

Common Advice Performance Management Reporting Framework Summary 2018/19

Clackmannanshire Council



Clackmannanshire
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 Clackmannanshire 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:

- In 2018/19 the service supported a total of 2,213 clients, including 1,286 new clients.
- Most commonly the first reason people contacted the service for was for a benefits entitlement check. This made up 67% (1,280 of 1,290) of the reasons recorded, which is substantially higher than in Scotland where only 37% of first contacts were for benefit entitlement checks.
- The majority of clients accessing advice had a disability or long-term health condition. In 2018/19 62% of clients were recorded as having a disability, comparatively higher than the national proportion of 54%.
- Debt clients owed a total of £2,494,387 in 2018/19 which was 20% higher than the total debt owed in 2015/16.
- The total verified financial gain secured for clients in 2018/19 was £1,737,260 with £523,788 through money advice, £772,898 from awards made or maintained, and £440,574 from mandatory reconsiderations or appeals.

Services, Investment and Volume					
Ref	Indicator	Clackmannanshire		Scotland	Clackmannanshire
		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	-	-	15	
	External				
	Money advice	-	-	5	
	Welfare rights	-	-	1	
	Combined	1 ¹	1 ²	65	0%
	Case management system/s	CASTLE	CASTLE		
I1	Number of FTE staff				
	In-House	-	-	466	
	External	10.5	13.8	443	31%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	13.0	7.0	563	-46%	
I2	Local Authority Funding				
	In-House	£0	£0	£14,753,814	
	External	£143,000	£134,000	£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 ³	£0	£171,547	£1,977,490		

1 Clackmannanshire CAB

2 Clackmannanshire CAB

3 Other funding includes; Citizens Advice Scotland £127,630, Bank of Scotland £24,936, Robertson Trust £11,500, UK Government £2,000 and Smart Energy GB £5480.

Services, Investment and Volume					
Ref	Indicator	Clackmannanshire		Scotland	Clackmannanshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume ⁴				
	Contacts	1,964	4,404	307,511	124%
	Total Clients	646	2,213	244,637	243%
	New Clients	268	1,286	61,652	380%
	Contacts by channel ⁵				
	Face-to-face	838	3,967	103,407	373%
	Telephone	278	-	56,566	-100%
	Email	216	-	22,286	-100%
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	-	44,416	
	Referrals ⁶				
	Self-referral	-	746	77,897	
	Local authority:				
	Housing	-	191	4,181	
	Social Services	-	82	8,357	
	Revenues	-	-	1,264	
	Employability	-	-	1,847	
	Other	-	4	6,558	
	Primary Health Care	-	48	12,202	
Third Sector	-	105	5,790		
Other	-	120	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		

4 2017/18 figures include Money Advice clients only

5 In 2018/19 Contacts by Channel has not been recorded for 437 contacts. This is a recording issue and training is ongoing to rectify this.

6 In 2018/19 Referrals included all areas of advice.

Services, Investment and Volume					
Ref	Indicator	Clackmannanshire		Scotland	Clackmannanshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency ⁷				
	Benefit Overpayment	-	20	721	
	Council Tax arrears	-	69	2,189	
	Credit, store and charge card debts	-	57	1,612	
	Catalogue debts	-	25	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	-	18	367	
	Unsecured personal loan (except payday loans)	-	28	1,110	
	Bank and Building society overdrafts	-	25	676	
	Mortgage arrears	-	22	337	
	Rent arrears	-	87	2,989	
	Help with appealing welfare benefit decision	-	164 ⁸	3,297	
	Assistance with making initial benefit application	-	-	6,271	
	Sanctioned	-	26	249	
	Benefits entitlement check	-	1,280	28,582	
	Issue relating to right to reside	-	-	199	
	Seeking to access other funds (i.e. grants)	-	53	1,461	
	Other (Please specify)	-	46	25,736	

7 In 2018/19 First reason for contacting the agency has not been recorded for 2,047 contacts. This is a recording issue and training is ongoing to rectify this.

