

# Common Advice Performance Management Reporting Framework Summary 2018/19

## City of Edinburgh 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 the City of Edinburgh 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:

- A total of 29,043 clients were supported by the services in 2018/19.
- 13% of clients in 2018/19 were of an ethnicity other than 'White'. This is comparatively higher than the national figure of 6%.
- Over the past three years the amount of debt owed by debt clients has risen considerably. This has increased from £2,731,673 in 2016/17 to £13,247,845 in 2018/19.
- The total number of welfare rights claims made by the services decreased 30% between 2017/18 and 2018/19. However, mandatory reconsiderations have increased 136% and appeals have increased 40%. The majority of mandatory reconsiderations and appeals are for Personal Independence Payment (PIP).
- In 2018/19 Granton Information Centre collected measures on clients self-reported outcomes. Clients were predominately positive about the service. The measures used do not match those reported in the CAPMRF, however these results can be seen in Appendix A.

Services, Investment and Volume					
Ref	Indicator	Edinburgh		Scotland	Edinburgh
		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>	3	3	65	0%
	Case management system/s	MACS, Swift	MACS/ Swift - The Advice Shop, CASTLE - CAE, Advice Pro - CHAI & GIC		
I1	Number of FTE staff				
	In-House	24.8	21.5	466	-13%
	External	16.4	37.6	443	129% <sup>3</sup>
	Number of Volunteer FTE staff				
	In-House	-	-	10	
	External	2.5	31.5	563	1160% <sup>4</sup>
I2	Local Authority Funding				
	In-House	£686,978	£621,808	£14,753,814	-9%
	External	£563,889	£560,264	£11,143,981	-1%
	Other Sources of Funding				
	Scottish Legal Aid Board	-	-	£771,398	
	Scottish Government	-	-	£545,522	
	Big Lottery Fund	£100,000	£101,231	£290,094	1%
European Social Fund	-	-	£459,223		
Other <sup>5</sup>	£50,000	£50,000	£1,977,490	0%	

1 The Advice Shop

2 Citizens Advice Edinburgh (CAE), Community Health & Advice Initiative (CHAI) and Granton Information Centre (GIC)

3 Staffing was underreported in 2017/18

4 Staffing was underreported in 2017/18

5 MacMillan Cancer Support

Services, Investment and Volume					
Ref	Indicator	Edinburgh		Scotland	Edinburgh
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	25,755	27,481	307,511	7%
	Total Clients	-	29,043	244,637	
	New Clients	-	-	61,652	
	Contacts by channel <sup>6</sup>				
	Face-to-face	-	5,574	103,407	
	Telephone	8,099	8,984	56,566	11%
	Email	432	650	22,286	50%
	Web	254	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	920	44,416	
	Referrals				
	Self-referral	-	-	77,897	
	Local authority:				
	Housing	-	-	4,181	
	Social Services	-	-	8,357	
	Revenues	-	-	1,264	
Employability	-	-	1,847		
Other	-	-	6,558		
Primary Health Care	-	-	12,202		
Third Sector	-	-	5,790		
Other	-	-	11,972		
Open SNSIAP cases					
Type I	-	-	8,774		
Type II	-	-	20,667		
Type III	-	-	7,885		
Closed SNSIAP cases					
Type I	-	-	15,432		
Type II	-	-	25,043		
Type III	-	-	5,210		

6 2018/19 figures include the Advice Shop only. These figures have been excluded from the Scotland figures as multiple contacts are recorded for the same individual.

