

Common Advice Performance Management Reporting Framework Summary 2018/19

North Ayrshire 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 North Ayrshire 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 has been an increase in staffing and funding from the previous year. The number of FTE staff has increased 30% to 30 FTE staff in 2018/19 and local authority funding for the Money Matters service has increased 37% to £1,097,059 in 2018/19. These increases follow the closure of North Ayrshire Citizens Advice Service (NACAS).
- To mitigate the impact of NACAS closure and Welfare Reform, North Ayrshire Council / HSCP reviewed the Money Matters service. Money Matters previously provided Welfare Rights, Debt Advice and Financial Inclusion service to HSCP service users only. North Ayrshire Council/ HSCP redirected the previous NACAS funds to the Money Matters service to provide Welfare Rights only services to all North Ayrshire residents. Debt Advice and Financial Inclusion service would be provided by 'Better Off North Ayrshire'.
- In 2018/19, the largest proportion of clients accessing the service were aged 45-59 (32%), were living in social rented housing (44%) and belonged to a single adult household (50%).
- The most common benefit that the service helped clients with was Personal Independence Payments (PIP). This benefit made up 12% of all awards made/maintained by the service on behalf of the client in 2018/19 and 52% of all appeals made. Of the appeals made for this benefit type, where the outcome was recorded, 67% were won.
- There was a large increase in the total number of benefits awards made/maintained, increasing from 1,751 awards in 2017/18 to 2,158 in 2018/19. This can in part be explained by a large increase in benefit awards for Universal Credit. This benefit made up 1% of all awards made/maintained in 2017/18, rising to 10% in 2018/19.
- The financial gain generated for clients has increased 10% from £8,666,813 in 2017/18 to £9,526,758 in 2018/19.

| Services, Investment and Volume | | | | | |
|---------------------------------|-----------------------------------|----------------|------------------|-------------|-----------------------------|
| Ref | Indicator | North Ayrshire | | Scotland | N. Ayrshire |
| | | 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 | 0% |
| | Welfare rights ¹ | 1 | 1 | 11 | |
| | Combined | - | - | 15 | |
| | External | | | | |
| | Money advice | - | - | 5 | - |
| | Welfare rights | - | - | 1 | |
| Combined | - | - | 65 | | |
| | Case management system/s | CAREFIRST | CAREFIRST, Excel | | |
| I1 | Number of FTE staff | | | | |
| | In-House | 23.0 | 30.0 | 466 | 0% |
| | External | - | - | 443 | |
| | Number of Volunteer FTE staff | | | | |
| In-House | - | - | 10 | - | |
| External | - | - | 563 | | |
| I2 | Local Authority Funding | | | | |
| | In-House | £798,297 | £1,097,059 | £14,753,814 | 37% |
| | External | £0 | - | £11,143,981 | |
| | Other Sources of Funding | | | | |
| | Scottish Legal Aid Board | £0 | | £771,398 | |
| | Scottish Government | £0 | | £545,522 | |
| | Big Lottery Fund | - | | £290,094 | |
| | European Social Fund | £0 | | £459,223 | |
| Other | £0 | £0 | £1,977,490 | | |

| Services, Investment and Volume | | | | | |
|---------------------------------|--|----------------|---------|----------|-----------------------------|
| Ref | Indicator | North Ayrshire | | Scotland | N. Ayrshire |
| | | 2017/18 | 2018/19 | 2018/19 | % Change 2017/18 to 2018/19 |
| A1 | Volume ² | | | | |
| | Contacts | 4,453 | 4,367 | 307,511 | -2% |
| | Total Clients | 5,209 | 5,743 | 244,637 | 10% |
| | New Clients | 4,453 | 4,367 | 61,652 | -2% |
| | Contacts by channel ³ | | | | |
| | Face-to-face | - | 59 | 103,407 | |
| | Telephone | 2,474 | 2,777 | 56,566 | 12% |
| | Email | 324 | 188 | 22,286 | -42% |
| | Web | - | - | 4,739 | |
| | Webchat | - | - | 833 | |
| | Number of benefit entitlement checks carried out | * | - | 44,416 | |
| | Referrals | | | | |
| | Self-referral | 1,558 | 2,017 | 77,897 | 29% |
| | Local authority: | | | | |
| | Housing | 37 | 16 | 4,181 | -57% |
| | Social Services | 1,957 | 1,577 | 8,357 | -19% |
| | Revenues | - | 4 | 1,264 | |
| | Employability | - | 2 | 1,847 | |
| | Other | - | - | 6,558 | |
| | Primary Health Care | 95 | 131 | 12,202 | 38% |
| | Third Sector | 170 | 60 | 5,790 | -65% |
| | Other | 626 | 830 | 11,972 | 33% |
| | Open SNSIAP cases | | | | |
| Type I | - | - | 8,774 | | |
| Type II | 1,641 | 1,376 | 20,667 | -16% | |
| Type III | 666 | - | 7,885 | | |
| Closed SNSIAP cases | | | | | |
| Type I | 2,006 | - | 15,432 | | |
| Type II | 2,447 | 3,738 | 25,043 | 53% | |
| Type III | - | 629 | 5,210 | | |

