

Common Advice Performance Management Reporting Framework Summary 2018/19

Argyll & Bute 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 Argyll & Bute 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:

- This year's figures include Argyll & Bute Council Welfare Rights Service. This service was not included in the figures for 2017/18 as the service was in a different directorate.
- There was a large increase in the number of clients referred from social services and primary health care. In 2018/19 referrals from social services made up 9% of all referrals, compared with 1% in 2017/18. Primary health care referrals made up 17% of referrals in 2018/19 whilst no referrals from this service were recorded in 2017/18.
- In 2018/19 £3,666,621 financial gain was secured for clients and a further £8,000 of unverified gain was secured for clients whose debt was written off on health grounds.
- A total of 678 benefit awards were made/maintained, 29 Mandatory Reconsiderations were won, and 58 appeals were won.

The MACS8 system crashed at the start of November 2018, and all data relating to Debt Counselling clients at that time was lost. Accordingly, the Debt Counselling figures provided only date from 18th November 2018 to 31st March 2019.

Services, Investment and Volume					
Ref	Indicator	Argyll & Bute		Scotland	Argyll & Bute
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice ¹	1	1	3	0%
	Welfare rights ²	-	1	11	
	Combined	-	-	15	
	External				
	Money advice	-	-	5	
Welfare rights	-	-	1		
Combined ³	-	-	65		
	Case management system/s	MACS	MACS8 - Debt Counselling, Abritas – Welfare Rights		
I1	Number of FTE staff				
	In-House	2.0	10.0	466	400% ⁴
	External	-	-	443	
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	-	-	563		
I2	Local Authority Funding				
	In-House	£83,040	£333,394	£14,753,814	301% ⁶
	External	-	-	£11,143,981	
	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	£19,147 ⁵	£1,977,490		

1 Argyll & Bute Council Debt Counselling Service

2 Argyll & Bute Council Welfare Rights Service. This service was not included in the 2017/18 figures as the service was part of a different directorate.

3 Funding was provided to both Argyll & Bute Citizens Advice Bureau and to Bute Advice during both years, but this was not specifically toward providing Debt Counselling or Welfare Rights. Accordingly, ABCAB & Bute Advice work is not included in the figures.

4 Staffing levels remained stable over the period; however, these appear to have increased as the welfare rights service was included in the figures for 2018/19 but not 2017/18.

5 MacMillan Project Funding

6 Welfare Rights and Debt Counselling budgets were cut (in real terms) between 2017/18 and 2018/19; however, these appear to have increased as the welfare rights service was included in the figures for 2018/19 but not 2017/18.

Services, Investment and Volume					
Ref	Indicator	Argyll & Bute		Scotland	Argyll & Bute
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	433	-	307,511	
	Total Clients	183	-	244,637	
	New Clients	102	-	61,652	
	Contacts by channel				
	Face-to-face	125	-	103,407	
	Telephone	196	-	56,566	
	Email	102	-	22,286	
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	7	44,416	
	Referrals				
	Self-referral	139	1,243	77,897	794%
	Local authority:				
	Housing	45	71	4,181	58%
	Social Services	4	186	8,357	4550%
	Revenues	-	-	1,264	
	Employability	-	-	1,847	
	Other	-	-	6,558	
	Primary Health Care	-	362	12,202	
	Third Sector	122	238	5,790	95%
	Other	37 ⁸	72	11,972	95%
	Open SNSIAP cases				
Type I	-	-	8,774		
Type II	31	-	20,667		
Type III	71	-	7,885		
Closed SNSIAP cases					
Type I	198	-	15,432		
Type II	205	-	25,043		
Type III	18	-	5,210		

7 Benefit entitlement checks are offered in all Welfare Rights cases

8 Includes those referred by Mental Health Support workers

Services, Investment and Volume					
Ref	Indicator	Argyll & Bute		Scotland	Argyll & Bute
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	11	-	721	
	Council Tax arrears	42	-	2,189	
	Credit, store and charge card debts	99	-	1,612	
	Catalogue debts	-	-	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	85	-	367	
	Unsecured personal loan (except payday loans)	20	-	1,110	
	Bank and Building society overdrafts	9	-	676	
	Mortgage arrears	22	-	337	
	Rent arrears	49	-	2,989	
	Help with appealing welfare benefit decision	-	-	3,297	
	Assistance with making initial benefit application	6	-	6,271	
	Sanctioned	34	-	249	
	Benefits entitlement check	6	-	28,582	
	Issue relating to right to reside	1	-	199	
	Seeking to access other funds (i.e. grants)	8	-	1,461	
	Other (Please specify)	37	-	25,736	

