced 80% and the number of paid staff has reduced 69% from 6.5 FTE staff in 2017/18 to 2 FTE staff in 2018/19. This is a result of a restructuring within the internal service meaning that the internal service has the same number of paid staff, but there are now 2 FTE staff dedicated to money advice.
- The total number of contacts fell by 62%, and the total clients was much lower (74% lower) than the previous year, however new clients more than trebled from 1,317 to 4,084.
- The first reason for contacting the service was primarily to check benefit entitlements (60%). A total of 1,195 benefit entitlement checks were carried out in 2018/19.
- The proportion of clients with a disability or long-term health condition is low in comparison to Scotland. In 2018/19 24% of clients in Aberdeenshire were recorded as having a disability compared with 54% of clients in Scotland.
- The total amount of debt owed by clients fell by 20% between 2017/18 and 2018/19 and 64% between 2015/16 and 2018/19. The service has worked with partners to focus on money advice, including it in employability programmes for example. As a result, the service has seen clients taking on less debt.
- The total financial gain secured for clients was £11.46 million, increasing 11% since the previous year.
- 281 clients responded to questions on self-reported outcomes and in 98% of the responses to the question's clients agreed with the positive statement.

Services, Investment and Volume					
Ref	Indicator	Aberdeenshire		Scotland	Aberdeenshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice	1 ¹	-	3	-100%
	Welfare rights	-	-	11	
	Combined	1 ²	1 ⁴	15	0%
	External				
	Money advice	-	-	5	
	Welfare rights	-	-	1	
Combined	8 ³	8 ⁵	65	0%	
	Case management system/s	AdvicePro (Money Advice), Paper (Welfare), CASTLE, Lisson Grove Benefit check programme	CASTLE, Contact Logs, Referrals Database		
I1	Number of FTE staff				
	In-House	6.5	2.0	466	-69%
	External	29.1	25.0	443	-14%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	59.8	25.8	563	-57%	
I2	Local Authority Funding				
	In-House	£229,000	£44,678	£14,753,814	-80%
	External	£871,492	£683,317	£11,143,981	-22%
	Other Sources of Funding				
	Scottish Legal Aid Board	-		£771,398	
	Scottish Government	£20,000	£0	£545,522	-100%
	Big Lottery Fund	-	£0	£290,094	
European Social Fund	£297,492	£146,565	£459,223	-51%	
Other ⁶	-	£150,128	£1,977,490		

1 Aberdeenshire Money Advice

2 Aberdeenshire Support and Advice Team

3 Banff & Buchan CAB, Gordon Rural Action, Here for You Centre, Aberdeen Foyer, People First, Turriff CAB, Southwest CAB, Kincardine and Mearns CAB

4 Aberdeenshire Support and Advice Team

5 Banff & Buchan CAB, Gordon Rural Action, Aberdeen Foyer, People First Fraserburgh, Turiff & District CAB, Kincardine & Mearns CAB, South West Aberdeenshire CAB, and Health 4 Work

6 Other funding includes; Aberdeen Foyer £6,310, Robertson Trust £25,000, Fairer Scotland Fund £20,503, Pension Wise £52,865, Energy Advice £2,300, Welfare Reform Mitigation £7,005, MAS £5,545, ASAP £1,500, CAS Projects £26,940 and Donations £2,160.

Services, Investment and Volume					
Ref	Indicator	Aberdeenshire		Scotland	Aberdeenshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A17	Volume				
	Contacts	24,158	9,204	307,511	-62%
	Total Clients	23,677	6,223	244,637	-74%
	New Clients	1,317	4,084	61,652	210%
	Contacts by channel				
	Face-to-face	20,336	-	103,407	
	Telephone	1,833	-	56,566	
	Email	1,989	-	22,286	
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	1,196	44,416	
	Referrals ⁸				
	Self-referral	1,885	5,040	77,897	167%
	Local authority:				
	Housing	44	128	4,181	191%
	Social Services	19	1	8,357	-95%
	Revenues	-	19	1,264	
	Employability	-	-	1,847	
	Other	-	88	6,558	
Primary Health Care	8	450	12,202	5525%	
Third Sector	32	308	5,790	863%	
Other	39	1,012	11,972	2495%	
Open SNSIAP cases					
Type I	-	51	8,774		
Type II	400	-	20,667	-100%	
Type III	46	18	7,885	-61%	
Closed SNSIAP cases					
Type I	-	87	15,432		
Type II	100	-	25,043	-100%	
Type III	16	40	5,210	150%	