Services, Investment and Volume					
Ref	Indicator	Edinburgh		Scotland	Edinburgh
		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	Edinburgh		Scotland	Edinburgh
			2017/18 <sup>7</sup>	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	4,320	8,198	79,041	90%
		Female	4,794	9,803	98,580	104%
		Not recorded	5	2	39,814	-60%
		Prefer not to answer	*	1	2,330	
	Age	0-15	24	27	803	13%
		16-24	295	870	13,350	195%
		25-34	980	3,381	26,767	245%
		35-44	2,104	3,789	31,774	80%
		45-59	3,310	5,006	41,754	51%
		60-64	*	1,597	20,258	
		65-70	*	759	12,890	
		71+	*	1,451	21,652	
		Not Recorded	8	1,124	38,752	13950%
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	5,892	14,815	137,977	151%
		Any Mixed or Multiple Ethnic Groups	42	200	951	376%
		Asian, Asian Scottish or Asian British	259	760	3,261	193%
		African	3	385	1,727	12733%
		Caribbean or Black	355	164	500	-54%
Other Ethnic Group		277	648	1,831	134%	
Not Recorded		129	813	60,983	530%	
Prefer not to answer		*	158	4,661		
Disability or long-term condition <sup>8</sup>	Yes	2,610	2,933	60,955	12%	
	No	498	-	51,966		
	Not Recorded	44	-	64,289		
Income <sup>9</sup>	£6,000 or less	280	-	18,256		
	£6,001-£10,000	291	-	13,954		
	£10,001-£15,000	195	-	11,306		
	£15,001-£20,000	72	-	7,647		
	£20,001-£25,000	37	-	3,579		
	£25,001-£30,000	6	-	2,324		
	£30,001-£40,000	1	-	1,316		
	Over £40,000	-	-	640		
	Not Recorded	879	-	92,673		
	Prefer not to answer	*	-	4,138		

7 CAE did not provide any demographic data in 2017/18

8 2017/18 figure includes data supplied by CHAI only

9 Limited data is gathered on income by the agencies

Client Demographics						
Ref	Demographic	Categories	Edinburgh		Scotland	Edinburgh
			2017/18 <sup>7</sup>	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	94	-	3,477	
		Employed full time	747	-	16,169	
		Employed part time	273	-	13,548	
		Looking after the home or family	28	-	5,116	
		Permanently retired from work	266	-	17,358	
		Unemployed and seeking work	326	-	18,157	
		At school	-	-	729	
		In further/higher education	37	-	1,097	
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	1,410	-	26,733	
		Unable to work because of short-term illness or injury	246	-	8,114	
		Other	100	-	3,401	
		Not recorded	476	-	80,313	
		Prefer not to answer	*	-	5,734	
C2	Housing Tenure	Owner occupied	25	-	23,012	
		Social rented	156	-	54,932	
		Private rented	21	-	13,782	
		Temporary accommodation	*	-	2,717	
		Homeless	*	-	1,475	
		Other	31	-	9,619	
		Not recorded	-	-	85,407	
		Prefer not to answer	*	-	6,530	
C2	Household Composition	Single adult (non-pensioner)	2,288	-	34,748	
		Single pensioner	-	-	4,476	
		Small single parent (1 or 2 children)	*	-	11,406	
		Large single parent (3 or more children)	*	-	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	-	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)	483	-	16,485	
		Older adult family (contains at least 1 pensioner)	-	-	6,038	
		Not recorded	22	-	84,338	
		Prefer not to answer	*	-	10,422	