8 Includes initial contact where benefit advice was given

Client Demographics						
			Clackmannanshire		Scotland	Clackmannanshire
Ref	Demographic	Categories	2017/18 ⁹	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	279	937	79,041	236%
		Female	341	1,118	98,580	228%
		Not recorded	26	127	39,814	388%
		Prefer not to answer	*	31	2,330	
	Age	0-15	-	-	803	
		16-24	52	208	13,350	300%
		25-34	120	380	26,767	217%
		35-44	138	422	31,774	206%
		45-59	204	738	41,754	262%
		60-64	*	200	20,258	
		65-70	*	192	12,890	
		71+	*	30	21,652	
		Not Recorded	41	42	38,752	2%
	Prefer not to answer	*	1	9,365		
	Ethnicity	White	610	2,044	137,977	235%
		Any Mixed or Multiple Ethnic Groups	-	4	951	
		Asian, Asian Scottish or Asian British	4	16	3,261	300%
		African	1	4	1,727	300%
		Caribbean or Black	2	3	500	50%
		Other Ethnic Group	2	14	1,831	600%
		Not Recorded	27	119	60,983	341%
		Prefer not to answer	*	9	4,661	
	Disability or long-term condition	Yes	274	1,249	60,955	356%
		No	312	754	51,966	142%
		Not Recorded	60	210	64,289	250%
	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		646	2,213	92,673		
Prefer not to answer		*	-	4,138		

9 These figures include Money Advice clients only

Client Demographics						
			Clackmannanshire		Scotland	Clackmannanshire
Ref	Demographic	Categories	2017/18 ⁹	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	22	40	3,477	82%
		Employed full time	130	220	16,169	69%
		Employed part time	92	236	13,548	157%
		Looking after the home or family	9	51	5,116	467%
		Permanently retired from work	62	206	17,358	232%
		Unemployed and seeking work	120	584	18,157	387%
		At school	-	-	729	
		In further/higher education	19	24	1,097	26%
		Gov't work or training scheme	-	1	816	
		Permanently sick or disabled	118	624	26,733	429%
		Unable to work because of short-term illness or injury	20	39	8,114	95%
		Other	10	26	3,401	160%
		Not recorded	44	134	80,313	205%
		Prefer not to answer	*	28	5,734	
C2	Housing Tenure	Owner occupied	121	337	23,012	179%
		Social rented	410	1,258	54,932	207%
		Private rented	62	196	13,782	216%
		Temporary accommodation ¹⁰	*	-	2,717	
		Homeless	*	80	1,475	
		Other	32	189	9,619	491%
		Not recorded	21	124	85,407	490%
		Prefer not to answer	*	29	6,530	
C2	Household Composition ¹¹	Single adult (non-pensioner)	232	790	34,748	241%
		Single pensioner	48	103	4,476	115%
		Small single parent (1 or 2 children)	*	264	11,406	
		Large single parent (3 or more children) ¹²	*	-	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	26	556	
		Family (2 adults, and 1 or more children)	*	263	10,633	
		Large family (2 adults, and 3 or more children)	*	23	1,036	
		Adult family (2 or more non-pensioners, and no children)	96	334	16,485	248%
		Older adult family (contains at least 1 pensioner)	30	149	6,038	397%
		Not recorded	42	137	84,338	226%
		Prefer not to answer	*	46	10,422	