7 In 2017/18 services reporting for each Volume indicator varies. In 2018/19 some partner agencies were unable to record SNSIAP cases and 1st reason for contacting the service.

8 In some partner agencies clients were sometimes referred twice and so 2 referrals may have been recorded for 1 client

Services, Investment and Volume					
Ref	Indicator	Aberdeenshire		Scotland	Aberdeenshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	10	-	721	-100%
	Council Tax arrears	25	225	2,189	800%
	Credit, store and charge card debts	10	30	1,612	200%
	Catalogue debts	5	-	666	-100%
	PPI	-	-	457	
	Payday Loan /High cost credit	4	11	367	175%
	Unsecured personal loan (except payday loans)	8	1	1,110	-88%
	Bank and Building society overdrafts	17	-	676	-100%
	Mortgage arrears	21	-	337	-100%
	Rent arrears	60	15	2,989	-75%
	Help with appealing welfare benefit decision	133	46	3,297	-65%
	Assistance with making initial benefit application	-	194	6,271	
	Sanctioned	-	2	249	
	Benefits entitlement check	-	2,045	28,582	
	Issue relating to right to reside	-	4	199	
	Seeking to access other funds (i.e. grants)	-	418	1,461	
	Other (Please specify)	-	410	25,736	

Client Demographics

Ref	Demographic	Categories	Aberdeenshire		Scotland	Aberdeenshire
			2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex ⁹	Male	1,670	1,755	79,041	5%
		Female	2,138	2,470	98,580	16%
		Not recorded	19,869	1,286	39,814	-94%
		Prefer not to answer	*	712	2,330	
	Age ¹⁰	0-15	-	13	803	
		16-24	245	614	13,350	151%
		25-34	551	696	26,767	26%
		35-44	742	947	31,774	28%
		45-59	1,229	1,641	41,754	34%
		60-64	*	564	20,258	
		65-70	*	692	12,890	
		71+	*	141	21,652	
		Not Recorded	19,489	764	38,752	-96%
	Prefer not to answer	*	151	9,365		
	Ethnicity ¹¹	White	3,539	3,436	137,977	-3%
		Any Mixed or Multiple Ethnic Groups	13	24	951	85%
		Asian, Asian Scottish or Asian British	29	28	3,261	-3%
		African	9	9	1,727	0%
		Caribbean or Black	15	5	500	-67%
		Other Ethnic Group	112	135	1,831	21%
Not Recorded		19,944	1,359	60,983	-93%	
Prefer not to answer		*	1,227	4,661		
Disability or long-term condition ¹²	Yes	1,565	1,027	60,955	-34%	
	No	633	3,221	51,966	409%	
	Not Recorded	2,292	1,975	64,289	-14%	
Income ¹³	£6,000 or less	24		18,256		
	£6,001-£10,000	25	95	13,954	280%	
	£10,001-£15,000	33	156	11,306	373%	
	£15,001-£20,000	32	227	7,647	609%	
	£20,001-£25,000	17	92	3,579	441%	
	£25,001-£30,000	13	125	2,324	862%	
	£30,001-£40,000	12	54	1,316	350%	
	Over £40,000	4	68	640	1600%	
	Not Recorded	19,515	4,455	92,673	-77%	
	Prefer not to answer	*	951	4,138		