## Money Advice Indicators

		Edinburgh					Scotland	Edinburgh
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	-	-	-	-	898	43,593	
	Benefit overpayment	-	-	-	-	58	1,845	
	Council Tax arrears	-	-	-	-	154	5,174	
	Utility Arrears	-	-	-	-	96	4,055	
	Credit, store, and charge card debts	-	-	-	-	225	5,452	
	Rent to own	-	-	-	-	10	455	
	Catalogue	-	-	-	-	35	2,183	
	Unsecured personal loan	-	-	-	-	44	3,528	
	Payday Loan / High Cost Credit	-	-	-	-	8	1,694	
	Overdrafts	-	-	-	-	56	2,689	
	Mortgage arrears	-	-	-	-	7	674	
	Rent arrears	-	-	-	-	107	5,667	
	Others	-	-	-	-	98	10,177	
	Amount of debt owed by client							
	Total		£13,665,165	£2,731,673	£6,578,536	£13,247,845	£186,250,137	101%
	Benefit overpayment		£0	£242,683	£420,752	£523,646	£6,283,913	24%
	Council Tax arrears		£0	£421,596	£1,048,698	£1,676,432	£20,075,954	60%
	Utility Arrears		£0	£5,630	-	£158,955	£3,214,671	
	Credit, store, and charge card debts		£0	£600,011	£1,606,586	£3,380,670	£34,926,764	110%
	Rent to own		£0	£182,123	-	£39,017	£2,015,158	
	Catalogue		£0	£40,539	-	£32,889	£3,858,004	
	Unsecured personal loan		£0	£53,676	£729,540	£1,869,981	£23,273,669	156%
Payday Loan / High Cost Credit		£0	£67,938	£31,641	£170,455	£3,306,422	439%	
Overdrafts		£0	£11,129	£148,396	£460,747	£4,553,239	210%	
Mortgage arrears		£0	£87,413	£875,410	£963,310	£17,668,282	10%	
Rent arrears		£0	£27,723	£396,476	£680,804	£8,197,951	72%	
Others		£13,665,165	£991,212	£1,321,037	£3,290,939	£58,876,109	149%	



Money Advice Indicators								
		Edinburgh					Scotland	Edinburgh
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 <sup>10</sup>							
	Sequestration	104	102	30	66	78	1,722	18%
	Debt Arrangement Scheme	61	40	7	68	71	886	4%
	Trust Deed	3	3	-	17	49	134	188%
	Awaiting sequestration	1	-	-	-	-	341	
	Token payments	89	163	12	95	114	1,161	20%
	Pro rata offers	3	44	1	135	149	1,469	10%
	Moratorium	45	74	2	25	24	263	-4%
	Debt written off	13	13	2	31	42	355	35%
	Repayment plan	135	213	32	162	120	643	-26%
	Nil Payments/Offers	-	-	2	-	2	295	
	Consolidation Loan	-	-	2	-	-	19	
	Mortgage to rent/Shared equity	-	-	-	-	-	62	
	Did not agree a debt strategy	-	-	42	-	51	1,058	
	Still awaiting outcome	204	137	18	8	-	2,550	
Other: please specify	694 <sup>11</sup>	501	3	355	1,329	2,595	274%	
OC1	Financial gain							
	Financial gain from money advice				*	£621,190	£30,217,870	
	Financial gain from any other welfare benefits				*	-	£8,179,848	
	Total of ALL verified financial gain				£14,864,558	-	£323,876,347	
	Total of ALL unverified financial gain				*	£19,932,850	£47,195,664	

10 2017/18 figures include data from external agencies only

11 Includes mortgage to rent, direct reductions, other and undecided

Welfare Rights Advice Indicators					
		Edinburgh		Scotland	Edinburgh
Ref	Indicator	2017/18 <sup>12</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	23,895	16,839	67,249	-30%
	No. awards made/maintained	2,391	2,061	55,436	-14%
	Financial gain from awards made/ maintained	£9,810,911	£9,978,894	£222,533,895	2%
	No. Mandatory Reconsiderations (MRs)	442	1,045	8,891	136%
	No. MRs won	*	279	2,063	
	No. MRs lost	*	247	2,626	
	No. appeals	663	927	10,826	40%
	No. appeals won	*	487	6,483	
	No. appeals lost	*	130	2,004	
	Financial gain from MRs/appeals	£5,053,647	£5,124,782	£44,553,543	1%
	Attendance Allowance				
	No. claims	1,200	866	7,367	-28%
	No. awards made/maintained	242	247	7,245	2%
	Financial gain from awards made/ maintained	£996,911	£1,304,065	£29,556,233	31%
	No. Mandatory Reconsiderations (MRs)	10	13	190	30%
	No. MRs won	*	8	119	
	No. MRs lost	*	-	37	
	No. appeals	1	2	58	100%
	No. appeals won	*	-	42	
	No. appeals lost	*	2	26	
	Financial gain from MRs/appeals	-	£61,271	£1,959,706	
	Bereavement Benefits				
	No. claims	100	6	190	-94%
	No. awards made/maintained	7	3	129	-57%
	Financial gain from awards made/ maintained	£31,560	£26,595	£561,487	-16%
	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		

