

Common Advice Performance Management Reporting Framework Summary 2018/19

North Lanarkshire 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 Lanarkshire 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 local authority funding between 2017/18 and 2018/19. Funding for the internal service increased 11% from £1,192,889 to £1,325,995. This increase can in part be attributed to a 6% pay rise across North Lanarkshire Council.
- In 2018/19 referrals from Primary Health Care services made up 20% of all referrals, in comparison to 16% in 2017/18.
- The most common reason for contacting the agency in 2018/19 was for benefits entitlement checks (14%) followed by rent arrears (11%).
- 38% of clients accessing services in 2018/19 were aged 71+, this is substantially higher than across Scotland where 13% of clients were in this age bracket.
- A total of £40,036,437 financial gain was secured for clients in 2018/19. This includes £33,961,678 from benefit awards made/maintained, £4,668,297 from mandatory reconsiderations/appeals and £1,406,463 from money advice.

Services, Investment and Volume					
Ref	Indicator	North Lanarkshire		Scotland	N. Lan.
		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	-	-	5	
	Welfare rights	-	-	1	
	Combined ²	7	7	65	0%
	Case management system/s	MACS, MYSWIS, CASTLE	MACS, MYSWIS - Financial Inclusion Team, CASTLE - CAB		
I1	Number of FTE staff				
	In-House	54.4	54.4	466	0%
	External	58.6	58.6	443	0%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
	External	63.4	63.4	563	0%
I2	Local Authority Funding				
	In-House	£1,192,889	£1,325,995	£14,753,814	11%
	External	£433,092	£500,340 ⁴	£11,143,981	16%
	Other Sources of Funding				
	Scottish Legal Aid Board	£479,764	£36,164	£771,398	-92%
	Scottish Government	£87,764	£68,000	£545,522	-23%
	Big Lottery Fund	£282,591		£290,094	
	European Social Fund	£53,484		£459,223	
	Other	£502,432 ³	£0	£1,977,490	-100%

1 Financial Inclusion Team

2 Airdrie Citizens Advice Bureau, Bellshill Citizens Advice Bureau, Coatbridge Citizens Advice Bureau, Cumbernauld Citizens Advice Bureau, Motherwell & Wishaw Citizens Advice Bureau, Tannochside Information & Advice Centre and Cumbernauld Unemployed Workers

3 This figure includes a Housing Advice Project added to the budget in this year. A breakdown without this project was not possible. The figure has been excluded from the Scotland total

4 Includes £76,578 MacMillan and £42,584 Other

Services, Investment and Volume					
Ref	Indicator	North Lanarkshire		Scotland	N. Lan.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	-	3,620 ⁵	307,511	
	Total Clients	25,636	21,702	244,637	-15%
	New Clients	21,438	609 ⁶	61,652	-97%
	Contacts by channel				
	Face-to-face	-	-	103,407	
	Telephone	-	1,130	56,566	
	Email	-	2,490	22,286	
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	-	44,416	
	Referrals ⁷				
	Self-referral	296	1,130	77,897	282%
	Local authority:				
	Housing	108	82	4,181	-24%
	Social Services	255	10	8,357	-96%
	Revenues	831	-	1,264	-100%
	Employability	-	-	1,847	
	Other	855	1,298	6,558	52%
	Primary Health Care	515	717	12,202	39%
	Third Sector	459	312	5,790	-32%
	Other	-	71	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	

5 This figure includes Money Advice contacts only

6 This figure includes Money Advice clients only

7 2018/19 figures include referrals to Money Advice services only

Services, Investment and Volume					
Ref	Indicator	North Lanarkshire		Scotland	N. Lan.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency ⁸				
	Benefit Overpayment	-	4	721	
	Council Tax arrears	-	89	2,189	
	Credit, store and charge card debts	-	58	1,612	
	Catalogue debts	-	71	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	-	8	367	
	Unsecured personal loan (except payday loans)	-	48	1,110	
	Bank and Building society overdrafts	-	4	676	
	Mortgage arrears	-	26	337	
	Rent arrears	-	134	2,989	
	Help with appealing welfare benefit decision	-	-	3,297	
	Assistance with making initial benefit application	-	-	6,271	
	Sanctioned	-	-	249	
	Benefits entitlement check	-	171	28,582	
	Issue relating to right to reside	-	-	199	
	Seeking to access other funds (i.e. grants)	-	-	1,461	
	Other (Please specify)	-	589	25,736	