2 The service operates an Advice Line whereby when clients contact the service some may require their case to be allocated for assistance representation and others may only receive advice e.g. benefits check

3 2018/19 figures also include 2,719 contacts through the internal HSCP system CAREFIRST

| Services, Investment and Volume | | | | | |
|---------------------------------|--|----------------|---------|----------|-----------------------------|
| Ref | Indicator | North Ayrshire | | Scotland | N. Ayrshire |
| | | 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 | | | | | | |
|---------------------|-----------------------------------|--|----------------|----------------------|----------|-----------------------------|
| | | | North Ayrshire | | Scotland | N. Ayrshire |
| Ref | Demographic | Categories | 2017/18 | 2018/19 ⁴ | 2018/19 | % Change 2017/18 to 2018/19 |
| C2 | Sex | Male | 544 | 941 | 79,041 | 73% |
| | | Female | 816 | 1,057 | 98,580 | 30% |
| | | Not recorded | - | 3,745 | 39,814 | |
| | | Prefer not to answer | * | 4 | 2,330 | |
| | Age | 0-15 | 1 | - | 803 | -100% |
| | | 16-24 | 78 | 152 | 13,350 | 95% |
| | | 25-34 | 119 | 248 | 26,767 | 108% |
| | | 35-44 | 168 | 282 | 31,774 | 68% |
| | | 45-59 | 372 | 637 | 41,754 | 71% |
| | | 60-64 | * | 208 | 20,258 | |
| | | 65-70 | * | 134 | 12,890 | |
| | | 71+ | * | 325 | 21,652 | |
| | | Not Recorded | - | 3,757 | 38,752 | |
| | Prefer not to answer | * | - | 9,365 | | |
| | Ethnicity | White | 904 | 1,694 | 137,977 | 87% |
| | | Any Mixed or Multiple Ethnic Groups | 3 | - | 951 | -100% |
| | | Asian, Asian Scottish or Asian British | 4 | 2 | 3,261 | -50% |
| | | African | 2 | 2 | 1,727 | 0% |
| | | Caribbean or Black | - | - | 500 | |
| | | Other Ethnic Group | 5 | 10 | 1,831 | 100% |
| | | Not Recorded | 151 | 4,035 | 60,983 | 2572% |
| | | Prefer not to answer | * | - | 4,661 | |
| | Disability or long-term condition | Yes | 1,064 | 510 | 60,955 | -52% |
| No | | 199 | 427 | 51,966 | 115% | |
| Not Recorded | | 97 | 4,806 | 64,289 | 4855% | |
| Income | £6,000 or less | 392 | | 18,256 | | |
| | £6,001-£10,000 | 351 | | 13,954 | | |
| | £10,001-£15,000 | 249 | | 11,306 | | |
| | £15,001-£20,000 | 148 | | 7,647 | | |
| | £20,001-£25,000 | 69 | | 3,579 | | |
| | £25,001-£30,000 | 66 | | 2,324 | | |
| | £30,001-£40,000 | 41 | | 1,316 | | |
| | Over £40,000 | 44 | | 640 | | |
| | Not Recorded | - | 5,743 | 92,673 | | |
| | Prefer not to answer | * | | 4,138 | | |