12 Financial gain figures in 2017/18 were only supplied by GIC and CHAI

Welfare Rights Advice Indicators					
		Edinburgh		Scotland	Edinburgh
Ref	Indicator	2017/18 <sup>12</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Carers Allowance				
	No. claims	590	402	1,766	-32%
	No. awards made/maintained	52	71	1,393	37%
	Financial gain from awards made/maintained	£175,902	£266,714	£4,194,118	52%
	No. Mandatory Reconsiderations (MRs)	1	8	22	700%
	No. MRs won	*	4	9	
	No. MRs lost	*	-	1	
	No. appeals	-	-	1	
	No. appeals won	*	-	1	
	No. appeals lost	*	-	5	
	Financial gain from MRs/appeals	£12,515	£47,527	£63,942	280%
	Child Benefit				
	No. claims	729	399	842	-45%
	No. awards made/maintained	38	36	554	-5%
	Financial gain from awards made/maintained	£0	£71,454	£880,829	
	No. Mandatory Reconsiderations (MRs)	9	2	18	-78%
	No. MRs won	*	2	4	
	No. MRs lost	*	-	1	
	No. appeals	2	2	8	0%
	No. appeals won	*	2	7	
	No. appeals lost	*	-	3	
	Financial gain from MRs/appeals	£16,309	£52,072	£61,321	219%
	Child Tax Credit				
	No. claims	1,363	884	1,469	-35%
	No. awards made/maintained	74	58	579	-22%
	Financial gain from awards made/maintained	£370,085	£359,976	£3,185,276	-3%
	No. Mandatory Reconsiderations (MRs)	12	18	112	50%
No. MRs won	*	4	20		
No. MRs lost	*	3	14		
No. appeals	3	4	37	33%	
No. appeals won	*	4	14		
No. appeals lost	*	-	3		
Financial gain from MRs/appeals	£196,528	£28,636	£196,224	-85%	

Welfare Rights Advice Indicators						
		Edinburgh		Scotland	Edinburgh	
Ref	Indicator	2017/18 <sup>12</sup>	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	£0	£0	£2,592		
	No. Mandatory Reconsiderations (MRs)	-	-	1		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	-		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	£300		
	Financial gain from MRs/appeals	-	£100			
	Contributory Benefits					
	No. claims	-	59	1,265		
	No. awards made/maintained	-	57	569		
	Financial gain from awards made/maintained	£0	£230,203	£2,632,769		
	No. Mandatory Reconsiderations (MRs)	-	19	309		
	No. MRs won	*	4	86		
	No. MRs lost	*	8	50		
	No. appeals	-	13	257		
	No. appeals won	*	8	192		
	No. appeals lost	*	2	30		
	Financial gain from MRs/appeals	-	£55,488	£1,354,155		
	Disability Living Allowance					
	No. claims	805	436	2,473	-46%	
	No. awards made/maintained	24	18	3,591	-25%	
	Financial gain from awards made/maintained	£498,419	£111,373	£6,146,411	-78%	
	No. Mandatory Reconsiderations (MRs)	5	26	329	420%	
	No. MRs won	*	3	90		
	No. MRs lost	*	4	119		
	No. appeals	14	32	493	129%	
No. appeals won	*	14	291			
No. appeals lost	*	7	110			
Financial gain from MRs/appeals	£123,531	£88,067	£2,730,061	-29%		