8 2018/19 figures include contacts to Money Advice services only. Most of the time a detailed reason is not provided, and contacts simply request money advice

Client Demographics						
			North Lanarkshire		Scotland	N. Lan.
Ref	Demographic	Categories	2017/18 ⁹	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	8,813	8,980	79,041	2%
		Female	12,603	12,687	98,580	1%
		Not recorded	25	35	39,814	40%
		Prefer not to answer	*	-	2,330	
	Age	0-15	140		803	
		16-24	1,554	1,329	13,350	-14%
		25-34	2,326	2,363	26,767	2%
		35-44	2,403	2,448	31,774	2%
		45-59	4,210	4,264	41,754	1%
		60-64	*	1,503	20,258	
		65-70	*	1,503	12,890	
		71+	*	8,206	21,652	
		Not Recorded	7	86	38,752	1129%
		Prefer not to answer	*	-	9,365	
	Ethnicity	White	13,320	13,155	137,977	-1%
		Any Mixed or Multiple Ethnic Groups	8	13	951	63%
		Asian, Asian Scottish or Asian British	80	60	3,261	-25%
		African	10	8	1,727	-20%
		Caribbean or Black	20	21	500	5%
		Other Ethnic Group	37	25	1,831	-32%
		Not Recorded	7,962	8,420	60,983	6%
		Prefer not to answer	*	-	4,661	
	Disability or long-term condition ¹⁰	Yes	5,760	827	60,955	-86%
		No	16,664	1,202	51,966	-93%
		Not Recorded	-	-	64,289	
	Income	£6,000 or less	-	-	18,256	
		£6,001-£10,000	-	-	13,954	
		£10,001-£15,000	-	-	11,306	
		£15,001-£20,000	-	-	7,647	
		£20,001-£25,000	-	-	3,579	
		£25,001-£30,000	-	-	2,324	
		£30,001-£40,000	-	-	1,316	
		Over £40,000	-	-	640	
		Not Recorded	-	-	92,673	
		Prefer not to answer	*	-	4,138	

9 These figures include Money Advice Services only

10 2018/19 figures include Money Advice Services only

Client Demographics						
			North Lanarkshire		Scotland	N. Lan.
Ref	Demographic	Categories	2017/18 ⁹	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	26	31	3,477	19%
		Employed full time	227	164	16,169	-28%
		Employed part time	95	179	13,548	-17%
		Looking after the home or family	24	18	5,116	-25%
		Permanently retired from work	53	33	17,358	-38%
		Unemployed and seeking work	257	178	18,157	-31%
		At school	-	-	729	
		In further/higher education	12	5	1,097	-58%
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	45	52	26,733	16%
		Unable to work because of short-term illness or injury	-	18	8,114	
		Other	24	20	3,401	-17%
		Not recorded	20,769	21,104	80,313	2%
		Prefer not to answer	*	-	5,734	
	Housing Tenure	Owner occupied	125	154	23,012	23%
		Social rented	340	271	54,932	-20%
		Private rented	110	77	13,782	-30%
		Temporary accommodation	*	18	2,717	
		Homeless	*	11	1,475	
		Other	92	70	9,619	-24%
		Not recorded	19	21,101	85,407	110958%
		Prefer not to answer	*	-	6,530	
C2	Household Composition	Single adult (non-pensioner)	345	259	34,748	-25%
		Single pensioner	20	12	4,476	-40%
		Small single parent (1 or 2 children)	*	98	11,406	
		Large single parent (3 or more children)	*	24	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	18	556	
		Family (2 adults, and 1 or more children)	*	84	10,633	
		Large family (2 adults, and 3 or more children)	*	44	1,036	
		Adult family (2 or more non-pensioners, and no children)	70	60	16,485	-14%
		Older adult family (contains at least 1 pensioner)	-	-	6,038	
		Not Recorded	25	21,103	84,338	84312%
		Prefer not to answer	*	-	10,422	