10 In 2018/19 clients in temporary accommodation were recorded under "Homeless".

11 In 2018/19 there were 78 clients recorded as "other".

12 In 2018/19 clients in large single parent families were recorded under "Large Family".

Money Advice Indicators									
		Clackmannanshire					Scotland	Clackmannanshire	
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19	
C3	Number of clients ¹³								
	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	-	£2,086,606	£679,919	-	£2,494,387	£186,250,137		
	Benefit overpayment	-	£115,037	£17,504	-	£93,659	£6,283,913		
	Council Tax arrears	-	£338,907	£68,800	-	£239,880	£20,075,954		
	Utility Arrears	-	£104,174	£8,239	-	£36,146	£3,214,671		
	Credit, store, and charge card debts	-	£592,426	£62,498	-	£633,953	£34,926,764		
	Rent to own	-	£74,931	£7,800	-	£0	£2,015,158		
	Catalogue	-	£109,941	£14,657	-	£24,099	£3,858,004		
	Unsecured personal loan	-	£289,794	£47,347	-	£455,590	£23,273,669		
	Payday Loan / High Cost Credit	-	£42,520	£4,894	-	£32,659	£3,306,422		
Overdrafts	-	£90,960	£3,150	-	£58,949	£4,553,239			
Mortgage arrears	-	£66,735	£406,670	-	£119,907	£17,668,282			
Rent arrears	-	£63,563	£18,945	-	£80,687	£8,197,951			
Others ¹⁴	-	£197,617	£19,416	-	£718,858	£58,876,109			

13 Unable to report on the number of clients as most clients have more than 1 debt.

14 Other include; wage arrestment, telephones and insurance.

Money Advice Indicators

		Clackmannanshire					Scotland	Clackmannanshire
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	15	24	29	19	16	1,722	-16%
	Debt Arrangement Scheme	4	2	8	2	-	886	-100%
	Trust Deed	-	2	7	1	-	134	-100%
	Awaiting sequestration	2	21	1	-	-	341	
	Token payments	34	36	67	1	15	1,161	1400%
	Pro rata offers	18	32	49	53	22	1,469	-58%
	Moratorium	1	4	2	-	1	263	
	Debt written off	1	1	-	7	2	355	-71%
	Repayment plan	-	8	-	-	-	643	
	Nil Payments/Offer	-	4	3	-	-	295	
	Consolidation Loan	-	2	-	-	-	19	
	Mortgage to rent/Shared equity	-	-	-	3	-	62	-100%
	Did not agree a debt strategy	256	26	128	69	-	1,058	-100%
Still awaiting outcome	-	18	15	-	-	2,550		
Other: please specify	83	-	-	-	26	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£523,788	£30,217,870	
	Financial gain from any other welfare benefits				*	£0	£8,179,848	
	Total of ALL verified financial gain				£0	£1,737,260	£323,876,347	
	Total of ALL unverified financial gain				*	-	£47,195,664	

Welfare Rights Advice Indicators					
		Clackmannanshire		Scotland	Clackman- nanshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	-	326	67,249	
	No. awards made/maintained	-	186	55,436	
	Financial gain from awards made/maintained	£0	£772,898	£222,533,895	
	No. Mandatory Reconsiderations (MRs)	-	166	8,891	
	No. MRs won	*	-	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	-	68	10,826	
	No. appeals won	*	116	6,483	
	No. appeals lost	*	11	2,004	
	Financial gain from MRs/appeals	£0	£440,574	£44,553,543	
	Attendance Allowance				
	No. claims	-	11	7,367	
	No. awards made/maintained	-	12	7,245	
	Financial gain from awards made/maintained	-	£55,827	£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	-	£0	£1,959,706	
	Bereavement Benefits				
	No. claims	-	1	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	£0		

