

# Common Advice Performance Management Reporting Framework Summary 2018/19

## Angus Council



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The Common Advice Performance Management Reporting Framework (CAPMRF) has been developed in consultation with local authorities and other key stakeholders. It aims to measure key performance indicators for welfare and money advice services funded by local authorities on both an in-house and commissioned basis. This is a summary of the key findings from the data returns for 2018/19 for the CAPMRF for Angus 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 was £455,984 of local authority investment in internal services, down 26% since 2017/18. Investment in external services remained stable at £136,000.
- There has been an increase in demand since 2017/18. Total contacts increased 29% to 3,643 and the number of new clients accessing services increased 10% to 2,504.
- There has been an increase of 134% in the number of clients referred to the service from primary health care services. These referrals made up 16% of all referrals in 2018/19 compared with just 8% in 2017/18.
- The proportion of clients recorded as having a disability or long-term health condition has increased from 34% of clients in 2017/18 to 48% of clients in 2018/19.
- Clients accessing the services were predominately from households with lower incomes. 57% of clients in 2018/19 had a household income of £6,000 or less compared with just 20% of clients in 2017/18.
- The total number of debt clients has increased 20% between 2017/18 and 2018/19. The total amount of debt owed by these clients has also steadily increased. The total debt in 2016/17 was £359,383, increasing to £900,939 in 2017/18 and £2,807,059 in 2018/19.
- The most common debt that clients presented with was rent arrears, of which there were 131 clients in 2018/19. This made up 28% of all debt clients compared with just 13% of rent arrears debt clients in Scotland.
- Demand for Welfare Rights Advice has also increased. The total number of benefit claims has increased 48% to 1,218, the total number of Mandatory Reconsiderations has increased 14% to 143 and the number of appeals has increased 10% to 257.

Services, Investment and Volume					
Ref	Indicator	Angus		Scotland	Angus
		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 <sup>1</sup>	1	1	15	0%
	External				
	Money advice	-	-	5	
Welfare rights	-	-	1		
Combined <sup>2</sup>	1	1	65	0%	
	Case management system/s	Advice Pro	Advice Pro		
I1	Number of FTE staff				
	In-House	19.7	14.6	466	-26%
	External	0.75 <sup>3</sup>	0.5	443	-40%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
External	-	-	563		
I2	Local Authority Funding				
	In-House	£615,444	£455,984	£14,753,814	-26%
	External	£136,000	£136,000	£11,143,981	0%
	Other Sources of Funding				
	Scottish Legal Aid Board	£0		£771,398	
	Scottish Government	£0	£0	£545,522	
	Big Lottery Fund	£0	£0	£290,094	
	European Social Fund	£0	£0	£459,223	
	Other <sup>4</sup>	£36,624	£45,948	£1,977,490	25%

1 Angus Council Welfare Rights Service

2 Angus Citizens Advice Bureau (CAB)

3 This figure relates to one money advice-specific post only. However, it is not known how many paid staff the CAB employs using the local authority funding

4 MacMillan Cancer Support

Services, Investment and Volume					
Ref	Indicator	Angus		Scotland	Angus
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	2,832	3,643	307,511	29%
	Total Clients	3,184	3,040	244,637	-5%
	New Clients	2,268	2,504	61,652	10%
	Contacts by channel				
	Face-to-face	73	250	103,407	242%
	Telephone	1,712	1,613	56,566	-6%
	Email	67	1,064	22,286	1488%
	Web	59	3,940 <sup>5</sup>	4,739	6578%
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	579	44,416	
	Referrals				
	Self-referral	1,556	1,928	77,897	24%
	Local authority:				
	Housing	84	147	4,181	75%
	Social Services	425	173	8,357	-59%
	Revenues	63	5	1,264	-92%
	Employability	-	10	1,847	
	Other	20	19	6,558	-5%
	Primary Health Care	204	478	12,202	134%
	Third Sector	66	52	5,790	-21%
Other	93	96	11,972	3%	
Open SNSIAP cases					
Type I	88	26	8,774	-70%	
Type II	453	287	20,667	-37%	
Type III	189	181	7,885	-4%	
Closed SNSIAP cases <sup>6</sup>					
Type I	1,133	90	15,432	-92%	
Type II	1,669	581	25,043	-65%	
Type III	376	242	5,210	-36%	