Money Advice Indicators								
		North Lanarkshire					Scotland	N. Lan.
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	-	-	-	-	609	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	-	-	-	-	609 ¹¹	10,177	
	Amount of debt owed by client							
	Total	-	£8,241,036	£0	£9,467,057	£9,741,290	£186,250,137	3%
	Benefit overpayment	-	£0	£0	-	-	£6,283,913	
	Council Tax arrears	-	£0	£0	-	-	£20,075,954	
	Utility Arrears	-	£0	£0	-	-	£3,214,671	
	Credit, store, and charge card debts	-	£0	£0	-	-	£34,926,764	
	Rent to own	-	£0	£0	-	-	£2,015,158	
	Catalogue	-	£0	£0	-	-	£3,858,004	
	Unsecured personal loan	-	£0	£0	-	-	£23,273,669	
	Payday Loan / High Cost Credit	-	£0	£0	-	-	£3,306,422	
	Overdrafts	-	£0	£0	-	-	£4,553,239	
	Mortgage arrears	-	£0	£0	-	-	£17,668,282	
	Rent arrears	-	£0	£0	-	-	£8,197,951	
	Others	-	£8,241,036	£0	£9,467,057	£9,741,290 ¹²	£58,876,109	3%

11 Figures cannot be broken down by debt category, this figure reflects the total number of clients

12 Figures cannot be broken down by debt category, this figure reflects the total amount owed by clients

Money Advice Indicators								
		North Lanarkshire					Scotland	N. Lan.
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	-	-	-	-	70	1,722	
	Debt Arrangement Scheme	-	-	-	-	98	886	
	Trust Deed	-	-	-	-	-	134	
	Awaiting sequestration	-	-	-	-	42	341	
	Token payments	-	-	-	-	57	1,161	
	Pro rata offers	-	-	-	-	26	1,469	
	Moratorium	-	-	-	-	11	263	
	Debt written off	-	-	-	-	9	355	
	Repayment plan	-	206	166	-	5	643	
	Nil Payments/Offer	-	-	-	-	30	295	
	Consolidation Loan	-	-	-	-	-	19	
	Mortgage to rent/Shared equity	-	-	-	-	-	62	
	Did not agree a debt strategy	-	-	-	-	64	1,058	
	Still awaiting outcome	-	-	-	-	97	2,550	
	Other: please specify	-	-	-	-	115	2,595	
OC1	Financial gain							
	Financial gain from money advice				*	£1,406,463	£30,217,870	
	Financial gain from any other welfare benefits				*		£8,179,848	
	Total of ALL verified financial gain				£26,573,843 ¹³	£40,036,437	£323,876,347	51%
	Total of ALL unverified financial gain				*		£47,195,664	

13 Figure include partial data

Welfare Rights Advice Indicators

		North Lanarkshire		Scotland	N. Lan.
Ref	Indicator	2017/18 ¹⁴	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	11,344	-	67,249	-100%
	No. awards made/maintained	7,508	15,746	55,436	110%
	Financial gain from awards made/maintained	£21,547,871	£33,961,678	£222,533,895	58%
	No. Mandatory Reconsiderations (MRs)	599	-	8,891	-100%
	No. MRs won	*	-	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	1,207	2,248	10,826	86%
	No. appeals won	*	1,043	6,483	
	No. appeals lost	*	470	2,004	
	Financial gain from MRs/appeals	£4,127,822	£4,668,297	£44,553,543	13%
	Attendance Allowance				
	No. claims	841	-	7,367	
	No. awards made/maintained	541	1,241	7,245	129%
	Financial gain from awards made/maintained	£273,910	£3,579,962	£29,556,233	1207%
	No. Mandatory Reconsiderations (MRs)	23	-	190	
	No. MRs won	*	-	119	
	No. MRs lost	*	-	37	
	No. appeals	4	12	58	200%
	No. appeals won	*	1	42	
	No. appeals lost	*	3	26	
	Financial gain from MRs/appeals	£48,305	£4,870	£1,959,706	-90%
	Bereavement Benefits				
	No. claims	12	-	190	
	No. awards made/maintained	5	14	129	180%
	Financial gain from awards made/maintained	£19,400	£38,811	£561,487	100%
	No. Mandatory Reconsiderations (MRs)	1	-	4	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	3	-	5	-100%
	No. appeals won	*	-	-	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	£0	£0	£0	