Welfare Rights Advice Indicators						
		Clackmannanshire		Scotland	Clackman- nanshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	-	9	1,766		
	No. awards made/maintained	-	11	1,393		
	Financial gain from awards made/maintained	-	£37,991	£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	-	£0	£63,942		
	Child Benefit					
	No. claims	-	2	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	-	£0	£61,321		
	Child Tax Credit					
	No. claims	-	-	1,469		
	No. awards made/maintained	-	-	579		
	Financial gain from awards made/maintained	-	£0	£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	-	£0	£196,224		
	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						
		Clackmannanshire		Scotland	Clackman- nanshire	
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	-	-	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	-	11	2,473		
	No. awards made/maintained	-	1	3,591		
	Financial gain from awards made/maintained	-	£1,450	£6,146,411		
	No. Mandatory Reconsiderations (MRs)	-	2	329		
	No. MRs won	*	-	90		
	No. MRs lost	*	-	119		
	No. appeals	-	2	493		
	No. appeals won	*	2	291		
	No. appeals lost	*	1	110		
	Financial gain from MRs/appeals	-	£4,454	£2,730,061		
	Discretionary Housing Payments					
	No. claims	-	-	834		
	No. awards made/maintained	-	-	1,327		
	Financial gain from awards made/maintained	-	£0	£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	-	£0	£11,654		
	Funeral Expenses					
	No. claims	-	2	84		
	No. awards made/maintained	-	1	39		
Financial gain from awards made/maintained	-	£700	£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						
		Clackmannanshire		Scotland	Clackman- nanshire	
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	-	-	35		
	Financial gain from awards made/maintained	-	£0	£122,385		
	No. Mandatory Reconsiderations (MRs)	-	-	13		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	3		
	No. appeals	-	1	30		
	No. appeals won	*	1	6		
	No. appeals lost	*	-	11		
	Financial gain from MRs/appeals	-	£3,360	£20,126		
	Maternity Allowance					
	No. claims	-	2	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	-	£0	£87,865		
	Pension Credit					
	No. claims	-	-	1,334		
	No. awards made/maintained	-	-	2,156		
	Financial gain from awards made/maintained	-	£181,645	£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	-	£0	£87,623		
Personal Independence Payment						
No. claims	-	101	21,856			
No. awards made/maintained	-	51	13,324			
Financial gain from awards made/maintained	-	£155,773	£66,356,434			
No. Mandatory Reconsiderations (MRs)	-	70	3,796			
No. MRs won	*	-	688			
No. MRs lost	*	-	1,299			
No. appeals	-	33	5,177			
No. appeals won	*	43	2,979			
No. appeals lost	*	8	1,064			
Financial gain from MRs/appeals	-	£140,838	£19,563,811			

Welfare Rights Advice Indicators						
		Clackmannanshire		Scotland	Clackman- nanshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	-	83	2,111		
	No. awards made/maintained	-	59	1,068		
	Financial gain from awards made/maintained	-	£6,919	£859,970		
	No. Mandatory Reconsiderations (MRs)	-	3	68		
	No. MRs won	*	-	14		
	No. MRs lost	*	-	7		
	No. appeals	-	2	8		
	No. appeals won	*	4	11		
	No. appeals lost	*	1	7		
	Financial gain from MRs/appeals	-	£350	£21,285		
	State Pension					
	No. claims	-	-	177		
	No. awards made/maintained	-	12	154		
	Financial gain from awards made/maintained	-	-	£1,400,568		
	No. Mandatory Reconsiderations (MRs)	-	-	-		
	No. MRs won	*	-	3		
	No. MRs lost	*	-	-		
	No. appeals	-	-	4		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	-	£0.00	-	£0.00	
	Sure Start Maternity Grant					
	No. claims	-	-	80		
	No. awards made/maintained	-	-	77		
	Financial gain from awards made/maintained	-	£0	£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	-	35	4,098			
No. awards made/maintained	-	22	3,604			
Financial gain from awards made/maintained	-	£75,193	£16,699,608			
No. Mandatory Reconsiderations (MRs)	-	31	456			
No. MRs won	*	-	94			
No. MRs lost	*	-	72			
No. appeals	-	9	347			
No. appeals won	*	15	203			
No. appeals lost	*	-	51			
Financial gain from MRs/appeals	-	£32,564.25	£1,115,462.61			

Welfare Rights Advice Indicators					
		Clackmannanshire		Scotland	Clackman- nanshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other ¹⁵				
	No. claims	-	69	21,147	
	No. awards made/maintained	-	17	19,547	
	Financial gain from awards made/maintained	-	£257,401	£81,345,429	
	No. Mandatory Reconsiderations (MRs)	-	60	3,508	
	No. MRs won	*	-	917	
	No. MRs lost	*	-	1,012	
	No. appeals	-	21	4,389	
	No. appeals won	*	51	2,730	
	No. appeals lost	*	1	689	
	Financial gain from MRs/appeals	-	£259,008	£17,274,829	

15 This includes ESA and JSA.

Softer Outcomes					
		Clackmannanshire		Scotland	Clackmannanshire
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		
OC3	I know when to seek support and where to get it				
	Agree	-	-	356	
	Disagree	-	-	4	

Softer Outcomes					
		Clackmannanshire		Scotland	Clackmannanshire
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		



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