

Common Advice Performance Management Reporting Framework Summary 2018/19

East Renfrewshire 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 Renfrewshire 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:

*Please note changes over time should be treated with caution as a number of measures in 2017/18 included incomplete data and may have been under reported due to the way in which cases were recorded.

- There was £724,200 of local authority investment in the internal service in 2018/19. This has increased 3.8% since 2017/18.
- There has been a large number of new clients accessing services with an increase of 50% since the previous year.
- A total of 2,124 benefit entitlement checks were carried out by the internal service in 2018/19.
- The total number of debt clients accessing services has increased 189% since the previous year however, the total amount of debt owed by debt clients has steadily decreased over time. This has reduced 39% between 2015/16 and 2018/19.
- In 2018/19 the internal service collected measures on clients self-reported outcomes. Clients were predominately positive about the service, with all clients sampled agreeing that the service had a positive impact on their life in areas including health and wellbeing, capacity and ability to cope and financial stability and resilience.

Services, Investment and Volume					
Ref	Indicator	East Renfrewshire		Scotland	East Renfrewshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice	-	-	3	
	Welfare rights	-	-	11	
	Combined ¹	1	1	15	0%
	External				
	Money advice ²	1	1	5	0%
	Welfare rights	-	-	1	
	Combined	-	-	65	
	Case management system/s	Advice Pro, CASTLE	Advice Pro - MART, CASTLE - CAB		
I1	Number of FTE staff				
	In-House	18.5	19.0	466	3%
	External	0.5	0.5	443	0%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
	External	-	-	563	
I2	Local Authority Funding				
	In-House	£697,411	£724,200	£14,753,814	3.8%
	External	£12,500	£12,500	£11,143,981	0%
	Other Sources of Funding				
	Scottish Legal Aid Board	-	£0.00	£771,398	
	Scottish Government	-	£0	£545,522	
	Big Lottery Fund	-	£0	£290,094	
	European Social Fund	-	£0	£459,223	
Other	£0	£40,000 ³	£1,977,490		

1 Money Advice & Rights Team (MART)

2 East Renfrewshire Citizens Advice Bureau (CAB)

3 East Renfrewshire Council Welfare Contingency Fund, £40,000 over two years

Services, Investment and Volume					
Ref	Indicator	East Renfrewshire		Scotland	East Renfrewshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	-	5,840	307,511	
	Total Clients	3,455	3,527	244,637	2%
	New Clients	1,987	2,977	61,652	50%
	Contacts by channel ⁴				
	Face-to-face	280	4,375	103,407	1463%
	Telephone	182	1,304	56,566	616%
	Email	112	62	22,286	-45%
	Web	92	50	4,739	-46%
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	2,124 ⁵	44,416	
	Referrals ⁶				
	Self-referral	2,638	1,768	77,897	-33%
	Local authority:				
	Housing	86	90	4,181	5%
	Social Services	615	447	8,357	-27%
	Revenues	50	27	1,264	-46%
	Employability	-	33	1,847	
	Other	231	80	6,558	-65%
	Primary Health Care	122	94	12,202	-23%
Third Sector	127	72	5,790	-43%	
Other	66	38	11,972	-42%	
Open SNSIAP cases ⁷					
Type I	-	1,165	8,774		
Type II	-	1,070	20,667		
Type III	-	414	7,885		
Closed SNSIAP cases ⁸					
Type I	-	1,165	15,432		
Type II	-	1,238	25,043		
Type III	-	414	5,210		

4 2017/18 figures were provided by CAB only. 2018/19 includes 49 CAB contacts by letter