Welfare Rights Advice Indicators

		North Lanarkshire		Scotland	N. Lan.
Ref	Indicator	2017/18 ¹⁴	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Carers Allowance				
	No. claims	246	-	1,766	
	No. awards made/maintained	203	382	1,393	88%
	Financial gain from awards made/maintained	£381,219	£302,571	£4,194,118	-21%
	No. Mandatory Reconsiderations (MRs)	-	-	22	
	No. MRs won	*	-	9	
	No. MRs lost	*	-	1	
	No. appeals	-	-	1	
	No. appeals won	*	-	1	
	No. appeals lost	*	-	5	
	Financial gain from MRs/appeals	£0	£0	£63,942	
	Child Benefit				
	No. claims	68	-	842	
	No. awards made/maintained	37	140	554	278%
	Financial gain from awards made/maintained	£59,496	£42,187	£880,829	-29%
	No. Mandatory Reconsiderations (MRs)	-	-	18	
	No. MRs won	*	-	4	
	No. MRs lost	*	-	1	
	No. appeals	-	1	8	
	No. appeals won	*	-	7	
	No. appeals lost	*	1	3	
	Financial gain from MRs/appeals	-	£0	£61,321	
	Child Tax Credit				
	No. claims	123	-	1,469	
	No. awards made/maintained	64	139	579	117%
	Financial gain from awards made/maintained	£362,639	£1162,420	£3,185,276	-55%
	No. Mandatory Reconsiderations (MRs)	5	-	112	
	No. MRs won	*	-	20	
	No. MRs lost	*	-	14	
	No. appeals	2	-	37	-100%
	No. appeals won	*	-	14	
	No. appeals lost	*	-	3	
	Financial gain from MRs/appeals	£6,092	£0	£196,224	-100%
	Cold Weather Payments and Winter Fuel Payments				
	No. claims	-	-	40	
	No. awards made/maintained	-	-	15	
	Financial gain from awards made/maintained	-	£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	£300	

Welfare Rights Advice Indicators

		North Lanarkshire		Scotland	N. Lan.
Ref	Indicator	2017/18 ¹⁴	2018/19	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	-	£0	£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	-	£0	£1,354,155	
	Disability Living Allowance				
	No. claims	181	-	2,473	
	No. awards made/maintained	97	383	3,591	295%
	Financial gain from awards made/maintained	£543,170	£716,613	£6,146,411	32%
	No. Mandatory Reconsiderations (MRs)	14	-	329	
	No. MRs won	*	-	90	
	No. MRs lost	*	-	119	
	No. appeals	33	52	493	58%
	No. appeals won	*	23	291	
	No. appeals lost	*	12	110	
	Financial gain from MRs/appeals	£102,343	£138,748	£2,730,061	36%
	Discretionary Housing Payments				
	No. claims	549	-	834	
	No. awards made/maintained	347	842	1,327	143%
	Financial gain from awards made/maintained	£230,311	£263,940	£1,308,618	15%
	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	£11,654	
	Funeral Expenses				
	No. claims	-	-	84	
	No. awards made/maintained	-	-	39	
	Financial gain from awards made/maintained	-	£0	£52,282	
	No. Mandatory Reconsiderations (MRs)	-	-	9	
	No. MRs won	*	-	1	
	No. MRs lost	*	-	-	
	No. appeals	-	-	1	
	No. appeals won	*	-	-	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	-	£0	£4,178	

