

Common Advice Performance Management Reporting Framework Summary 2018/19

The Moray Council



Scottish Government
Riaghaltas na h-Alba
gov.scot



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 Moray 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 the internal Moray Advice Moray service has reduced slightly from £253,829 in 2017/18 to £241,672 in 2018/19.
- Initial contacts to the services were predominately made over telephone. Telephone contacts made up 85% of initial contacts in 2018/19 compared with just 30% of initial contacts across Scotland.
- In 2018/19 a total of £4,475,103 was owed by debt clients. This debt has risen over time, increasing 17% between 2017/18 and 2018/19 and 42% between 2015/16 and 2018/19. Council Tax arrears in particular have steadily increased. Aside from debt types categorised as “Other”, clients with Council Tax Arrears made up the largest proportion (16%) of all debt clients in 2018/19. The amount owed for this debt type has increased 18% between 2017/18 and 2018/19 and 28% between 2015/16 and 2018/19.
- The services had had high rates of success in 2018/19 with relation to benefit appeals. A total of 142 appeals were won reflecting 84% of the recorded outcomes for appeals.

Services, Investment and Volume					
Ref	Indicator	Moray		Scotland	Moray
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice	-	-	3	
	Welfare rights	-	-	11	
	Combined ¹	1	1	15	0%
	External				
	Money advice	-	-	5	
Welfare rights	-	-	1		
Combined ²	1	1	65	0%	
	Case management system/s	Advice Pro	Advice Pro - Fin Inclusion, CASTLE - CAB		
I1	Number of FTE staff				
	In-House	6.0	6.0	466	0%
	External	-	6.8	443	
	Number of Volunteer FTE staff				
	In-House	-	-	10	
External	1.5	6.0	563	300%	
I2	Local Authority Funding				
	In-House	£253,829	£241,672	£14,753,814	-5%
	External ³	£54,500	£43,752	£11,143,981	-20%
	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		

1 Money Advice Moray

2 Moray Citizens Advice Bureau (CAB)

3 Moray CAB have advised that no apportion of the overall local authority funding is specifically for debt and benefits, however these figures represent the best estimate of the proportion of funding used for money and welfare rights advice

Services, Investment and Volume					
Ref	Indicator	Moray		Scotland	Moray
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume ⁴				
	Contacts	1,960	3,143	307,511	60%
	Total Clients	1,235	2,008	244,637	63%
	New Clients	935	1,264	61,652	35%
	Contacts by channel ⁵				
	Face-to-face	171	221	103,407	29%
	Telephone	1,695	2,659	56,566	57%
	Email	94	263	22,286	180%
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	879	44,416	
	Referrals ⁶				
	Self-referral	209	156	77,897	-25%
	Local authority:				
	Housing	67	54	4,181	-19%
	Social Services	34	14	8,357	-59%
	Revenues	2	2	1,264	0%
	Employability	8	2	1,847	-75%
	Other	-	120	6,558	
	Primary Health Care	30	25	12,202	-17%
Third Sector	20	67	5,790	235%	
Other	140	19	11,972	-86%	
Open SNSIAP cases ⁷					
Type I	-	-	8,774		
Type II	520	797	20,667	53%	
Type III	-	-	7,885		
Closed SNSIAP cases ⁸					
Type I	-	-	15,432		
Type II	767	518	25,043	-32%	
Type III	-	-	5,210		

4 2017/18 figures are Money Advice Moray only and do not include Moray CAB

5 2017/18 figures are Money Advice Moray only and do not include Moray CAB

6 2018/19 figures include Money Advice Moray only

7 2018/19 figures include Money Advice Moray only

8 2018/19 figures include Money Advice Moray only

Services, Investment and Volume					
Ref	Indicator	Moray		Scotland	Moray
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency ⁹				
	Benefit Overpayment	-	11	721	
	Council Tax arrears	-	60	2,189	
	Credit, store and charge card debts	-	56	1,612	
	Catalogue debts	-	9	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	-	6	367	
	Unsecured personal loan (except payday loans)	-	30	1,110	
	Bank and Building society overdrafts	-	18	676	
	Mortgage arrears	-	10	337	
	Rent arrears	-	29	2,989	
	Help with appealing welfare benefit decision	-	60	3,297	
	Assistance with making initial benefit application	-	-	6,271	
	Sanctioned	-	5	249	
	Benefits entitlement check	-	358	28,582	
	Issue relating to right to reside	-	-	199	
	Seeking to access other funds (i.e. grants)	-	32	1,461	
	Other (Please specify)	-	-	25,736	