5 The figure includes internal MART service only

6 2017/18 and 2018/19 figures were provided by internal MART service only

7 2018/19 figures were provided by internal MART service only

8 2018/19 figures were provided by internal MART service only

Services, Investment and Volume					
Ref	Indicator	East Renfrewshire		Scotland	East Renfrewshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency ⁹				
	Benefit Overpayment	-	35	721	1050%
	Council Tax arrears	2	23	2,189	
	Credit, store and charge card debts	-	134	1,612	
	Catalogue debts	-	13	666	
	PPI	-	2	457	
	Payday Loan /High cost credit	-	18	367	
	Unsecured personal loan (except payday loans)	-	1	1,110	
	Bank and Building society overdrafts	-	13	676	
	Mortgage arrears	-	5	337	
	Rent arrears	11	25	2,989	127%
	Help with appealing welfare benefit decision	80	412	3,297	415%
	Assistance with making initial benefit application	699	1,107	6,271	58%
	Sanctioned	-	2	249	214%
	Benefits entitlement check	376	1,179	28,582	
	Issue relating to right to reside	-	13	199	
	Seeking to access other funds (i.e. grants)	-	49	1,461	
	Other (Please specify)	199	32	25,736	

9 2017/18 and 2018/19 figures were provided by internal MART service only. 2018/19 figures do not include all contacts

Client Demographics

			East Renfrewshire		Scotland	East Renfrewshire
Ref	Demographic	Categories	2017/18	2018/19 ¹⁰	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	1,094	1,087	79,041	-1%
		Female	1,492	1,659	98,580	11%
		Not recorded	-	184	39,814	
		Prefer not to answer	*	1	2,330	
	Age	0-15	42	-	803	-100%
		16-24	13	259	13,350	1892%
		25-34	194	232	26,767	20%
		35-44	305	371	31,774	22%
		45-59	598	582	41,754	-3%
		60-64	*	281	20,258	
		65-70	*	174	12,890	
		71+	*	760	21,652	
		Not Recorded	134	272	38,752	103%
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	1,854	2,181	137,977	18%
		Any Mixed or Multiple Ethnic Groups	-	5	951	
		Asian, Asian Scottish or Asian British	80	83	3,261	4%
		African	2	2	1,727	0%
		Caribbean or Black	3	4	500	33%
		Other Ethnic Group	7	5	1,831	-29%
		Not Recorded	640	614	60,983	-4%
		Prefer not to answer	*	37	4,661	
	Disability or long-term condition	Yes	1,050	2,018	60,955	92%
		No	321	689	51,966	115%
		Not Recorded	6	224	64,289	3633%
	Income	£6,000 or less	124	1,798	18,256	1350%
		£6,001-£10,000	111	372	13,954	235%
£10,001-£15,000		139	256	11,306	84%	
£15,001-£20,000		122	149	7,647	22%	
£20,001-£25,000		60	90	3,579	50%	
£25,001-£30,000		46	45	2,324	-2%	
£30,001-£40,000		38	25	1,316	-34%	
Over £40,000		13	12	640	-8%	
Not Recorded		1,883	184	92,673	-90%	
Prefer not to answer		*	-	4,138		

10 2018/19 Demographic data provided by internal MART service includes new clients only. 184 existing clients have been included under "Not Recorded". Demographic data provided by CAB includes only a portion of clients

Client Demographics

			East Renfrewshire		Scotland	East Renfrewshire
Ref	Demographic	Categories	2017/18	2018/19 ¹⁰	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	37	29	3,477	-22%
		Employed full time	157	96	16,169	-39%
		Employed part time	104	94	13,548	-10%
		Looking after the home or family	14	13	5,116	-7%
		Permanently retired from work	58	25	17,358	-57%
		Unemployed and seeking work	85	51	18,157	-40%
		At school	-	-	729	
		In further/higher education	7	9	1,097	29%
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	96	66	26,733	-31%
		Unable to work because of short-term illness or injury	49	45	8,114	-8%
		Other	8	2	3,401	-75%
		Not recorded	2,237	2,501	80,313	12%
		Prefer not to answer	*	-	5,734	
C2	Housing Tenure	Owner occupied	250	466	23,012	86%
		Social rented	308	675	54,932	119%
		Private rented	101	191	13,782	89%
		Temporary accommodation	*	24	2,717	
		Homeless	*	8	1,475	
		Other	76	58	9,619	-24%
		Not recorded	1,853	1,509	85,407	-19%
		Prefer not to answer	*	-	6,530	
C2	Household Composition	Single adult (non-pensioner)	32	299	34,748	834%
		Single pensioner	23	169	4,476	635%
		Small single parent (1 or 2 children)	*	189	11,406	
		Large single parent (3 or more children)	*	207	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	20	556	
		Family (2 adults, and 1 or more children)	*	195	10,633	
		Large family (2 adults, and 3 or more children)	*	51	1,036	
		Adult family (2 or more non-pensioners, and no children)	171	104	16,485	-39%
		Older adult family (contains at least 1 pensioner)	16	202	6,038	1163%
		Not recorded	1,781	370	84,338	-79%
		Prefer not to answer	*	1,125	10,422	