5 This is recorded as the number of unique page views of the services website, the service has no way of tracking if visitors to the web page then go onto access the service via other channels

6 A total of 3,527 cases were closed during 2018/19

Services, Investment and Volume					
Ref	Indicator	Angus		Scotland	Angus
		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	-	-	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

Ref	Demographic	Categories	Angus		Scotland	Angus
			2017/18	2018/19 <sup>7</sup>	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	1,144	1,158	79,041	1%
		Female	1,464	1,447	98,580	-1%
		Not recorded	3	434	39,814	14367%
		Prefer not to answer	*	1	2,330	
	Age	0-15	49	60	803	22%
		16-24	234	210	13,350	-10%
		25-34	334	345	26,767	3%
		35-44	392	375	31,774	-4%
		45-59	714	743	41,754	4%
		60-64	*	244	20,258	
		65-70	*	197	12,890	
		71+	*	328	21,652	
		Not Recorded	111	538	38,752	385%
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	2,047	2,076	137,977	1%
		Any Mixed or Multiple Ethnic Groups	1	27	951	2600%
		Asian, Asian Scottish or Asian British	8	4	3,261	-50%
		African	1	3	1,727	200%
		Caribbean or Black	1	1	500	0%
Other Ethnic Group		26	8	1,831	-69%	
Not Recorded		527	880	60,983	67%	
Prefer not to answer		*	41	4,661		
Disability or long-term condition	Yes	878	1,102	60,955	26%	
	No	1,733	1,186	51,966	-32%	
	Not Recorded	-	752	64,289		
Income	£6,000 or less	255	1,289	18,256	405%	
	£6,001-£10,000	359	351	13,954	-2%	
	£10,001-£15,000	352	291	11,306	-17%	
	£15,001-£20,000	139	166	7,647	19%	
	£20,001-£25,000	68	96	3,579	41%	
	£25,001-£30,000	44	44	2,324	0%	
	£30,001-£40,000	19	29	1,316	53%	
	Over £40,000	16	11	640	-31%	
	Not Recorded	1,359	763	92,673	-44%	
	Prefer not to answer	*	-	4,138		

7 Demographic data has only been recorded for new clients, figures for existing clients have been included under "Not Recorded"

**Client Demographics**

			Angus		Scotland	Angus
Ref	Demographic	Categories	2017/18	2018/19 <sup>7</sup>	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	23	31	3,477	35%
		Employed full time	87	99	16,169	14%
		Employed part time	105	117	13,548	11%
		Looking after the home or family	44	137	5,116	211%
		Permanently retired from work	361	345	17,358	-4%
		Unemployed and seeking work	118	113	18,157	-4%
		At school	51	51	729	0%
		In further/higher education	28	32	1,097	14%
		Gov't work or training scheme	-	1	816	
		Permanently sick or disabled	751	667	26,733	-11%
		Unable to work because of short-term illness or injury	206	192	8,114	-7%
		Other	113	5	3,401	-96%
		Not recorded	724	1,236	80,313	71%
		Prefer not to answer	*	14	5,734	
C2	Housing Tenure	Owner occupied	425	385	23,012	-9%
		Social rented	1,029	1,688	54,932	64%
		Private rented	229	258	13,782	13%
		Temporary accommodation	*	-	2,717	
		Homeless	*	15	1,475	
		Other	224	199	9,619	-11%
		Not recorded	704	3,040	85,407	332%
		Prefer not to answer	*	-	6,530	
C2	Household Composition	Single adult (non-pensioner)	683	715	34,748	5%
		Single pensioner	200	176	4,476	-12%
		Small single parent (1 or 2 children)	*	185	11,406	
		Large single parent (3 or more children)	*	70	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	20	556	
		Family (2 adults, and 1 or more children)	*	169	10,633	
		Large family (2 adults, and 3 or more children)	*	33	1,036	
		Adult family (2 or more non-pensioners, and no children)	211	368	16,485	74%
		Older adult family (contains at least 1 pensioner)	180	18	6,038	-90%
		Not recorded	889	1,286	84,338	45%
		Prefer not to answer	*	-	10,422	