9 2017/18 Excludes data from Aberdeenshire Council, Kincardine and Mearns CAB and Gordon Rural Action

10 2017/18 Excludes data from Aberdeenshire Council

11 2017/18 Excludes data from Aberdeenshire Council

12 2017/18 Excludes data from Aberdeenshire Council

13 2017/18 Excludes data from Aberdeenshire Council, Banff and Buchan CAB and Southwest CAB

Client Demographics

Client Demographics						
			Aberdeenshire		Scotland	Aberdeenshire
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status ¹⁴	Self employed	194	95	3,477	-51%
		Employed full time	680	713	16,169	5%
		Employed part time	439	854	13,548	95%
		Looking after the home or family	145	98	5,116	-32%
		Permanently retired from work	625	129	17,358	-79%
		Unemployed and seeking work	468	183	18,157	-61%
		At school	-	19	729	
		In further/higher education	41	42	1,097	2%
		Gov't work or training scheme	-	14	816	
		Permanently sick or disabled	742	27	26,733	-96%
		Unable to work because of short-term illness or injury	52	327	8,114	529%
		Other	50	75	3,401	50%
		Not recorded	19,929	1,498	80,313	-92%
		Prefer not to answer	*	2,149	5,734	
C2	Housing Tenure	Owner occupied	1,325	642	23,012	-52%
		Social rented	1,203	938	54,932	-22%
		Private rented	552	280	13,782	-49%
		Temporary accommodation	*	92	2,717	
		Homeless	*		1,475	
		Other	384	183	9,619	-52%
		Not recorded	19,761	3,598	85,407	-82%
		Prefer not to answer	*	490	6,530	
C2	Household Composition ¹⁵	Single adult (non-pensioner)	761	849	34,748	12%
		Single pensioner	287	197	4,476	-31%
		Small single parent (1 or 2 children)	*	356	11,406	
		Large single parent (3 or more children)	*	38	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	46	556	
		Family (2 adults, and 1 or more children)	*	369	10,633	
		Large family (2 adults, and 3 or more children)	*	38	1,036	
		Adult family (2 or more non-pensioners, and no children)	360	396	16,485	10%
		Older adult family (contains at least 1 pensioner)	382	345	6,038	-10%
		Not recorded	20,193	3,251	84,338	-84%
		Prefer not to answer	*	338	10,422	

14 2017/18 Excludes data from Aberdeenshire Council

15 2017/18 Excludes data from Banff & Buchan CAB

Money Advice Indicators									
		Aberdeenshire					Scotland	Aberdeenshire	
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	-	-	-	1,157	2,698	43,593	133%	
	Benefit overpayment	-	-	-	92	92	1,845	0%	
	Council Tax arrears	-	-	-	197	257	5,174	30%	
	Utility Arrears	-	-	-	131	370	4,055	182%	
	Credit, store, and charge card debts	-	-	-	180	315	5,452	75%	
	Rent to own	-	-	-	-	12	455		
	Catalogue	-	-	-	81	104	2,183	28%	
	Unsecured personal loan	-	-	-	52	146	3,528	181%	
	Payday Loan / High Cost Credit	-	-	-	42	69	1,694	64%	
	Overdrafts	-	-	-	60	720	2,689	1100%	
	Mortgage arrears	-	-	-	57	29	674	-49%	
	Rent arrears	-	-	-	89	180	5,667	102%	
	Others	-	-	-	176	404 ¹⁶	10,177	130%	
	Amount of debt owed by client								
	Total		£16,809,998	£11,981,974	£7,680,837	£6,118,864	£186,250,137	-20%	
	Benefit overpayment		£276,054	£256,478	£161,946	£290,902	£6,283,913	80%	
	Council Tax arrears		£1,259,760	£677,614	£622,304	£632,068	£20,075,954	2%	
	Utility Arrears		£233,475	£103,134	£125,084	£101,342	£3,214,671	-19%	
	Credit, store, and charge card debts		£130,772	£2,207,789	£1,996,809	£1,343,699	£34,926,764	-33%	
	Rent to own		£340,732	£317,943	£39,898	£65,383	£2,015,158	64%	
	Catalogue		£3,572,523	£188,133	£147,521	£220,238	£3,858,004	49%	
	Unsecured personal loan		£3,613,448	£1,401,349	£1,287,989	£1,105,870	£23,273,669	-14%	
Payday Loan / High Cost Credit		£120,300	£56,394	£33,943	£106,459	£3,306,422	214%		
Overdrafts		£1,130,936	£284,989	£172,667	£291,174	£4,553,239	69%		
Mortgage arrears		£1,784,052	£1,442,026	£1,840,349	£1,260,172	£17,668,282	-32%		
Rent arrears		£317,946	£496,900	£179,154	£203,722	£8,197,951	14%		
Others		£4,030,000	£4,549,224	£1,073,172	£497,834 ¹⁷	£58,876,109	-54%		