9 2018/19 figures include Moray CAB only

Client Demographics						
			Moray		Scotland	Moray
Ref	Demographic	Categories	2017/18	2018/19 ¹⁰	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	1,395	607	79,041	-56%
		Female	1,602	693	98,580	-57%
		Not recorded	24	704	39,814	2833%
		Prefer not to answer	*	4	2,330	
	Age ¹¹	0-15	9	11	803	22%
		16-24	179	104	13,350	-42%
		25-34	333	189	26,767	-43%
		35-44	392	242	31,774	-38%
		45-59	869	466	41,754	-46%
		60-64	*	142	20,258	
		65-70	*	-	12,890	
		71+	*	-	21,652	
		Not Recorded	6	564	38,752	9300%
	Prefer not to answer	*	14	9,365		
	Ethnicity	White	1,422	1,146	137,977	-19%
		Any Mixed or Multiple Ethnic Groups	3	2	951	-33%
		Asian, Asian Scottish or Asian British	8	9	3,261	13%
		African	13	2	1,727	-85%
		Caribbean or Black	-	3	500	
		Other Ethnic Group	-	14	1,831	
		Not Recorded	185	789	60,983	326%
		Prefer not to answer	*	43	4,661	
	Disability or long-term condition	Yes	1,367	653	60,955	-52%
		No	1,160	552	51,966	-52%
		Not Recorded	-	803	64,289	
	Income ¹²	£6,000 or less	189	175	18,256	-7%
		£6,001-£10,000	115	82	13,954	-29%
		£10,001-£15,000	90	80	11,306	-11%
		£15,001-£20,000	53	53	7,647	0%
		£20,001-£25,000	29	35	3,579	21%
		£25,001-£30,000	23	15	2,324	-35%
		£30,001-£40,000	9	12	1,316	33%
		Over £40,000	2	7	640	250%
Not Recorded		-	1549	92,673		
Prefer not to answer		*	-	4,138		

10 The Money Advice Moray figures only include new clients not clients whose support is ongoing from 2017/18. These 465 clients have been included under "Not Recorded"

11 Money Advice Moray and Moray CAB record age demographics differently. 2018/19 Money Advice Moray figures include 108 clients aged 60-74 and 4 clients aged 75 and over. 2018/19 Moray CAB figures include 145 clients aged 65-79 and 19 clients aged 80 and over

12 2018/19 figures include Money Advice Moray only, 985 Moray CAB clients have been included under "Not Recorded"

Client Demographics						
			Moray		Scotland	Moray
Ref	Demographic	Categories	2017/18	2018/19 ¹⁰	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	56	38	3,477	-32%
		Employed full time	550	194	16,169	-65%
		Employed part time	316	176	13,548	-44%
		Looking after the home or family	108	45	5,116	-58%
		Permanently retired from work	687	166	17,358	-76%
		Unemployed and seeking work	406	125	18,157	-69%
		At school	-	-	729	
		In further/higher education	43	7	1,097	-84%
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	518	106	26,733	-80%
		Unable to work because of short-term illness or injury	49	-	8,114	-100%
		Other	7	371 ¹³	3,401	5200%
		Not recorded	26	766	80,313	2864%
		Prefer not to answer	*	14	5,734	
	Housing Tenure	Owner occupied	1,059	303	23,012	-71%
		Social rented	899	568	54,932	-37%
		Private rented	430	193	13,782	-55%
		Temporary accommodation	*	-	2,717	
		Homeless	*	18	1,475	
		Other	158	127 ¹⁴	9,619	-20%
Not recorded		37	780	85,407	2008%	
Prefer not to answer	*	19	6,530			

13 Money Advice Moray figures include 29 inactive and 88 unemployed and not in education or training. Moray CAB figures include 39 not seeking work, 13 students and 185 unable to work due to ill health/disability