## Money Advice Indicators

		Angus					Scotland	Angus
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
	Number of clients							
	Total	-	-	-	388	465	43,593	20%
	Benefit overpayment	-	-	-	20	11	1,845	-45%
	Council Tax arrears	-	-	-	57	71	5,174	25%
	Utility Arrears	-	-	-	22	5	4,055	-77%
	Credit, store, and charge card debts	-	-	-	38	51	5,452	34%
	Rent to own	-	-	-	5	3	455	-40%
	Catalogue	-	-	-	44	11	2,183	-75%
	Unsecured personal loan	-	-	-	108	58	3,528	-46%
	Payday Loan / High Cost Credit	-	-	-	6	24	1,694	300%
	Overdrafts	-	-	-	12	32	2,689	167%
	Mortgage arrears	-	-	-	3	15	674	400%
	Rent arrears	-	-	-	51	131	5,667	157%
Others	-	-	-	22	53 <sup>8</sup>	10,177	141%	
C3	Amount of debt owed by client							
	Total		£0	£359,383	£900,939	£2,807,059	£186,250,137	212%
	Benefit overpayment		£0	£83,560	£38,982	£139,147	£6,283,913	257%
	Council Tax arrears		£0	£53,093	£115,667	£288,295	£20,075,954	149%
	Utility Arrears		£0	£1,990	£16,894	£85,633	£3,214,671	407%
	Credit, store, and charge card debts		£0	£114,870	£73,917	£632,015	£34,926,764	755%
	Rent to own		£0	£0	£19,348	£58,567	£2,015,158	203%
	Catalogue		£0		£45,260	£226,156	£3,858,004	400%
	Unsecured personal loan		£0		£399,569	£417,736	£23,273,669	5%
	Payday Loan / High Cost Credit		£0		£3,408	£185,547	£3,306,422	5345%
	Overdrafts		£0		£18,235	£112,145	£4,553,239	515%
	Mortgage arrears		£0		£71,000	£75,578	£17,668,282	6%
	Rent arrears		£0	£50,613	£82,553	£260,160	£8,197,951	215%
Others		£0	£55,258	£16,106	£326,081 <sup>9</sup>	£58,876,109	1925%	

8 Includes Business Debt, Court expenses, Mobile phone debt, Student Loans, HMRC tax and National Insurance debt

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Money Advice Indicators								
		Angus					Scotland	Angus
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	-	-	73	35	53	1,722	51%
	Debt Arrangement Scheme	-	-	-	5	1	886	-80%
	Trust Deed	-	-	-	-	-	134	
	Awaiting sequestration	-	-	3	1	91	341	9000%
	Token payments	-	-	-	2	50	1,161	2400%
	Pro rata offers	-	-	1	3	10	1,469	233%
	Moratorium	-	-	-	1	-	263	-100%
	Debt written off	-	-	29	1	10	355	900%
	Repayment plan	-	-	2	1	10	643	900%
	Nil Payments/Offer	-	-	1	-	-	295	
	Consolidation Loan	-	-	-	-	-	19	
	Mortgage to rent/Shared equity	-	-	-	1	1	62	0%
	Did not agree a debt strategy	-	-	20	1	50	1,058	4900%
	Still awaiting outcome	-	-	1	28	27	2,550	-4%
Other: please specify	-	-	-	-	-	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£742,228	£30,217,870	
	Financial gain from any other welfare benefits				*	£87,276	£8,179,848	
	Total of ALL verified financial gain				£7,003,993	£6,222,260	£323,876,347	-11%
	Total of ALL unverified financial gain				*	£0	£47,195,664	