¹⁶ Others included; Magistrates or sheriff court fine, Maintenance or child support, Administrative Penalty, Business Debt, Insurance, Employer Loan, Debt Collection Agency, HMRC – Tax and Solicitors Fee's

¹⁷ Others included; Magistrates or sheriff court fine, Maintenance or child support, Administrative Penalty, Business Debt, Insurance, Employer Loan, Debt Collection Agency, HMRC – Tax and Solicitors Fee's.

Money Advice Indicators								
		Aberdeenshire					Scotland	Aberdeenshire
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 ¹⁸							
	Sequestration	-	56	39	67	30	1,722	-55%
	Debt Arrangement Scheme	-	25	42	38	7	886	-82%
	Trust Deed	-	-	-	-	-	134	
	Awaiting sequestration	-	22	33	3	2	341	-33%
	Token payments	-	15	15	9	3	1,161	-67%
	Pro rata offers	-	109	5	13	3	1,469	-77%
	Moratorium	-	-	2	4	-	263	-100%
	Debt written off	-	6	1	2	1	355	-50%
	Repayment plan	-	-	3	3	-	643	-100%
	Nil Payments/Offer	-	3	3	-	9	295	
	Consolidation Loan	-	2	-	-	-	19	
	Mortgage to rent/Shared equity	-	1	2	2	-	62	-100%
	Did not agree a debt strategy	-	-	21	144	41	1,058	-72%
	Still awaiting outcome	-	176	121	51	27	2,550	-47%
Other: please specify	-	-	-	-	-	15	2,595	
OC1	Financial gain							
	Financial gain from money advice				*	£2,613,275	£30,217,870	
	Financial gain from any other welfare benefits				*	£574,470	£8,179,848	
	Total of ALL verified financial gain ¹⁹				£10,317,306	£11,461,626	£323,876,347	-11%
	Total of ALL unverified financial gain				*	£0	£47,195,664	

18 In 2017/18 Data was reported by Kincardine & Mearns CAB, Gordon Rural Action and Turriff CAB only.

19 In 2017/18 Data was reported by Kincardine & Mearns CAB, Gordon Rural Action, People First, Southwest CAB, Here For You, Aberdeen Foyer and Turriff CAB

Welfare Rights Advice Indicators

		Aberdeenshire		Scotland	Aberdeen-shire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1 ²⁰	Total				
	No. claims	2,253	234	67,249	-90%
	No. awards made/maintained	-	305	55,436	
	Financial gain from awards made/maintained	£1,443,617	£7,894,380	£222,533,895	447%
	No. Mandatory Reconsiderations (MRs)	38	96	8,891	153%
	No. MRs won	*	14	2,063	
	No. MRs lost	*	18	2,626	
	No. appeals	89	32	10,826	-64%
	No. appeals won	*	23	6,483	
	No. appeals lost	*	9	2,004	
	Financial gain from MRs/appeals	£292,861	£379,501	£44,553,543	30%
	Attendance Allowance				
	No. claims	124	4	7,367	-97%
	No. awards made/maintained	-	11	7,245	
	Financial gain from awards made/maintained	£53,396	£126,652	£29,556,233	137%
	No. Mandatory Reconsiderations (MRs)	1	1	190	0%
	No. MRs won	*		119	
	No. MRs lost	*		37	
	No. appeals	-		58	
	No. appeals won	*		42	
	No. appeals lost	*		26	
	Financial gain from MRs/appeals	-	£1,472	£1,959,706	
	Bereavement Benefits				
	No. claims	-		190	
	No. awards made/maintained	-		129	
	Financial gain from awards made/maintained	£0		£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		