Money Advice Indicators

		East Renfrewshire					Scotland	East Renfrewshire	
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	-	-	-	454	1,310	43,593	189%	
	Benefit overpayment	-	-	-	21	51	1,845	143%	
	Council Tax arrears	-	-	-	47	204	5,174	334%	
	Utility Arrears	-	-	-	10	62	4,055	520%	
	Credit, store, and charge card debts	-	-	-	88	298	5,452	239%	
	Rent to own	-	-	-	-	2	455		
	Catalogue	-	-	-	20	43	2,183	115%	
	Unsecured personal loan	-	-	-	43	86	3,528	100%	
	Payday Loan / High Cost Credit	-	-	-	10	41	1,694	310%	
	Overdrafts	-	-	-	41	116	2,689	183%	
	Mortgage arrears	-	-	-	6	32	674	433%	
	Rent arrears	-	-	-	11	84	5,667	664%	
	Others	-	-	-	157	291	10,177	85%	
	Amount of debt owed by client								
	Total		£8,732,566	£7,622,973	£6,806,303	£5,349,000	£186,250,137	-21%	
	Benefit overpayment		£243,568	£207,992	£275,273	£133,866	£6,283,913	-51%	
	Council Tax arrears		£755,579	£551,266	£640,683	£300,879	£20,075,954	-53%	
	Utility Arrears		£84,597	£63,777	£66,094	£60,752	£3,214,671	-8%	
	Credit, store, and charge card debts		£3,385,267	£2,958,264	£2,654,549	£2,595,545	£34,926,764	-2%	
	Rent to own		£100,849	£22,587	-	£684	£2,015,158		
	Catalogue		£153,929	£156,922	£157,810	£36,714	£3,858,004	-77%	
	Unsecured personal loan		£1,693,480	£1,436,062	£1,236,137	£270,678	£23,273,669	-78%	
Payday Loan / High Cost Credit		£97,755	£97,803	£92,217	£360,570	£3,306,422	291%		
Overdrafts		£482,290	£428,907	£461,423	£28,448	£4,553,239	-94%		
Mortgage arrears		£288,085	£678,332	£423,325	£368,796	£17,668,282	-13%		
Rent arrears		£91,996	£119,023	£125,077	£76,167	£8,197,951	-39%		
Others		£1,355,170	£902,036	£673,715	£1,115,900	£58,876,109	66%		

Money Advice Indicators

		East Renfrewshire					Scotland	East Renfrewshire
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	45	24	29	29	67	1,722	131%
	Debt Arrangement Scheme	36	21	15	16	16	886	0%
	Trust Deed	3	1	-	1	-	134	-100%
	Awaiting sequestration	1	2	1	-	12	341	
	Token payments	59	41	26	14	11	1,161	-21%
	Pro rata offers	111	58	37	14	31	1,469	121%
	Moratorium	7	10	3	3	13	263	333%
	Debt written off	6	10	4	8	6	355	-25%
	Repayment plan	9	20	19	15	10	643	-33%
	Nil Payments/Offer	-	2	2	1	15	295	1400%
	Consolidation Loan	-	1	1	1	1	19	0%
	Mortgage to rent/Shared equity	-	3	3	-	2	62	
	Did not agree a debt strategy	-	17	25	46	17	1,058	-63%
	Still awaiting outcome	13	13	2	-	36	2,550	
	Other: please specify	17	17	62	-	12	2,595	
OC1	Financial gain							
	Financial gain from money advice				*	£634,175	£30,217,870	
	Financial gain from any other welfare benefits				*	£0	£8,179,848	
	Total of ALL verified financial gain				£8,470,713	£6,077,028	£323,876,347	-28%
	Total of ALL unverified financial gain				*	£0	£47,195,664	