4 Limited information as Q1-Q3 data was only recorded for clients who were allocated to a Welfare Rights Officer or an Income Adviser and did not include clients who contacted the service and received advice only. These clients were included in Q4 data

| Client Demographics | | | | | | |
|----------------------|-----------------|--|----------------|----------------------|----------|-----------------------------|
| | | | North Ayrshire | | Scotland | N. Ayrshire |
| Ref | Demographic | Categories | 2017/18 | 2018/19 ⁴ | 2018/19 | % Change 2017/18 to 2018/19 |
| C2 | Economic Status | Self employed | 4 | 26 | 3,477 | 550% |
| | | Employed full time | 40 | 97 | 16,169 | 143% |
| | | Employed part time | 34 | 103 | 13,548 | 203% |
| | | Looking after the home or family | 80 | 44 | 5,116 | -45% |
| | | Permanently retired from work | 301 | 370 | 17,358 | 23% |
| | | Unemployed and seeking work | 40 | 177 | 18,157 | 343% |
| | | At school | - | 11 | 729 | |
| | | In further/higher education | 14 | 23 | 1,097 | 64% |
| | | Gov't work or training scheme | 4 | 5 | 816 | 25% |
| | | Permanently sick or disabled | 837 | 919 | 26,733 | 10% |
| | | Unable to work because of short-term illness or injury | - | - | 8,114 | |
| | | Other | 6 | - | 3,401 | -100% |
| | | Not recorded | - | 3,968 | 80,313 | |
| | | Prefer not to answer | * | - | 5,734 | |
| | Housing Tenure | Owner occupied | 349 | 455 | 23,012 | 30% |
| | | Social rented | 663 | 848 | 54,932 | 28% |
| | | Private rented | 189 | 332 | 13,782 | 76% |
| | | Temporary accommodation | * | 12 | 2,717 | |
| | | Homeless | * | 24 | 1,475 | |
| | | Other | 124 | 236 | 9,619 | 90% |
| Not recorded | | 4 | 3,836 | 85,407 | 95800% | |
| Prefer not to answer | | * | - | 6,530 | | |

| Client Demographics | | | | | | | |
|---------------------|-----------------------|--|----------------|----------------------|----------|-----------------------------|-------|
| | | | North Ayrshire | | Scotland | N. Ayrshire | |
| Ref | Demographic | Categories | 2017/18 | 2018/19 ⁴ | 2018/19 | % Change 2017/18 to 2018/19 | |
| C2 | Household Composition | Single adult (non-pensioner) | 563 | 682 | 34,748 | 21% | |
| | | Single pensioner | - | 360 | 4,476 | | |
| | | Small single parent (1 or 2 children) | * | 54 | 11,406 | | |
| | | Large single parent (3 or more children) | * | - | 747 | | |
| | | Young single parent (1 adult under 25, and 1 or more children) | * | - | 556 | | |
| | | Family (2 adults, and 1 or more children) | * | 46 | 10,633 | | |
| | | Large family (2 adults, and 3 or more children) | * | - | 1,036 | | |
| | | Adult family (2 or more non-pensioners, and no children) | 191 | 162 | 16,485 | | -15% |
| | | Older adult family (contains at least 1 pensioner) | - | 71 | 6,038 | | |
| | | Not Recorded | 66 | 4,368 | 84,338 | | 6518% |
| | | Prefer not to answer | * | - | 10,422 | | |