20 In 2017/18 Data was reported by Banff & Buchan CAB only. Some partners had difficulty extracting information from their recording system in 2018/19 which may account for the large drop in claims for some benefits. Some partners recorded financial gain when confirmation is received and some when the claim is made so financial gain could be split across financial years and doesn't necessarily tie up with the number of claims.

Welfare Rights Advice Indicators

		Aberdeenshire		Scotland	Aberdeen-shire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	70	7	1,766	-90%	
	No. awards made/maintained	-	8	1,393		
	Financial gain from awards made/maintained	£40,699	£18,379	£4,194,118	-55%	
	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	-		£63,942		
	Child Benefit					
	No. claims	21		842		
	No. awards made/maintained	-	2	554		
	Financial gain from awards made/maintained	£0	£9,472	£880,829		
	No. Mandatory Reconsiderations (MRs)	-	2	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	76	13	1,469	-83%	
	No. awards made/maintained	-	13	579		
	Financial gain from awards made/maintained	£254,161	£62,879	£3,185,276	-75%	
	No. Mandatory Reconsiderations (MRs)	-	1	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	-		£196,224		
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	1		40		
	No. awards made/maintained	-	1	15		
Financial gain from awards made/maintained	£0	£300	£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

		Aberdeenshire		Scotland	Aberdeen-shire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	-		1,265		
	No. awards made/maintained	-		569		
	Financial gain from awards made/maintained	£80,005		£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	87	9	2,473	-90%	
	No. awards made/maintained	-	10	3,591		
	Financial gain from awards made/maintained	£27,895	£68,314	£6,146,411	145%	
	No. Mandatory Reconsiderations (MRs)	1	6	329	500%	
	No. MRs won	*	2	90		
	No. MRs lost	*		119		
	No. appeals	2	2	493	0%	
	No. appeals won	*	2	291		
	No. appeals lost	*		110		
	Financial gain from MRs/appeals	-	£14,980	£2,730,061		
	Discretionary Housing Payments					
	No. claims	-	4	834		
	No. awards made/maintained	-	4	1,327		
	Financial gain from awards made/maintained	£0	£6,271	£1,308,618		
	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	-		£11,654		
	Funeral Expenses					
	No. claims	4		84		
	No. awards made/maintained	-		39		
	Financial gain from awards made/maintained	£3,700		£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	-		£4,178			

Welfare Rights Advice Indicators

		Aberdeenshire		Scotland	Aberdeenshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	15	1	73	-93%	
	No. awards made/maintained	-	1	35		
	Financial gain from awards made/maintained	£0	£3,438	£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	-		£20,126		
	Maternity Allowance					
	No. claims	-		45		
	No. awards made/maintained	-		31		
	Financial gain from awards made/maintained	£5,561		£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	-		£87,865		
	Pension Credit					
	No. claims	73	1	1,334	-99%	
	No. awards made/maintained	-	1	2,156		
	Financial gain from awards made/maintained	£49,856	£36,232	£6,997,890	-27%	
	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	888	58	21,856	-93%		
No. awards made/maintained	-	93	13,324			
Financial gain from awards made/maintained	£252,690	£629,336	£66,356,434	149%		
No. Mandatory Reconsiderations (MRs)	34	30	3,796	-12%		
No. MRs won	*	7	688			
No. MRs lost	*		1,299			
No. appeals	16	21	5,177	31%		
No. appeals won	*	16	2,979			
No. appeals lost	*	5	1,064			
Financial gain from MRs/appeals	-	£256,202	£19,563,811			

