

Common Advice Performance Management Reporting Framework Summary 2018/19

Falkirk 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 Falkirk 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:

- Local authority investment in external services remained stable between 2017/18 and 2018/19 at £418,470. Investment in internal services reduced from £911,210 in 2017/18 to £737,570 in 2018/19.
- A total of 2,924 benefit entitlement checks were carried out in 2018/19.
- In 2018/19 66% of clients whose disability status was recorded, were recorded as having a disability or long-term health condition. This compares with 38% of clients recorded in 2017/18.
- Clients accessing the service are increasingly from low income households. In 2018/19 55% of clients were recorded as having a household income of £6,000 or less. This has increased from 48% in 2017/18.
- The demand for money advice services has grown. The number of clients seeking debt advice has increased 6% in the past year. However, the total amount of debt owed by debt clients has continued to decrease this year. The total debt fell 15% between 2017/18 and 2018/19 and 18% between 2015/16 and 2018/19.
- There has been a 30% increase in the amount of financial gain secured for clients. £9,075,106 financial gain was secured in 2018/19, with £6,304,422 from awards made/maintained and £2,427,576 from mandatory reconsiderations/appeals.

Case Study:

See Appendix A

Services, Investment and Volume					
Ref	Indicator	Falkirk		Scotland	Falkirk
		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	1	11	
	Combined	-	-	15	0%
	External				
	Money advice	-	-	5	
Welfare rights	-	-	1		
Combined ³	3	3	65	0%	
	Case management system/s	Advice Pro (Falkirk Council), CASTLE (CAB)	Advice Pro (Falkirk Council), CASTLE (CAB)		
I1	Number of FTE staff				
	In-House	22	19	466	-14%
	External	9.7	9.7	443	0%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	7.4	7.4	563	0%	
I2	Local Authority Funding				
	In-House	£911,210	£737,570	£14,753,814	-19%
	External	£418,470	£418,470	£11,143,981	0%
	Other Sources of Funding				
	Scottish Legal Aid Board	£113,857	£113,857	£771,398	0%
	Scottish Government	-	-	£545,522	
	Big Lottery Fund	-	-	£290,094	
European Social Fund	-	-	£459,223		
Other	£60,322 ⁴	£0	£1,977,490	-100%	

1 Debt Advice Service (Community Advice)

2 Welfare Benefits Service (Community Advice)

3 Denny Citizens Advice Bureau (CAB), Grangemouth Citizens Advice Bureau (CAB) and Falkirk Citizens Advice Bureau (CAB)

4 DWP Personal Budgeting

Services, Investment and Volume					
Ref	Indicator	Falkirk		Scotland	Falkirk
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	-	38,821	307,511	
	Total Clients	-	6,339	244,637	
	New Clients	3,754	4,501	61,652	20%
	Contacts by channel ⁵				
	Face-to-face	579	4,170	103,407	620%
	Telephone	102	165	56,566	62%
	Email	75	28	22,286	-63%
	Web	-	138	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	2,924	44,416	
	Referrals ⁶				
	Self-referral	142	2,790	77,897	1865%
	Local authority:				
	Housing	60	525	4,181	775%
	Social Services	54	652	8,357	1107%
	Revenues	135	160	1,264	19%
	Employability	-	32	1,847	
	Other	46	89	6,558	93%
	Primary Health Care	-	99	12,202	
Third Sector	-	154	5,790		
Other	-	-	11,972		
Open SNSIAP cases					
Type I	320	-	8,774		
Type II	566	-	20,667		
Type III	-	-	7,885		
Closed SNSIAP cases					
Type I	251	-	15,432		
Type II	443	-	25,043		
Type III	-	-	5,210		

5 In 2018/19 Contacts by Channel has only been recorded for contacts who became new clients. Contacts by channel is not recorded for 34,320 contacts. In 2017/18 CAB only provided contacts by channel data for new clients and face-to-face contact indicators.

6 In 2018/19 Referrals have only been recorded for contacts who became new clients. Referrals are not recorded for 34,320 contacts.