Money Advice Indicators

| | | North Ayrshire | | | | | Scotland | N. Ayrshire |
|---------------------|--------------------------------------|----------------|------------|------------|---------|-------------|--------------|-----------------------------------|
| 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 | - | - | - | - | - | 43,593 | |
| | Benefit overpayment | - | - | - | - | - | 1,845 | |
| | Council Tax arrears | - | - | - | - | - | 5,174 | |
| | Utility Arrears | - | - | - | - | - | 4,055 | |
| | Credit, store, and charge card debts | - | - | - | - | - | 5,452 | |
| | Rent to own | - | - | - | - | - | 455 | |
| | Catalogue | - | - | - | - | - | 2,183 | |
| | Unsecured personal loan | - | - | - | - | - | 3,528 | |
| | Payday Loan / High Cost Credit | - | - | - | - | - | 1,694 | |
| | Overdrafts | - | - | - | - | - | 2,689 | |
| | Mortgage arrears | - | - | - | - | - | 674 | |
| | Rent arrears | - | - | - | - | - | 5,667 | |
| | Others | - | - | - | - | - | 10,177 | |
| | Amount of debt owed by client | | | | | | | |
| | Total | - | £744,521 | £5,252,161 | - | - | £186,250,137 | |
| | Benefit overpayment | - | £0 | £203,431 | - | - | £6,283,913 | |
| | Council Tax arrears | - | £0 | £254,544 | - | - | £20,075,954 | |
| | Utility Arrears | - | £0 | £35,139 | - | - | £3,214,671 | |
| | Credit, store, and charge card debts | - | £0 | £641,017 | - | - | £34,926,764 | |
| | Rent to own | - | £0 | £0 | - | - | £2,015,158 | |
| | Catalogue | - | £0 | £74,215 | - | - | £3,858,004 | |
| | Unsecured personal loan | - | £0 | £0 | - | - | £23,273,669 | |
| | Payday Loan / High Cost Credit | - | £0 | £32,049 | - | - | £3,306,422 | |
| | Overdrafts | - | £0 | £49,004 | - | - | £4,553,239 | |
| Mortgage arrears | - | £0 | £566,504 | - | - | £17,668,282 | | |
| Rent arrears | - | £0 | £49,564 | - | - | £8,197,951 | | |
| Others ⁵ | - | £744,521 | £3,346,694 | - | - | £58,876,109 | | |

5 Includes household debts, doorstep etc

| Money Advice Indicators | | | | | | | | |
|------------------------------------|--|----------------|---------|---------|-------------------------|-------------|--------------|-----------------------------------|
| | | North Ayrshire | | | | | Scotland | N. Ayrshire |
| 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 | 56 | 4 | 13 | - | | 1,722 | |
| | Debt Arrangement Scheme | 5 | 3 | 2 | - | | 886 | |
| | Trust Deed | - | - | 2 | - | | 134 | |
| | Awaiting sequestration | 23 | 2 | 16 | - | | 341 | |
| | Token payments | 37 | 16 | 26 | - | | 1,161 | |
| | Pro rata offers | 8 | 8 | 33 | - | | 1,469 | |
| | Moratorium | - | - | 18 | - | | 263 | |
| | Debt written off | 7 | 4 | 320 | - | | 355 | |
| | Repayment plan | - | - | - | - | | 643 | |
| | Nil Payments/Offer | - | - | - | - | | 295 | |
| | Consolidation Loan | - | - | - | - | | 19 | |
| | Mortgage to rent/Shared equity | - | - | - | - | | 62 | |
| | Did not agree a debt strategy | 72 | 14 | 29 | - | | 1,058 | |
| | Still awaiting outcome | - | 36 | - | - | | 2,550 | |
| Other: please specify ⁶ | 41 | 37 | 14 | - | | 2,595 | | |
| OC1 | Financial gain | | | | | | | |
| | Financial gain from money advice | | | | * | | £30,217,870 | |
| | Financial gain from any other welfare benefits | | | | * | | £8,179,848 | |
| | Total of ALL verified financial gain | | | | £8,668,813 ⁷ | £9,526,758 | £323,876,347 | 10% |
| | Total of ALL unverified financial gain | | | | * | £47,195,664 | | |