Client Demographics

Ref	Demographic	Categories	Argyll & Bute		Scotland	Argyll & Bute
			2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	83	12	79,041	-86%
		Female	121	13	98,580	-89%
		Not recorded	-	2,172	39,814	
		Prefer not to answer	*	-	2,330	
	Age ⁹	0-15	-	13	803	
		16-24	12	89	13,350	642%
		25-34	31	5	26,767	-84%
		35-44	40	3	31,774	-93%
		45-59	71	10	41,754	-86%
		60-64	*	268	20,258	
		65-70	*	-	12,890	
		71+	*	3	21,652	
		Not Recorded	-	-	38,752	
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	188	25	137,977	-87%
		Any Mixed or Multiple Ethnic Groups	5	-	951	-100%
		Asian, Asian Scottish or Asian British	1	-	3,261	-100%
		African	-	-	1,727	
		Caribbean or Black	3	-	500	-100%
		Other Ethnic Group	7	-	1,831	-100%
Not Recorded		-	2,172	60,983		
Prefer not to answer		*	-	4,661		
Disability or long-term condition	Yes	155	7	60,955	-95%	
	No	-	18	51,966		
	Not Recorded	49	2,172	64,289	4333%	
Income	£6,000 or less	17	-	18,256	-100%	
	£6,001-£10,000	43	4	13,954	-91%	
	£10,001-£15,000	54	9	11,306	-83%	
	£15,001-£20,000	42	4	7,647	-90%	
	£20,001-£25,000	29	2	3,579	-93%	
	£25,001-£30,000	14	3	2,324	-79%	
	£30,001-£40,000	7	2	1,316	-71%	
	Over £40,000	-	-	640		
	Not Recorded	-	2,172	92,673		
	Prefer not to answer	*	-	4,138		

9 The age bands used by the Welfare Rights service do not match with the categories used in the report. The 2018/19 figures include 1027 clients aged 26-59 and 698 clients aged 65+

Client Demographics

Client Demographics						
			Argyll & Bute		Scotland	Argyll & Bute
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	15	3	3,477	-80%
		Employed full time	7	8	16,169	14%
		Employed part time	24	2	13,548	-92%
		Looking after the home or family	12	2	5,116	-83%
		Permanently retired from work	40	3	17,358	-93%
		Unemployed and seeking work	9	1	18,157	-89%
		At school	-	-	729	
		In further/higher education	4	-	1,097	-100%
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	90	6	26,733	-93%
		Unable to work because of short-term illness or injury	3	-	8,114	-100%
		Other	-	-	3,401	
		Not recorded	-	2,172	80,313	
		Prefer not to answer	*	-	5,734	
		C2	Housing Tenure	Owner occupied	71	8
Social rented	53			9	54,932	-83%
Private rented	78			4	13,782	-95%
Temporary accommodation	*			-	2,717	
Homeless	*			1	1,475	
Other	2			3	9,619	50%
Not recorded	-			2,172	85,407	
Prefer not to answer	*			-	6,530	
C2	Household Composition	Single adult (non-pensioner)	48	10	34,748	-79%
		Single pensioner	40	2	4,476	-95%
		Small single parent (1 or 2 children)	*	6	11,406	
		Large single parent (3 or more children)	*	-	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	1	556	
		Family (2 adults, and 1 or more children)	*	-	10,633	
		Large family (2 adults, and 3 or more children)	*	-	1,036	
		Adult family (2 or more non-pensioners, and no children)	19	2	16,485	-89%
		Older adult family (contains at least 1 pensioner)	24	1	6,038	-96%
		Not recorded	-	2,172	84,338	
		Prefer not to answer	*	-	10,422	