14 Moray CAB figure includes 11 homeless/temporary accommodation

Client Demographics						
			Moray		Scotland	Moray
Ref	Demographic	Categories	2017/18	2018/19 ¹⁰	2018/19	% Change 2017/18 to 2018/19
C2	Household Composition ¹⁵	Single adult (non-pensioner)	761	514	34,748	-32%
		Single pensioner	228	69	4,476	-70%
		Small single parent (1 or 2 children)	*	-	11,406	
		Large single parent (3 or more children)	*	-	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	49	556	
		Family (2 adults, and 1 or more children)	*	55	10,633	
		Large family (2 adults, and 3 or more children)	*	-	1,036	
		Adult family (2 or more non-pensioners, and no children)	343	226	16,485	-34%
		Older adult family (contains at least 1 pensioner)	497	101	6,038	-80%
		Not Recorded	-	755	84,338	
		Prefer not to answer	*	16	10,422	

15 Moray CAB record household composition differently. 2018/19 figure includes 78 single parent families, 129 families with 2 adults and 1 or more children and 16 other

Money Advice Indicators

		Moray					Scotland	Moray	
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	-	-	-	-	1,355	43,593		
	Benefit overpayment	-	-	-	-	83	1,845		
	Council Tax arrears	-	-	-	-	215	5,174		
	Utility Arrears	-	-	-	-	135	4,055		
	Credit, store, and charge card debts	-	-	-	-	159	5,452		
	Rent to own	-	-	-	-	-	455		
	Catalogue	-	-	-	-	77	2,183		
	Unsecured personal loan	-	-	-	-	135	3,528		
	Payday Loan / High Cost Credit	-	-	-	-	-	1,694		
	Overdrafts	-	-	-	-	109	2,689		
	Mortgage arrears	-	-	-	-	11	674		
	Rent arrears	-	-	-	-	119	5,667		
	Others	-	-	-	-	312 ¹⁶	10,177		
	Amount of debt owed by client								
	Total		£3,152,701	£3,852,000	£3,817,697	£4,475,103	£186,250,137	17%	
	Benefit overpayment		£198,900	£274,000	£209,755	£156,708	£6,283,913	-25%	
	Council Tax arrears		£443,201	£459,000	£480,753	£567,263	£20,075,954	18%	
	Utility Arrears		£108,300	£134,000	£85,102	£109,879	£3,214,671	29%	
	Credit, store, and charge card debts		£666,600	£863,000	£886,940	£1,029,481	£34,926,764	16%	
	Rent to own		£48,700	£59,000	£0	£0	£2,015,158		
	Catalogue		£129,000	£155,000	£149,105	£159,252	£3,858,004	7%	
	Unsecured personal loan		£30,800	£999,000	£989,745	£816,671	£23,273,669	-17%	
	Payday Loan / High Cost Credit		-	-	-	-	£3,306,422		
	Overdrafts		£100,400	£232,000	£180,090	£184,388	£4,553,239	2%	
Mortgage arrears		£50,600	£104,000	£151,166	£517,850	£17,668,282	243%		
Rent arrears		£130,000	£137,000	£136,845	£174,294	£8,197,951	27%		
Others		£1,246,200	£436,000	£548,196 ¹⁷	£759,317 ¹⁸	£58,876,109	39%		

16 Includes Business Debts, Child Support, Hire Purchase, Income Tax & National Insurance, Court Fines, mobile phones, parking charges, social fund and student loans

17 Includes business debts, child support arrears, Court fines, Hire Purchase, Income Tax & National Insurance, mobile phones, social fund loans and student debt etc

18 Includes business debts, child support, Hire Purchase, Income Tax & National Insurance, Court fines, mobile phones, parking charges, social fund and student loans