Welfare Rights Advice Indicators					
		Edinburgh		Scotland	Edinburgh
Ref	Indicator	2017/18 <sup>12</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Discretionary Housing Payments				
	No. claims	197	305	834	55%
	No. awards made/maintained	93	66	1,327	-29%
	Financial gain from awards made/ maintained	£203,813	£174,303	£1,308,618	-14%
	No. Mandatory Reconsiderations (MRs)	19	6	20	-68%
	No. MRs won	*	4	10	
	No. MRs lost	*	-	1	
	No. appeals	-	-	-	
	No. appeals won	*	-	-	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	£19,993	£4,631	£11,654	-77%
	Funeral Expenses				
	No. claims	-	5	84	
	No. awards made/maintained	-	2	39	
	Financial gain from awards made/ maintained	£0	£2,924	£52,282	
	No. Mandatory Reconsiderations (MRs)	2	1	9	-50%
	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	-	2	73	
	No. awards made/maintained	-	-	35	
	Financial gain from awards made/ maintained	£0	£18,000	£122,385	
	No. Mandatory Reconsiderations (MRs)	-	1	13	
	No. MRs won	*	-	1	
	No. MRs lost	*	-	3	
	No. appeals	-	5	30	
No. appeals won	*	-	6		
No. appeals lost	*	-	11		
Financial gain from MRs/appeals	-	£3,220	£20,126		

Welfare Rights Advice Indicators						
		Edinburgh		Scotland	Edinburgh	
Ref	Indicator	2017/18 <sup>12</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Maternity Allowance					
	No. claims	120	-	45	-100%	
	No. awards made/maintained	3	-	31	-100%	
	Financial gain from awards made/ maintained	£39,670	£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	-	£46,455	£87,865		
	Pension Credit					
	No. claims	590	84	1,334	-86%	
	No. awards made/maintained	71	45	2,156	-37%	
	Financial gain from awards made/ maintained	£287,790	£237,250	£6,997,890	-18%	
	No. Mandatory Reconsiderations (MRs)	6	4	30	-33%	
	No. MRs won	*	2	9		
	No. MRs lost	*	2	5		
	No. appeals	-	1	10		
	No. appeals won	*	-	3		
	No. appeals lost	*	1	4		
	Financial gain from MRs/appeals	£27,274	£48,773	£87,623	79%	
	Personal Independence Payment					
	No. claims	5,648	4,545	21,856	-20%	
	No. awards made/maintained	544	384	13,324	-29%	
	Financial gain from awards made/ maintained	£3,077,923	£2,978,191	£66,356,434	-3%	
	No. Mandatory Reconsiderations (MRs)	139	400	3,796	188%	
	No. MRs won	*	31	688		
	No. MRs lost	*	119	1,299		
	No. appeals	289	505	5,177	75%	
No. appeals won	*	233	2,979			
No. appeals lost	*	64	1,064			
Financial gain from MRs/appeals	£2,133,367	£1,936,642	£19,563,811	-9%		

Welfare Rights Advice Indicators					
		Edinburgh		Scotland	Edinburgh
Ref	Indicator	2017/18 <sup>12</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Scottish Welfare Fund				
	No. claims	269	335	2,111	25%
	No. awards made/maintained	14	44	1,068	214%
	Financial gain from awards made/ maintained	£704	£17,740	£859,970	2420%
	No. Mandatory Reconsiderations (MRs)	7	10	68	43%
	No. MRs won	*	7	14	
	No. MRs lost	*	-	7	
	No. appeals	-	1	8	
	No. appeals won	*	-	11	
	No. appeals lost	*	-	7	
	Financial gain from MRs/appeals	£608	£649	£21,285	7%
	State Pension				
	No. claims	-	5	177	
	No. awards made/maintained	5	4	154	-20%
	Financial gain from awards made/ maintained	£31,253	£56,022	£1,400,568	79%
	No. Mandatory Reconsiderations (MRs)	-	1	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	5	3	80	-40%
	No. awards made/maintained	6	3	77	-50%
	Financial gain from awards made/ maintained	£300	£2,300	£73,311	667%
	No. Mandatory Reconsiderations (MRs)	-	-	2	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	-	-	1	
No. appeals won	*	-	2		
No. appeals lost	*	-	-		
Financial gain from MRs/appeals	-	£0.00	£1,000.00		