Money Advice Indicators									
		Argyll & Bute					Scotland	Argyll & Bute	
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	-	-	-	665	53	43,593	-92%	
	Benefit overpayment	-	-	-	34	1	1,845	-97%	
	Council Tax arrears	-	-	-	82	8	5,174	-90%	
	Utility Arrears	-	-	-	63	3	4,055	-95%	
	Credit, store, and charge card debts	-	-	-	144	15	5,452	-90%	
	Rent to own	-	-	-	-	-	455		
	Catalogue	-	-	-	89	11	2,183	-88%	
	Unsecured personal loan	-	-	-	56	3	3,528	-95%	
	Payday Loan / High Cost Credit	-	-	-	23	-	1,694	-100%	
	Overdrafts	-	-	-	52	5	2,689	-90%	
	Mortgage arrears	-	-	-	44	-	674	-100%	
	Rent arrears	-	-	-	78	4	5,667	-95%	
	Others	-	-	-	-	3 ¹⁰	10,177		
	Amount of debt owed by client								
	Total		£1,386,518	£1,060,690	£772,298	£255,954	£186,250,137	-67%	
	Benefit overpayment		£3,400	£2,184	£25,145	£3,000	£6,283,913	-88%	
	Council Tax arrears		£215,931	£151,152	£86,403	£14,500	£20,075,954	-83%	
	Utility Arrears		£12,300	£15,495	£45,780	£2,800	£3,214,671	-94%	
	Credit, store, and charge card debts		£516,060	£380,870	£131,455	£81,000	£34,926,764	-38%	
	Rent to own		£0	£34,200	£0	£0	£2,015,158		
	Catalogue		£45,600	£65,429	£71,442	£11,500	£3,858,004	-84%	
	Unsecured personal loan		£414,494	£250,145	£178,453	£3	£23,273,669	-100%	
Payday Loan / High Cost Credit		£35,670	£23,670	£49,822	£2,951	£3,306,422	-94%		
Overdrafts		£80,823	£89,063	£29,572	£2,200	£4,553,239	-93%		
Mortgage arrears		£45,670	£34,252	£79,112	£0	£17,668,282	-100%		
Rent arrears		£16,570	£14,230	£75,114	£0	£8,197,951	-100%		
Others		£0	£0	£	£138,000 ¹¹	£58,876,109			

10 Other includes personal guarantees, time share and Hire Purchase

11 Other includes personal guarantees, time share and Hire Purchase

Money Advice Indicators								
		Argyll & Bute					Scotland	Argyll & Bute
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	12	7	21	9	3	1,722	-67%
	Debt Arrangement Scheme	153	79	37	3	-	886	-100%
	Trust Deed	4	-	-	-	2	134	
	Awaiting sequestration	-	8	12	10	-	341	-100%
	Token payments	34	16	25	64	7	1,161	-89%
	Pro rata offers	96	17	41	21	-	1,469	-100%
	Moratorium	17	7	46	41	-	263	-100%
	Debt written off	23	19	28	43	3	355	-93%
	Repayment plan	76	6	-	-	5	643	
	Nil Payments/Offers	-	-	21	-	-	295	
	Consolidation Loan	-	-	-	-	-	19	
	Mortgage to rent/Shared equity	-	-	-	-	-	62	
	Did not agree a debt strategy	16	-	-	13	-	1,058	-100%
	Still awaiting outcome	-	-	1	-	4	2,550	
Other: please specify	-	-	-	-	-	1 ¹²	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				£249,593	£3,666,621	£323,876,347	1369%
	Total of ALL unverified financial gain				*	£8,000 ¹³	£47,195,664	

12 Other includes debt settled by a one-off payment of 70% of amount owed

13 Includes approximately £8,000 worth of debt written off for 3 clients on health grounds

Welfare Rights Advice Indicators					
		Argyll & Bute		Scotland	Argyll & Bute
Ref	Indicator	2017/18	2018/19 ¹⁴	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	-	-	67,249	
	No. awards made/maintained	-	678	55,436	
	Financial gain from awards made/maintained	£0	£3,181,561	£222,533,895	
	No. Mandatory Reconsiderations (MRs)	-	-	8,891	
	No. MRs won	*	29	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	-	-	10,826	
	No. appeals won	*	58	6,483	
	No. appeals lost	*	-	2,004	
	Financial gain from MRs/appeals	£0	£485,060	£44,553,543	
	Attendance Allowance				
	No. claims	-	-	7,367	
	No. awards made/maintained	-	-	7,245	
	Financial gain from awards made/maintained	-	-	£29,556,233	
	No. Mandatory Reconsiderations (MRs)	-	-	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	-	-	190	
	No. awards made/maintained	-	-	129	
	Financial gain from awards made/maintained	-	-	£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		

14 Financial gain on individual benefits is recorded but not currently reported so category 'other' has been used.

Welfare Rights Advice Indicators						
		Argyll & Bute		Scotland	Argyll & Bute	
Ref	Indicator	2017/18	2018/19 ¹⁴	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	-	-	1,766		
	No. awards made/maintained	-	-	1,393		
	Financial gain from awards made/maintained	-	-	£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	-	-	£63,942		
	Child Benefit					
	No. claims	-	-	842		
	No. awards made/maintained	-	-	554		
	Financial gain from awards made/maintained	-	-	£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	-	-	1,469		
	No. awards made/maintained	-	-	579		
	Financial gain from awards made/maintained	-	-	£3,185,276		
	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	-	-	£196,224		
	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	*	-	-			
Financial gain from MRs/appeals	-	-	£300			