Money Advice Indicators								
		Moray					Scotland	Moray
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 ¹⁹							
	Sequestration	47	54	81	67	98 ²⁰	1,722	46%
	Debt Arrangement Scheme	38	50	45	31	62 ²¹	886	100%
	Trust Deed	1	-	3	1	-	134	-100%
	Awaiting sequestration	13	-	-	-	-	341	
	Token payments	39	3	5	3	3	1,161	0%
	Pro rata offers	14	9	6	5	3	1,469	-40%
	Moratorium	28	24	38	42	30	263	-29%
	Debt written off	9	3	3	11	5	355	-55%
	Repayment plan	10	-	26	46	-	643	-100%
	Nil Payments/Offer	-	-	-	3	-	295	-100%
	Consolidation Loan	-	-	-	-	-	19	
	Mortgage to rent/Shared equity	-	1	-	-	-	62	
	Did not agree a debt strategy	70	76	-	-	-	1,058	
	Still awaiting outcome	-	-	76	102	97	2,550	-5%
Other: please specify	42	-	3	-	52 ²²	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£167,497 ²³	£30,217,870	
	Financial gain from any other welfare benefits				*		£8,179,848	
	Total of ALL verified financial gain				£1,119,886	£1,087,551 ²⁴	£323,876,347	-3%
	Total of ALL unverified financial gain				*		£47,195,664	

19 2017/18 figures are Money Advice Moray only and do not include Moray CAB

20 CAB cannot complete bankruptcies, so this figure includes the Money Advice Moray only

21 CAB cannot complete DAS cases, so this figure includes the Money Advice Moray only

22 Figure includes Money Advice Moray only. Includes 2 Full & Final settlement, 39 Priority Arrangement, 6 Sale of Assets and 5 Other

23 Figure includes Money Advice Moray only

24 £105,715 of welfare benefit financial gain has been deducted from this total as this relates to a separate CAB project which is not funded through the local authority

Welfare Rights Advice Indicators					
Ref	Indicator	Moray		Scotland	Moray
		2017/18 ²⁵	2018/19 ²⁶	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	56	153	67,249	173%
	No. awards made/maintained	-	86	55,436	
	Financial gain from awards made/maintained	£1,047,718	£284,487	£222,533,895	-73%
	No. Mandatory Reconsiderations (MRs)	-	156	8,891	
	No. MRs won	*	28	2,063	
	No. MRs lost	*	86	2,626	
	No. appeals	-	138	10,826	
	No. appeals won	*	142	6,483	
	No. appeals lost	*	27	2,004	
	Financial gain from MRs/appeals	£0	£741,372	£44,553,543	
	Attendance Allowance				
	No. claims	1	17	7,367	1600%
	No. awards made/maintained	-	14	7,245	
	Financial gain from awards made/maintained	£488	£49,250	£29,556,233	9996%
	No. Mandatory Reconsiderations (MRs)	-	3	190	
	No. MRs won	*	2	119	
	No. MRs lost	*	-	37	
	No. appeals	-	-	58	
	No. appeals won	*	3	42	
	No. appeals lost	*	-	26	
	Financial gain from MRs/appeals	-	£10,482	£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	£0		

25 These figures are Money Advice Moray only and do not include Moray CAB

26 Financial Inclusion Service have calculated financial gain using the difference in amount of award rather than Money Advice Moray have calculated financial gain using the difference in amount of award rather than counting the whole award. This recording has been amended for to ensure in future the full amount is recorded. Welfare Benefit Advisers no longer assist with completing claims (apart from passported benefits) and only deal with MRs and Appeals for disability benefits

Welfare Rights Advice Indicators						
Ref	Indicator	Moray		Scotland	Moray	
		2017/18 ²⁵	2018/19 ²⁶	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	-	6	1,766		
	No. awards made/maintained	-	2	1,393		
	Financial gain from awards made/maintained	-	£9,561	£4,194,118		
	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	-	-	842		
	No. awards made/maintained	-	1	554		
	Financial gain from awards made/maintained	-	£1,076	£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	-	-	£61,321		
	Child Tax Credit					
	No. claims	1	-	1,469	-100%	
	No. awards made/maintained	-	-	579		
	Financial gain from awards made/maintained	£4,465	£0	£3,185,276	-100%	
	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	-	-	15		
Financial gain from awards made/maintained	-	£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	£300			