Welfare Rights Advice Indicators					
		East Renfrewshire		Scotland	East Renfrewshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1 ¹¹	Total				
	No. claims	2,754	1,984	67,249	-28%
	No. awards made/maintained	1,329	1,583	55,436	19%
	Financial gain from awards made/maintained	£5,869,664	-	£222,533,895	
	No. Mandatory Reconsiderations (MRs)	160	-	8,891	
	No. MRs won	*	-	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	163	-	10,826	
	No. appeals won	*	-	6,483	
	No. appeals lost	*	-	2,004	
	Financial gain from MRs/appeals	£0	£0	£44,553,543	
	Attendance Allowance				
	No. claims	685	615	7,367	-10%
	No. awards made/maintained	464	514	7,245	11%
	Financial gain from awards made/maintained	£1,474,540	-	£29,556,233	
	No. Mandatory Reconsiderations (MRs)	7	-	190	
	No. MRs won	*	-	119	
	No. MRs lost	*	-	37	
	No. appeals	-	-	58	
	No. appeals won	*	-	42	
	No. appeals lost	*	-	26	
	Financial gain from MRs/appeals	-	-	£1,959,706	
	Bereavement Benefits				
	No. claims	6	3	190	-50%
	No. awards made/maintained	4	3	129	-25%
	Financial gain from awards made/maintained	£12,991	-	£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		

11 2017/18 and 2018/19 data provided by internal MART service only

Welfare Rights Advice Indicators						
		East Renfrewshire		Scotland	East Renfrewshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	58	96	1,766	66%	
	No. awards made/maintained	18	1	1,393	-94%	
	Financial gain from awards made/maintained	£51,856		£4,194,118		
	No. Mandatory Reconsiderations (MRs)	1		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	14	17	842	21%	
	No. awards made/maintained	8	17	554	113%	
	Financial gain from awards made/maintained	£0		£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	57	44	1,469	-23%	
	No. awards made/maintained	19	44	579	132%	
	Financial gain from awards made/maintained	£74,238		£3,185,276		
	No. Mandatory Reconsiderations (MRs)	5		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			

Welfare Rights Advice Indicators						
		East Renfrewshire		Scotland	East Renfrewshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments					
	No. claims	-	-	40		
	No. awards made/maintained	-	-	15		
	Financial gain from awards made/maintained	-		£2,592		
	No. Mandatory Reconsiderations (MRs)	-		3		
	No. MRs won	*		1		
	No. MRs lost	*		-		
	No. appeals	-		-		
	No. appeals won	*		-		
	No. appeals lost	*		£300		
	Financial gain from MRs/appeals	-				
	Contributory Benefits					
	No. claims	-	36	1,265		
	No. awards made/maintained	-	36	569		
	Financial gain from awards made/maintained	-		£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	151	103	2,473		-32%
	No. awards made/maintained	54	74	3,591		37%
	Financial gain from awards made/maintained	£179,900		£6,146,411		
	No. Mandatory Reconsiderations (MRs)	10		329		
	No. MRs won	*		90		
	No. MRs lost	*		119		
	No. appeals	16		493		
No. appeals won	*		291			
No. appeals lost	*		110			
Financial gain from MRs/appeals	-		£2,730,061			

Welfare Rights Advice Indicators						
		East Renfrewshire		Scotland	East Renfrewshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Discretionary Housing Payments					
	No. claims	26	41	834	58%	
	No. awards made/maintained	9	35	1,327	289%	
	Financial gain from awards made/maintained	£6,992		£1,308,618		
	No. Mandatory Reconsiderations (MRs)	2		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	2	3	84	50%	
	No. awards made/maintained	2	3	39	50%	
	Financial gain from awards made/maintained	£2,647		£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		
	Industrial Injuries Disablement Benefit					
	No. claims	4	4	73	0%	
	No. awards made/maintained	1	3	35	200%	
	Financial gain from awards made/maintained	£4,288		£122,385		
	No. Mandatory Reconsiderations (MRs)	1		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			