6 Includes benefit deductions

7 Includes Helpdesk, Casework and Appeal Work

Welfare Rights Advice Indicators

| | | North Ayrshire | | Scotland | N. Ayrshire |
|---------------------------------|--|----------------|------------|--------------|----------------------------------|
| Ref | Indicator | 2017/18 | 2018/19 | 2018/19 | %Change 2017/18 to 2018/19 |
| OP2, OP3, OC1 | Total | | | | |
| | No. claims | - | - | 67,249 | |
| | No. awards made/maintained | 1,751 | 2,158 | 55,436 | 23% |
| | Financial gain from awards made/maintained | £6,564,990 | £7,852,589 | £222,533,895 | 20% |
| | No. Mandatory Reconsiderations (MRs) | - | - | 8,891 | |
| | No. MRs won | * | - | 2,063 | |
| | No. MRs lost | * | - | 2,626 | |
| | No. appeals | 664 | 629 | 10,826 | -5% |
| | No. appeals won | * | 324 | 6,483 | |
| | No. appeals lost | * | 131 | 2,004 | |
| | Financial gain from MRs/appeals | £1,777,473 | £1,674,170 | £44,553,543 | -6% |
| | Attendance Allowance | | | | |
| | No. claims | - | - | 7,367 | |
| | No. awards made/maintained | 203 | 280 | 7,245 | 38% |
| | Financial gain from awards made/maintained | £880,926 | £1,222,740 | £29,556,233 | 39% |
| | No. Mandatory Reconsiderations (MRs) | - | - | 190 | |
| | No. MRs won | * | - | 119 | |
| | No. MRs lost | * | - | 37 | |
| | No. appeals | 7 | 8 | 58 | 14% |
| | No. appeals won | * | 5 | 42 | |
| | No. appeals lost | * | - | 26 | |
| | Financial gain from MRs/appeals | £5,385 | £24,969 | £1,959,706 | 364% |
| | Bereavement Benefits | | | | |
| | No. claims | - | - | 190 | |
| | No. awards made/maintained | 5 | 2 | 129 | -60% |
| | Financial gain from awards made/maintained | £12,279 | £3,900 | £561,487 | -68% |
| | 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 | | | | | | |
|--|--|----------------|----------|------------|----------------------------|--|
| | | North Ayrshire | | Scotland | N. Ayrshire | |
| Ref | Indicator | 2017/18 | 2018/19 | 2018/19 | %Change 2017/18 to 2018/19 | |
| OP2, OP3, OC1 | Carers Allowance | | | | | |
| | No. claims | - | - | 1,766 | | |
| | No. awards made/maintained | 87 | 64 | 1,393 | -26% | |
| | Financial gain from awards made/maintained | £224,340 | £224,979 | £4,194,118 | 0% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | 22 | | |
| | No. MRs won | * | - | 9 | | |
| | No. MRs lost | * | - | 1 | | |
| | No. appeals | 1 | - | 1 | -100% | |
| | No. appeals won | * | - | 1 | | |
| | No. appeals lost | * | - | 5 | | |
| | Financial gain from MRs/appeals | £0 | £0 | £63,942 | | |
| | Child Benefit | | | | | |
| | No. claims | - | - | 842 | | |
| | No. awards made/maintained | 18 | 53 | 554 | 194% | |
| | Financial gain from awards made/maintained | £27,074 | £75,320 | £880,829 | 178% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | 18 | | |
| | No. MRs won | * | - | 4 | | |
| | No. MRs lost | * | - | 1 | | |
| | No. appeals | - | - | 8 | | |
| | No. appeals won | * | - | 7 | | |
| | No. appeals lost | * | - | 3 | | |
| | Financial gain from MRs/appeals | £0 | £0 | £61,321 | | |
| | Child Tax Credit | | | | | |
| | No. claims | - | - | 1,469 | 21% | |
| | No. awards made/maintained | 39 | 47 | 579 | | |
| | Financial gain from awards made/maintained | £181,259 | £240,771 | £3,185,276 | 33% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | 112 | | |
| | No. MRs won | * | - | 20 | | |
| | No. MRs lost | * | - | 14 | | |
| | No. appeals | 3 | 2 | 37 | -33% | |
| | No. appeals won | * | 2 | 14 | | |
| | No. appeals lost | * | - | 3 | | |
| | Financial gain from MRs/appeals | £9,609 | £24,364 | £196,224 | 154% | |
| | Cold Weather Payments and Winter Fuel Payments | | | | | |
| | No. claims | - | - | 40 | | |
| | No. awards made/maintained | - | - | 15 | | |
| Financial gain from awards made/maintained | £0 | £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 | £0 | £300 | | | |