Welfare Rights Advice Indicators					
Ref	Indicator	Moray		Scotland	Moray
		2017/18 ²⁵	2018/19 ²⁶	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	-	£0	£2,632,769	
	No. Mandatory Reconsiderations (MRs)	-	16	309	
	No. MRs won	*	-	86	
	No. MRs lost	*	-	50	
	No. appeals	-	15	257	
	No. appeals won	*	19	192	
	No. appeals lost	*	2	30	
	Financial gain from MRs/appeals	-	£91,379	£1,354,155	
	Disability Living Allowance				
	No. claims	1	11	2,473	1000%
	No. awards made/maintained	-	4	3,591	
	Financial gain from awards made/maintained	£14,212	£12,009	£6,146,411	-15%
	No. Mandatory Reconsiderations (MRs)	-	10	329	
	No. MRs won	*	3	90	
	No. MRs lost	*	7	119	
	No. appeals	-	8	493	
	No. appeals won	*	5	291	
	No. appeals lost	*	3	110	
	Financial gain from MRs/appeals	-	£18,808	£2,730,061	
	Discretionary Housing Payments				
	No. claims	-	-	834	
	No. awards made/maintained	-	-	1,327	
	Financial gain from awards made/maintained	-	£0	£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	-	-	84	
	No. awards made/maintained	-	-	39	
	Financial gain from awards made/maintained	-	£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	£4,178		

Welfare Rights Advice Indicators						
Ref	Indicator	Moray		Scotland	Moray	
		2017/18 ²⁵	2018/19 ²⁶	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	£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	-	-	45		
	No. awards made/maintained	-	-	31		
	Financial gain from awards made/maintained	-	£0	£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	2	1	1,334	-50%	
	No. awards made/maintained	-	7	2,156		
	Financial gain from awards made/maintained	-	£24,765	£6,997,890		
	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	-	£0	£87,623		
	Personal Independence Payment					
	No. claims	12	85	21,856	608%	
	No. awards made/maintained	-	43	13,324		
	Financial gain from awards made/maintained	£437,719	£132,514	£66,356,434	-70%	
	No. Mandatory Reconsiderations (MRs)	-	102	3,796		
	No. MRs won	*	14	688		
	No. MRs lost	*	65	1,299		
	No. appeals	-	87	5,177		
	No. appeals won	*	82	2,979		
No. appeals lost	*	16	1,064			
Financial gain from MRs/appeals	-	£390,493	£19,563,811			

Welfare Rights Advice Indicators

		Moray		Scotland	Moray	
Ref	Indicator	2017/18 ²⁵	2018/19 ²⁶	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	-	-	2,111		
	No. awards made/maintained	-	-	1,068		
	Financial gain from awards made/maintained	-	£0	£859,970		
	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	£21,285		
	State Pension					
	No. claims	-	-	177		
	No. awards made/maintained	-	2	154		
	Financial gain from awards made/maintained	£15,051	£8,580	£1,400,568		-43%
	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		
	Sure Start Maternity Grant					
	No. claims	-	-	80		
	No. awards made/maintained	-	-	77		
	Financial gain from awards made/maintained	-	£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	£1,000.00		
	Universal Credit					
	No. claims	-	11	4,098		
	No. awards made/maintained	-	3	3,604		
	Financial gain from awards made/maintained	£3,801	£13,572	£16,699,608		257%
	No. Mandatory Reconsiderations (MRs)	-	1	456		
	No. MRs won	*	-	94		
	No. MRs lost	*	-	72		
	No. appeals	1	4	347		
No. appeals won	*	-	203			
No. appeals lost	*	1	51			
Financial gain from MRs/appeals	-	-	£1,115,462.61			

Welfare Rights Advice Indicators					
		Moray		Scotland	Moray
Ref	Indicator	2017/18 ²⁵	2018/19 ²⁶	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	39	22	21,147	-44%
	No. awards made/maintained	-	10	19,547	
	Financial gain from awards made/maintained	£571,982	£33,160	£81,345,429	-94%
	No. Mandatory Reconsiderations (MRs)	-	24	3,508	
	No. MRs won	*	9	917	
	No. MRs lost	*	14	1,012	
	No. appeals	-	24	4,389	
	No. appeals won	*	33	2,730	
	No. appeals lost	*	5	689	
	Financial gain from MRs/appeals	-	£230,210	£17,274,829	

Softer Outcomes					
		Moray		Scotland	Moray
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					
		Moray		Scotland	Moray
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		