Welfare Rights Advice Indicators

		Aberdeenshire		Scotland	Aberdeenshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	123	22	2,111	-82%	
	No. awards made/maintained	-	22	1,068		
	Financial gain from awards made/maintained	£1,500	£4,232	£859,970	182%	
	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	-	£150	£21,285		
	State Pension					
	No. claims	49	4	177	-92%	
	No. awards made/maintained	-	4	154		
	Financial gain from awards made/maintained	£30,905	£28,198	£1,400,568		
	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	4		80		
	No. awards made/maintained	-		77		
	Financial gain from awards made/maintained	£500		£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	-		£1,000.00		
	Universal Credit					
	No. claims	38	32	4,098	-16%	
	No. awards made/maintained	-	33	3,604		
Financial gain from awards made/maintained	£21,897	£314,876	£16,699,608	1338%		
No. Mandatory Reconsiderations (MRs)	2	5	456	150%		
No. MRs won	*		94			
No. MRs lost	*		72			
No. appeals	2		347			
No. appeals won	*		203			
No. appeals lost	*		51			
Financial gain from MRs/appeals	-	£6,895.00	£1,115,462.61			

Welfare Rights Advice Indicators

		Aberdeenshire		Scotland	Aberdeenshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	680	79	21,147	-88%
	No. awards made/maintained	-	102	19,547	
	Financial gain from awards made/maintained	£620,852	£6,585,800	£81,345,429	961%
	No. Mandatory Reconsiderations (MRs)	-	51	3,508	
	No. MRs won	*	5	917	
	No. MRs lost	*	18	1,012	
	No. appeals	69	9	4,389	-87%
	No. appeals won	*	5	2,730	
	No. appeals lost	*	4	689	
	Financial gain from MRs/appeals	£292,861	£99,803	£17,274,829	-66%

Softer Outcomes					
		Aberdeenshire		Scotland	Aberdeenshire
Ref	Indicator	2017/18	2018/19 ²¹	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	-	273	1,554	
	Disagree	-	8	183	
	I've been feeling physically better				
	Agree	-	276	304	
	Disagree	-	5	5	
	I've been feeling better about myself				
	Agree	-	274	329	
	Disagree	-	7	7	
	I've been feeling more optimistic about the future				
	Agree	-	271	324	
Disagree	-	10	12		
I've been getting on better with others					
Agree	-	280	292		
Disagree	-	1	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	-	279	347	
	Disagree	-	2	14	
	I feel more in control of my life				
	Agree	-	278	351	
	Disagree	-	3	5	
	I am more able to make decisions				
	Agree	-	276	1,644	
	Disagree	-	5	76	
	I am more able to cope with day to day issues/problems				
	Agree	-	271	346	
Disagree	-	10	12		

21 In 2018/19 surveys were sent out by email to clients. Questionnaires were also offered to clients at the end of the service use.

Softer Outcomes					
		Aberdeenshire		Scotland	Aberdeenshire
Ref	Indicator	2017/18	2018/19 ²¹	2018/19	%Change 2017/18 to 2018/19
OC3	I know when to seek support and where to get it				
	Agree	-	277	356	
	Disagree	-	4	4	
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	-	279	356	
	Disagree	-	2	2	
	I am confident that I am getting all the benefits/help to which I am legally entitled				
	Agree	-	279	360	
	Disagree	-	2	2	
	I know how much money I have to spend				
	Agree	-	279	359	
	Disagree	-	2	2	
	I can better manage my money				
	Agree	-	271	1,393	
Disagree	-	10	156		
I would be better able to cope if I had an unexpected expense					
Agree	-	272	339		
Disagree	-	9	12		



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