Welfare Rights Advice Indicators

		North Lanarkshire		Scotland	N. Lan.
Ref	Indicator	2017/18 ¹⁴	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Industrial Injuries Disablement Benefit				
	No. claims	7	-	73	
	No. awards made/maintained	-	18	35	
	Financial gain from awards made/maintained	£0	£26,254	£122,385	
	No. Mandatory Reconsiderations (MRs)	1	-	13	
	No. MRs won	*	-	1	
	No. MRs lost	*	-	3	
	No. appeals	1	7	30	600%
	No. appeals won	*	1	6	
	No. appeals lost	*	1	11	
	Financial gain from MRs/appeals	£0	£4,492	£20,126	
	Maternity Allowance				
	No. claims	1	-	45	
	No. awards made/maintained	1	5	31	400%
	Financial gain from awards made/maintained	£7,331	£17,547	£157,684	139%
	No. Mandatory Reconsiderations (MRs)	-	-	-	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	-	2	4	
	No. appeals won	*	-	2	
	No. appeals lost	*	1	1	
	Financial gain from MRs/appeals	-	£0	£87,865	
	Pension Credit				
	No. claims	488	-	1,334	
	No. awards made/maintained	342	751	2,156	120%
	Financial gain from awards made/maintained	£1,183,318	£1,327,601	£6,997,890	12%
	No. Mandatory Reconsiderations (MRs)	6	-	30	
	No. MRs won	*	-	9	
	No. MRs lost	*	-	5	
	No. appeals	3	1	10	-67%
	No. appeals won	*	-	3	
	No. appeals lost	*	-	4	
	Financial gain from MRs/appeals	£2,113	£0	£87,623	-100%
	Personal Independence Payment				
	No. claims	1,603	-	21,856	
	No. awards made/maintained	682	2,850	13,324	318%
	Financial gain from awards made/maintained	£4,219,712	£6,639,318	£66,356,434	57%
	No. Mandatory Reconsiderations (MRs)	246	-	3,796	
	No. MRs won	*	-	688	
	No. MRs lost	*	-	1,299	
	No. appeals	485	749	5,177	54%
	No. appeals won	*	329	2,979	
	No. appeals lost	*	176	1,064	
	Financial gain from MRs/appeals	£1,419,926	£2,357,652	£19,563,811	66%

Welfare Rights Advice Indicators

		North Lanarkshire		Scotland	N. Lan.
Ref	Indicator	2017/18 ¹⁴	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Scottish Welfare Fund				
	No. claims	1,040	-	2,111	
	No. awards made/maintained	845	64	1,068	-92%
	Financial gain from awards made/maintained	£880,697	£587,569	£859,970	-33%
	No. Mandatory Reconsiderations (MRs)	2	-	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	£1,040	£0	£21,285	-100%
	State Pension				
	No. claims	11	-	177	
	No. awards made/maintained	10	15	154	50%
	Financial gain from awards made/maintained	£80,455	£66,918	£1,400,568	-17%
	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	£0.00	£0.00	
	Sure Start Maternity Grant				
	No. claims	-	-	80	
	No. awards made/maintained	-	81	77	
	Financial gain from awards made/maintained	-	£600	£73,311	
	No. Mandatory Reconsiderations (MRs)	-	-	2	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	-	-	1	
	No. appeals won	*	-	2	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	-	£0.00	£1,000.00	
	Universal Credit				
	No. claims	96	-	4,098	
	No. awards made/maintained	59	1,343	3,604	2176%
	Financial gain from awards made/maintained	£194,136	£2,937,249	£16,699,608	1413%
	No. Mandatory Reconsiderations (MRs)	13	-	456	
	No. MRs won	*	-	94	
	No. MRs lost	*	-	72	
	No. appeals	4	20	347	400%
	No. appeals won	*	7	203	
	No. appeals lost	*	6	51	
	Financial gain from MRs/appeals	£18,226.35	£41,116.06	£1,115,462.61	126%

Welfare Rights Advice Indicators

		North Lanarkshire		Scotland	N. Lan.
Ref	Indicator	2017/18 ¹⁴	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	6,168	-	21,147	
	No. awards made/maintained	4,275	7,551	19,547	77%
	Financial gain from awards made/maintained	£13,112,077	£17,252,120	£81,345,429	32%
	No. Mandatory Reconsiderations (MRs)	287	-	3,508	
	No. MRs won	*	-	917	
	No. MRs lost	*	-	1,012	
	No. appeals	672	1,404	4,389	109%
	No. appeals won	*	682	2,730	
	No. appeals lost	*	270	689	
	Financial gain from MRs/appeals	£2,529,775	£2,121,420	£17,274,829	-16%

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	