Welfare Rights Advice Indicators					
		Angus		Scotland	Angus
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	821	1,218	67,249	48%
	No. awards made/maintained	754	910	55,436	21%
	Financial gain from awards made/maintained	£2,797,271	£4,008,873	£222,533,895	43%
	No. Mandatory Reconsiderations (MRs)	125	143	8,891	14%
	No. MRs won	*	126	2,063	
	No. MRs lost	*	17	2,626	
	No. appeals	233	257	10,826	10%
	No. appeals won	*	212	6,483	
	No. appeals lost	*	45	2,004	
	Financial gain from MRs/appeals	£1,071,320	£1,383,883	£44,553,543	29%
	Attendance Allowance				
	No. claims	212	167	7,367	-21%
	No. awards made/maintained	194	105	7,245	-46%
	Financial gain from awards made/maintained	£588,221	£573,870	£29,556,233	-2%
	No. Mandatory Reconsiderations (MRs)	12	4	190	-67%
	No. MRs won	*	4	119	
	No. MRs lost	*	-	37	
	No. appeals	3	3	58	0%
	No. appeals won	*	1	42	
	No. appeals lost	*	2	26	
	Financial gain from MRs/appeals	£39,306	£4,412	£1,959,706	-89%
	Bereavement Benefits				
	No. claims	-	3	190	
	No. awards made/maintained	-	2	129	
	Financial gain from awards made/maintained	£0	£11,500	£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		

Welfare Rights Advice Indicators					
Ref	Indicator	Angus		Scotland	Angus
		2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Carers Allowance				
	No. claims	23	27	1,766	17%
	No. awards made/maintained	22	19	1,393	-14%
	Financial gain from awards made/maintained	£57,640	£62,398	£4,194,118	8%
	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	2	11	842	450%
	No. awards made/maintained	2	11	554	450%
	Financial gain from awards made/maintained	£0	£16,826	£880,829	
	No. Mandatory Reconsiderations (MRs)	-	-	18	
	No. MRs won	*	-	4	
	No. MRs lost	*	-	1	
	No. appeals	1	-	8	-100%
	No. appeals won	*	-	7	
	No. appeals lost	*	-	3	
	Financial gain from MRs/appeals	£3,894	£0	£61,321	-100%
	Child Tax Credit				
	No. claims	5	5	1,469	0%
	No. awards made/maintained	5	4	579	-20%
	Financial gain from awards made/maintained	£30,913	£29,016	£3,185,276	-6%
	No. Mandatory Reconsiderations (MRs)	-	1	112	
	No. MRs won	*	1	20	
	No. MRs lost	*	-	14	
	No. appeals	1	1	37	0%
	No. appeals won	*	1	14	
	No. appeals lost	*	-	3	
	Financial gain from MRs/appeals	£17,619	£4,590	£196,224	-74%
	Cold Weather Payments and Winter Fuel Payments				
	No. claims	-	4	40	
	No. awards made/maintained	-	4	15	
Financial gain from awards made/maintained	£0	£840	£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						
		Angus		Scotland	Angus	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	-	24	1,265		
	No. awards made/maintained	-	14	569		
	Financial gain from awards made/maintained	£0	£62,267	£2,632,769		
	No. Mandatory Reconsiderations (MRs)	-	2	309		
	No. MRs won	*	2	86		
	No. MRs lost	*	-	50		
	No. appeals	-	4	257		
	No. appeals won	*	4	192		
	No. appeals lost	*	-	30		
	Financial gain from MRs/appeals	£0	£11,170	£1,354,155		
	Disability Living Allowance					
	No. claims	51	61	2,473	20%	
	No. awards made/maintained	41	34	3,591	-17%	
	Financial gain from awards made/maintained	£145,448	£132,448	£6,146,411	-9%	
	No. Mandatory Reconsiderations (MRs)	6	5	329	-17%	
	No. MRs won	*	4	90		
	No. MRs lost	*	1	119		
	No. appeals	10	10	493	0%	
	No. appeals won	*	7	291		
	No. appeals lost	*	3	110		
	Financial gain from MRs/appeals	£69,634	£14,541	£2,730,061	-79%	
	Discretionary Housing Payments					
	No. claims	-	16	834		
	No. awards made/maintained	-	11	1,327		
	Financial gain from awards made/maintained	£0	£10,120	£1,308,618		
	No. Mandatory Reconsiderations (MRs)	-	1	20		
	No. MRs won	*	1	10		
	No. MRs lost	*	-	1		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£0	£685	£11,654		
	Funeral Expenses					
	No. claims	-	5	84		
	No. awards made/maintained	-	4	39		
	Financial gain from awards made/maintained	£0	£4,990	£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					
		Angus		Scotland	Angus
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Industrial Injuries Disablement Benefit				
	No. claims	-	-	73	
	No. awards made/maintained	-	-	35	
	Financial gain from awards made/maintained	£0	£0	£122,385	
	No. Mandatory Reconsiderations (MRs)	-	-	13	
	No. MRs won	*	-	1	
	No. MRs lost	*	-	3	
	No. appeals	-	2	30	
	No. appeals won	*	2	6	
	No. appeals lost	*	-	11	
	Financial gain from MRs/appeals	£0	£6,013	£20,126	
	Maternity Allowance				
	No. claims	-	2	45	
	No. awards made/maintained	-	2	31	
	Financial gain from awards made/maintained	£0	£7,785	£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	£0	£87,865	
	Pension Credit				
	No. claims	8	23	1,334	188%
	No. awards made/maintained	8	14	2,156	75%
	Financial gain from awards made/maintained	£74,460	£72,895	£6,997,890	-2%
	No. Mandatory Reconsiderations (MRs)	2	-	30	-100%
	No. MRs won	*	-	9	
	No. MRs lost	*	-	5	
	No. appeals	1	-	10	-100%
	No. appeals won	*	-	3	
	No. appeals lost	*	-	4	
	Financial gain from MRs/appeals	£12,686	£0	£87,623	-100%
Personal Independence Payment					
No. claims	318	385	21,856	21%	
No. awards made/maintained	298	209	13,324	-30%	
Financial gain from awards made/maintained	£1,231,120	£1,106,879	£66,356,434	-10%	
No. Mandatory Reconsiderations (MRs)	39	81	3,796	108%	
No. MRs won	*	65	688		
No. MRs lost	*	16	1,299		
No. appeals	104	172	5,177	65%	
No. appeals won	*	139	2,979		
No. appeals lost	*	33	1,064		
Financial gain from MRs/appeals	£405,660	£613,569	£19,563,811	51%	