| Welfare Rights Advice Indicators | | | | | |
|----------------------------------|--|----------------|----------|------------|----------------------------|
| | | North Ayrshire | | Scotland | N. Ayrshire |
| 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 | 1 | 18 | 569 | 1700% |
| | Financial gain from awards made/maintained | £3,099 | £86,615 | £2,632,769 | 2695% |
| | No. Mandatory Reconsiderations (MRs) | - | - | 309 | |
| | No. MRs won | * | - | 86 | |
| | No. MRs lost | * | - | 50 | |
| | No. appeals | - | 23 | 257 | |
| | No. appeals won | * | 17 | 192 | |
| | No. appeals lost | * | 3 | 30 | |
| | Financial gain from MRs/appeals | £0 | £91,749 | £1,354,155 | |
| | Disability Living Allowance | | | | |
| | No. claims | - | - | 2,473 | |
| | No. awards made/maintained | 48 | 50 | 3,591 | 4% |
| | Financial gain from awards made/maintained | £201,703 | £213,555 | £6,146,411 | 6% |
| | No. Mandatory Reconsiderations (MRs) | - | - | 329 | |
| | No. MRs won | * | - | 90 | |
| | No. MRs lost | * | - | 119 | |
| | No. appeals | 16 | 36 | 493 | 125% |
| | No. appeals won | * | 14 | 291 | |
| | No. appeals lost | * | 13 | 110 | |
| | Financial gain from MRs/appeals | £32,573 | £56,807 | £2,730,061 | 74% |
| | Discretionary Housing Payments | | | | |
| | No. claims | - | - | 834 | |
| | No. awards made/maintained | 63 | 75 | 1,327 | 19% |
| | Financial gain from awards made/maintained | £74,803 | £72,048 | £1,308,618 | -4% |
| | 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 | £0 | £0 | £11,654 | |
| | Funeral Expenses | | | | |
| | No. claims | - | - | 84 | |
| | No. awards made/maintained | 2 | 2 | 39 | 0% |
| | Financial gain from awards made/maintained | £3,340 | £2,900 | £52,282 | -13% |
| | No. Mandatory Reconsiderations (MRs) | - | - | 9 | |
| | No. MRs won | * | - | 1 | |
| | No. MRs lost | * | - | - | |
| No. appeals | - | 1 | 1 | | |
| No. appeals won | * | - | - | | |
| No. appeals lost | * | - | - | | |
| Financial gain from MRs/appeals | £0 | £0 | £4,178 | | |

| Welfare Rights Advice Indicators | | | | | | |
|--|--|----------------|-------------|------------|----------------------------------|--|
| | | North Ayrshire | | Scotland | N. Ayrshire | |
| 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 | 1 | 1 | 35 | 0% | |
| | Financial gain from awards made/maintained | £4,838 | £2,237 | £122,385 | -54% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | 13 | | |
| | No. MRs won | * | - | 1 | | |
| | No. MRs lost | * | - | 3 | | |
| | No. appeals | 2 | 2 | 30 | 0% | |
| | No. appeals won | * | - | 6 | | |
| | No. appeals lost | * | 2 | 11 | | |
| | Financial gain from MRs/appeals | £0 | £0 | £20,126 | | |
| | Maternity Allowance | | | | | |
| | No. claims | - | - | 45 | | |
| | No. awards made/maintained | 1 | - | 31 | -100% | |
| | Financial gain from awards made/maintained | £7,991 | £0 | £157,684 | -100% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | - | | |
| | No. MRs won | * | - | - | | |
| | No. MRs lost | * | - | - | | |
| | No. appeals | - | - | 4 | | |
| | No. appeals won | * | - | 2 | | |
| | No. appeals lost | * | - | 1 | | |
| | Financial gain from MRs/appeals | £0 | £0 | £87,865 | | |
| | Pension Credit | | | | | |
| | No. claims | - | - | 1,334 | | |
| | No. awards made/maintained | 144 | 158 | 2,156 | 10% | |
| | Financial gain from awards made/maintained | £606,564 | £621,114 | £6,997,890 | 2% | |
| | 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 | £0 | £87,623 | | |
| | Personal Independence Payment | | | | | |
| | No. claims | - | - | 21,856 | | |
| | No. awards made/maintained | 247 | 264 | 13,324 | 7% | |
| Financial gain from awards made/maintained | £1,373,270 | £1,433,829 | £66,356,434 | 4% | | |
| No. Mandatory Reconsiderations (MRs) | - | - | 3,796 | | | |
| No. MRs won | * | - | 688 | | | |
| No. MRs lost | * | - | 1,299 | | | |
| No. appeals | 374 | 325 | 5,177 | -13% | | |
| No. appeals won | * | 157 | 2,979 | | | |
| No. appeals lost | * | 83 | 1,064 | | | |
| Financial gain from MRs/appeals | £982,324 | £998,696 | £19,563,811 | 2% | | |