Welfare Rights Advice Indicators					
		Argyll & Bute		Scotland	Argyll & Bute
Ref	Indicator	2017/18	2018/19 ¹⁴	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	-	-	£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	-	-	2,473	
	No. awards made/maintained	-	-	3,591	
	Financial gain from awards made/maintained	-	-	£6,146,411	
	No. Mandatory Reconsiderations (MRs)	-	-	329	
	No. MRs won	*	-	90	
	No. MRs lost	*	-	119	
	No. appeals	-	-	493	
	No. appeals won	*	-	291	
	No. appeals lost	*	-	110	
	Financial gain from MRs/appeals	-	-	£2,730,061	
	Discretionary Housing Payments				
	No. claims	-	-	834	
	No. awards made/maintained	-	-	1,327	
	Financial gain from awards made/maintained	-	-	£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	-	-	£52,282	
	No. Mandatory Reconsiderations (MRs)	-	-	9	
	No. MRs won	*	-	1	
	No. MRs lost	*	-	-	
No. appeals	-	-	1		
No. appeals won	*	-	-		
No. appeals lost	*	-	-		
Financial gain from MRs/appeals	-	-	£4,178		

Welfare Rights Advice Indicators						
		Argyll & Bute		Scotland	Argyll & Bute	
Ref	Indicator	2017/18	2018/19 ¹⁴	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	-	-	£122,385		
	No. Mandatory Reconsiderations (MRs)	-	-	13		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	3		
	No. appeals	-	-	30		
	No. appeals won	*	-	6		
	No. appeals lost	*	-	11		
	Financial gain from MRs/appeals	-	-	£20,126		
	Maternity Allowance					
	No. claims	-	-	45		
	No. awards made/maintained	-	-	31		
	Financial gain from awards made/maintained	-	-	£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	-	-	1,334		
	No. awards made/maintained	-	-	2,156		
	Financial gain from awards made/maintained	-	-	£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	-	-	£87,623		
	Personal Independence Payment					
	No. claims	-	-	21,856		
	No. awards made/maintained	-	102	13,324		
Financial gain from awards made/maintained	-	£736,341	£66,356,434			
No. Mandatory Reconsiderations (MRs)	-	-	3,796			
No. MRs won	*	-	688			
No. MRs lost	*	-	1,299			
No. appeals	-	-	5,177			
No. appeals won	*	-	2,979			
No. appeals lost	*	-	1,064			
Financial gain from MRs/appeals	-	-	£19,563,811			

Welfare Rights Advice Indicators						
		Argyll & Bute		Scotland	Argyll & Bute	
Ref	Indicator	2017/18	2018/19 ¹⁴	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	-	-	2,111		
	No. awards made/maintained	-	7	1,068		
	Financial gain from awards made/maintained	-	£4,221	£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	-	-	£21,285		
	State Pension					
	No. claims	-	-	177		
	No. awards made/maintained	-	-	154		
	Financial gain from awards made/maintained	-	-	£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	-	-	80		
	No. awards made/maintained	-	-	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		
	Universal Credit					
	No. claims	-	-	4,098		
	No. awards made/maintained	-	-	3,604		
Financial gain from awards made/maintained	-	-	£16,699,608			
No. Mandatory Reconsiderations (MRs)	-	-	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			

Welfare Rights Advice Indicators					
		Argyll & Bute		Scotland	Argyll & Bute
Ref	Indicator	2017/18	2018/19 ¹⁴	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	-	-	21,147	
	No. awards made/maintained	-	569	19,547	
	Financial gain from awards made/maintained	-	£2,440,999	£81,345,429	
	No. Mandatory Reconsiderations (MRs)	-	-	3,508	
	No. MRs won	*	29	917	
	No. MRs lost	*	-	1,012	
	No. appeals	-	-	4,389	
	No. appeals won	*	58	2,730	
	No. appeals lost	*	-	689	
	Financial gain from MRs/appeals	-	£485,060	£17,274,829	

Softer Outcomes					
		Aberdeenshire		Scotland	Aberdeenshire
Ref	Indicator	2017/18	2018/19 ¹⁵	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		

¹⁵ Welfare Rights do not record this information. Debt counselling normally conduct a survey during Quarter 3, but were unable to do so in 2018/19 due to the MACS8 system crash and the total loss of all Debt Counselling electronic files.

Softer Outcomes					
		Aberdeenshire		Scotland	Aberdeenshire
Ref	Indicator	2017/18	2018/19 ¹⁵	2018/19	%Change 2017/18 to 2018/19
OC3	I know when to seek support and where to get it				
	Agree	-	-	356	
	Disagree	-	-	4	
OC4	Number of service users self-reporting increased financial stability and resilience as a direct result of getting advice/support from the service				
	I recognise when I need help to sort out my money				
	Agree	-	-	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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