Welfare Rights Advice Indicators					
		East Renfrewshire		Scotland	East Renfrewshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Maternity Allowance				
	No. claims	2	6	45	200%
	No. awards made/maintained	1	6	31	500%
	Financial gain from awards made/maintained	-		£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	63	55	1,334	-13%
	No. awards made/maintained	36	51	2,156	42%
	Financial gain from awards made/maintained	£118,186		£6,997,890	
	No. Mandatory Reconsiderations (MRs)	1		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	676	601	21,856	-11%
	No. awards made/maintained	274	467	13,324	70%
	Financial gain from awards made/maintained	£1,522,672		£66,356,434	
	No. Mandatory Reconsiderations (MRs)	51		3,796	
	No. MRs won	*		688	
	No. MRs lost	*		1,299	
No. appeals	73		5,177		
No. appeals won	*		2,979		
No. appeals lost	*		1,064		
Financial gain from MRs/appeals	-		£19,563,811		

Welfare Rights Advice Indicators						
		East Renfrewshire		Scotland	East Renfrewshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	93	100	2,111	8%	
	No. awards made/maintained	34	73	1,068	115%	
	Financial gain from awards made/maintained	£23,570		£859,970		
	No. Mandatory Reconsiderations (MRs)	6		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	-		£21,285		
	State Pension					
	No. claims	3	2	177	-33%	
	No. awards made/maintained	1	2	154	100%	
	Financial gain from awards made/maintained	£11,533		£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	-	7	80		
	No. awards made/maintained	-	7	77		
	Financial gain from awards made/maintained	-		£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			

Welfare Rights Advice Indicators					
		East Renfrewshire		Scotland	East Renfrewshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Universal Credit				
	No. claims	7	83	4,098	1086%
	No. awards made/maintained	-	83	3,604	
	Financial gain from awards made/maintained	-		£16,699,608	
	No. Mandatory Reconsiderations (MRs)	3		456	
	No. MRs won	*		94	
	No. MRs lost	*		72	
	No. appeals	-		347	
	No. appeals won	*		203	
	No. appeals lost	*		51	
	Financial gain from MRs/appeals	-		£1,115,462.61	
	Other				
	No. claims	907	168	21,147	-81%
	No. awards made/maintained	404	164	19,547	-59%
	Financial gain from awards made/maintained	£2,386,252		£81,345,429	
	No. Mandatory Reconsiderations (MRs)	73		3,508	
	No. MRs won	*		917	
	No. MRs lost	*		1,012	
	No. appeals	74		4,389	
No. appeals won	*		2,730		
No. appeals lost	*		689		
Financial gain from MRs/appeals	-		£17,274,829		

Softer Outcomes					
		East Renfrewshire		Scotland	East Renfrewshire
Ref	Indicator	2017/18	2018/19 ¹²	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	-	5	1,554	
	Disagree	-	-	183	
	I've been feeling physically better				
	Agree	-	5	304	
	Disagree	-	-	5	
	I've been feeling better about myself				
	Agree	-	4	329	
	Disagree	-	-	7	
	I've been feeling more optimistic about the future				
	Agree	-	5	324	
Disagree	-	-	12		
I've been getting on better with others					
Agree	-	4	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	-	5	347	
	Disagree	-	-	14	
	I feel more in control of my life				
	Agree	-	5	351	
	Disagree	-	-	5	
	I am more able to make decisions				
	Agree	-	5	1,644	
	Disagree	-	-	76	
	I am more able to cope with day to day issues/problems				
	Agree	-	5	346	
Disagree	-	-	12		

12 These figures include internal MART service only

Softer Outcomes					
		East Renfrewshire		Scotland	East Renfrewshire
Ref	Indicator	2017/18	2018/19 ¹²	2018/19	%Change 2017/18 to 2018/19
OC3	I know when to seek support and where to get it	-	5	356	
	Agree	-	-	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	-	5	356	
	Agree	-	-	2	
	Disagree				
	I am confident that I am getting all the benefits/help to which I am legally entitled	-	5	360	
	Agree	-	-	2	
	Disagree				
	I know how much money I have to spend	-	5	359	
	Agree	-	-	2	
	Disagree				
	I can better manage my money	-	5	1,393	
	Agree	-	-	156	
Disagree					
I would be better able to cope if I had an unexpected expense	-	5	339		
Agree	-	-	12		
Disagree					



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