Welfare Rights Advice Indicators						
		Angus		Scotland	Angus	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	3	10	2,111	233%	
	No. awards made/maintained	3	8	1,068	167%	
	Financial gain from awards made/maintained	£2,088	£4,067	£859,970	95%	
	No. Mandatory Reconsiderations (MRs)	-	3	68		
	No. MRs won	*	3	14		
	No. MRs lost	*	-	7		
	No. appeals	-	-	8		
	No. appeals won	*	-	11		
	No. appeals lost	*	-	7		
	Financial gain from MRs/appeals	£0	£636	£21,285		
	State Pension					
	No. claims	-	-	177		
	No. awards made/maintained	-	-	154		
	Financial gain from awards made/maintained	£0	£0	£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	£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	26	233	4,098	796%	
	No. awards made/maintained	23	233	3,604	913%	
	Financial gain from awards made/maintained	£138,945	£1,101,355	£16,699,608	693%	
	No. Mandatory Reconsiderations (MRs)	3	10	456	233%	
	No. MRs won	*	10	94		
	No. MRs lost	*	-	72		
	No. appeals	4	18	347	350%	
	No. appeals won	*	17	203		
No. appeals lost	*	1	51			
Financial gain from MRs/appeals	£8,991	£42,610	£1,115,462.61	374%		

Welfare Rights Advice Indicators					
		Angus		Scotland	Angus
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	173	242	21,147	40%
	No. awards made/maintained	158	236	19,547	49%
	Financial gain from awards made/maintained	£528,436	£811,617	£81,345,429	54%
	No. Mandatory Reconsiderations (MRs)	63	36	3,508	-43%
	No. MRs won	*	36	917	
	No. MRs lost	*	-	1,012	
	No. appeals	109	47	4,389	-57%
	No. appeals won	*	41	2,730	
	No. appeals lost	*	6	689	
	Financial gain from MRs/appeals	£513,530	£685,656	£17,274,829	34%

Softer Outcomes					
		Aberdeenshire		Scotland	Aberdeenshire
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		
OC3	I know when to seek support and where to get it				
	Agree	-	-	356	
	Disagree	-	-	4	

Softer Outcomes					
		Aberdeenshire		Scotland	Aberdeenshire
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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