Welfare Rights Advice Indicators					
		Edinburgh		Scotland	Edinburgh
Ref	Indicator	2017/18 <sup>12</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Universal Credit				
	No. claims	517	886	4,098	71%
	No. awards made/maintained	5	42	3,604	740%
	Financial gain from awards made/ maintained	£26,634	£425,483	£16,699,608	1498%
	No. Mandatory Reconsiderations (MRs)	14	33	456	136%
	No. MRs won	*	2	94	
	No. MRs lost	*	7	72	
	No. appeals	8	13	347	63%
	No. appeals won	*	8	203	
	No. appeals lost	*	4	51	
	Financial gain from MRs/appeals	£63,538.00	£45,770.56	£1,115,462.61	-28%
	Other				
	No. claims	11,762	7,617	21,147	-35%
	No. awards made/maintained	1,213	981	19,547	-19%
	Financial gain from awards made/ maintained	£4,069,947	£3,696,301	£81,345,429	-9%
	No. Mandatory Reconsiderations (MRs)	218	503	3,508	131%
	No. MRs won	*	208	917	
	No. MRs lost	*	104	1,012	
	No. appeals	346	349	4,389	1%
	No. appeals won	*	218	2,730	
No. appeals lost	*	50	689		
Financial gain from MRs/appeals	£2,459,984	£2,705,482	£17,274,829	10%	



Softer Outcomes					
		Edinburgh		Scotland	Edinburgh
Ref	Indicator	2017/18 <sup>13</sup>	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	63	-	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		

13 Data supplied by Granton Information Centre only

Softer Outcomes					
		Edinburgh		Scotland	Edinburgh
Ref	Indicator	2017/18 <sup>13</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
OC3	I know when to seek support and where to get it				
	Agree	96	-	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	79	-	1,393	
Disagree	1	-	156		
I would be better able to cope if I had an unexpected expense					
Agree	-	-	339		
Disagree	-	-	12		

# Appendix

Granton Information Centre – Softer Outcomes 2018/19		
Indicator		Percentage
I have more awareness of how to access help with welfare benefits and debt issues since using the project	Strongly Agree	85%
	Agree	11%
	Don't know/unsure	4%
	Disagree	0%
	Strongly Disagree	0%
I feel more confident that I will seek help with welfare benefits when I need it	Strongly Agree	67%
	Agree	25%
	Don't know/unsure	8%
	Disagree	0%
	Strongly Disagree	0%
I feel more confident to seek help with debt issues before a crisis is reached	Strongly Agree	43%
	Agree	48%
	Don't know/unsure	9%
	Disagree	0%
	Strongly Disagree	0%
I am more able to manage my finances	Strongly Agree	29%
	Agree	42%
	Don't know/unsure	27%
	Disagree	2%
	Strongly Disagree	0%
I feel less anxious about my financial situation	Strongly Agree	41%
	Agree	49%
	Don't know/unsure	7%
	Disagree	3%
	Strongly Disagree	0%
Do you have an existing medical condition?	Yes	71%
	No	29%

## Granton Information Centre – Softer Outcomes 2018/19

Indicator	Percentage	
If yes (do you have an existing medical condition), do you feel the help you received from GIC has in anyway contributed to an overall improvement in your health?	Strongly Agree	16%
	Agree	42%
	Don't know/unsure	39%
	Disagree	3%
	Strongly disagree	0%



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