Welfare Rights Advice Indicators

| | | North Ayrshire | | Scotland | N. Ayrshire | |
|---------------------------------|--|----------------|---------------|-------------|----------------------------------|--|
| Ref | Indicator | 2017/18 | 2018/19 | 2018/19 | %Change 2017/18 to 2018/19 | |
| OP2, OP3, OC1 | Scottish Welfare Fund | | | | | |
| | No. claims | - | - | 2,111 | | |
| | No. awards made/maintained | 28 | 27 | 1,068 | -4% | |
| | Financial gain from awards made/maintained | £24,774 | £7,931 | £859,970 | -68% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | 68 | | |
| | No. MRs won | * | - | 14 | | |
| | No. MRs lost | * | - | 7 | | |
| | No. appeals | - | 1 | 8 | | |
| | No. appeals won | * | - | 11 | | |
| | No. appeals lost | * | - | 7 | | |
| | Financial gain from MRs/appeals | £0 | £0 | £21,285 | | |
| | State Pension | | | | | |
| | No. claims | - | - | 177 | | |
| | No. awards made/maintained | 5 | 10 | 154 | 100% | |
| | Financial gain from awards made/maintained | £38,540 | £63,138 | £1,400,568 | 64% | |
| | 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 | 1 | 11 | 77 | 1000% | |
| | Financial gain from awards made/maintained | £500 | £5,000 | £73,311 | 900% | |
| | 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 | - | - | 4,098 | | |
| | No. awards made/maintained | 20 | 207 | 3,604 | 935% | |
| | Financial gain from awards made/maintained | £107,493 | £1,012,620 | £16,699,608 | 842% | |
| | No. Mandatory Reconsiderations (MRs) | - | - | 456 | | |
| | No. MRs won | * | - | 94 | | |
| | No. MRs lost | * | - | 72 | | |
| | No. appeals | 1 | 19 | 347 | 1800% | |
| No. appeals won | * | 11 | 203 | | | |
| No. appeals lost | * | 4 | 51 | | | |
| Financial gain from MRs/appeals | £0.00 | £37,452.59 | £1,115,462.61 | | | |

| Welfare Rights Advice Indicators | | | | | |
|----------------------------------|--|----------------|------------|-------------|----------------------------------|
| | | North Ayrshire | | Scotland | N. Ayrshire |
| Ref | Indicator | 2017/18 | 2018/19 | 2018/19 | %Change 2017/18 to 2018/19 |
| | Other | | | | |
| | No. claims | - | - | 21,147 | |
| | No. awards made/maintained | 838 | 889 | 19,547 | 6% |
| | Financial gain from awards made/maintained | £2,792,195 | £2,563,892 | £81,345,429 | -8% |
| | No. Mandatory Reconsiderations (MRs) | - | - | 3,508 | |
| | No. MRs won | * | - | 917 | |
| | No. MRs lost | * | - | 1,012 | |
| | No. appeals | 260 | 212 | 4,389 | -18% |
| | No. appeals won | * | 118 | 2,730 | |
| | No. appeals lost | * | 26 | 689 | |
| | Financial gain from MRs/appeals | £747,581 | £440,136 | £17,274,829 | -41% |

| Softer Outcomes | | | | | |
|---|--|----------------|---------|----------|----------------------------------|
| | | North Ayrshire | | Scotland | N. Ayrshire |
| 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 | | | | | |
|---|---|----------------|---------|----------|----------------------------------|
| | | North Ayrshire | | Scotland | N. Ayrshire |
| 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 | | |