Services, Investment and Volume					
Ref	Indicator	Falkirk		Scotland	Falkirk
		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	Falkirk		Scotland	Falkirk
			2017/18	2018/19 ⁷	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	423	2,009	79,041	375%
		Female	583	2,492	98,580	327%
		Not recorded	144	1,838	39,814	1176%
		Prefer not to answer	*	-	2,330	
	Age	0-15	3	98	803	3167%
		16-24	67	401	13,350	499%
		25-34	256	666	26,767	160%
		35-44	272	801	31,774	194%
		45-59	270	1,442	41,754	434%
		60-64	*	413	20,258	
		65-70	*	225	12,890	
		71+	*	455	21,652	
		Not Recorded	-	-	38,752	
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	1,107	4,282	137,977	287%
		Any Mixed or Multiple Ethnic Groups	2	20	951	900%
		Asian, Asian Scottish or Asian British	20	38	3,261	90%
		African	-	19	1,727	
		Caribbean or Black	4	4	500	0%
		Other Ethnic Group	17	138	1,831	712%
		Not Recorded	-	1,838	60,983	
		Prefer not to answer	*	-	4,661	
	Disability or long-term condition	Yes	441	2,951	60,955	569%
No		707	1,550	51,966	119%	
Not Recorded		2	1,838	64,289	91800%	
Income	£6,000 or less	551	671	18,256	22%	
	£6,001-£10,000	167	200	13,954	20%	
	£10,001-£15,000	193	150	11,306	-22%	
	£15,001-£20,000	114	110	7,647	-4%	
	£20,001-£25,000	62	48	3,579	-23%	
	£25,001-£30,000	31	25	2,324	-19%	
	£30,001-£40,000	27	18	1,316	-33%	
	Over £40,000	5	4	640	-20%	
	Not Recorded	-	5,113	92,673		
	Prefer not to answer	*	-	4,138		

7 In 2018/19 Demographics could only be extracted from the system for new clients, existing clients have been included under "Not Recorded".

Client Demographics

Ref	Demographic	Categories	Falkirk		Scotland	Falkirk
			2017/18	2018/19 ⁷	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	37	52	3,477	41%
		Employed full time	229	396	16,169	73%
		Employed part time	139	236	13,548	70%
		Looking after the home or family	44	124	5,116	182%
		Permanently retired from work	66	205	17,358	211%
		Unemployed and seeking work	206	573	18,157	178%
		At school	6		729	
		In further/higher education	6	103	1,097	1617%
		Gov't work or training scheme	3	13	816	333%
		Permanently sick or disabled	50	1,691	26,733	3282%
		Unable to work because of short-term illness or injury	336		8,114	
		Other	26	281	3,401	981%
		Not recorded	-	2,665	80,313	
		Prefer not to answer	*	-	5,734	
C2	Housing Tenure	Owner occupied	139	525	23,012	278%
		Social rented	784	2,786	54,932	255%
		Private rented	111	118	13,782	6%
		Temporary accommodation	*		2,717	
		Homeless	*	110	1,475	
		Other	116	962	9,619	729%
		Not recorded	-	1,838	85,407	
		Prefer not to answer	*	-	6,530	
C2	Household Composition	Single adult (non-pensioner)	757		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)	115		16,485	
		Older adult family (contains at least 1 pensioner)	-		6,038	
		Not recorded	5	6,339	84,338	126680%
		Prefer not to answer	*		10,422	

Money Advice Indicators									
		Falkirk					Scotland	Falkirk	
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	-	-	-	1,150	1,220	43,593	6%	
	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	-	-	-	1,150	1,220	10,177	6%	
	Amount of debt owed by client								
	Total		£7,775,300	£7,979,213	£7,430,792	£6,345,611	£186,250,137	-15%	
	Benefit overpayment		£629,100	£464,213	£523,298	£407,705	£6,283,913	-22%	
	Council Tax arrears		£853,250	£819,670	£966,454	£745,669	£20,075,954	-23%	
	Utility Arrears		£157,000	£231,199	£113,678	£143,939	£3,214,671	27%	
	Credit, store, and charge card debts		£1,504,300	£1,760,451	£1,882,182	£1,211,896	£34,926,764	-36%	
	Rent to own		£319,300	£517,356	£0	£375,378	£2,015,158		
	Catalogue		£237,800	£378,409	£248,329	£266,723	£3,858,004	7%	
	Unsecured personal loan		£1,949,400	£1,412,299	£1,352,073	£1,386,053	£23,273,669	3%	
Payday Loan / High Cost Credit		£418,200	£108,667	£128,477	£125,403	£3,306,422	-2%		
Overdrafts		£206,600	£237,477	£212,478	£162,959	£4,553,239	-23%		
Mortgage arrears		£423,700	£1,030,286	£371,711	£480,379	£17,668,282	29%		
Rent arrears		£612,900	£635,317	£859,908	£760,165	£8,197,951	-12%		
Others		£463,750	£383,867	£772,203	£279,344 ⁸	£58,876,109	-64%		

8 Other debt includes; Income Tax £63,513, Fines £8,294, Child Support £34,645, Social Fund Loans £34,940, Telephone £46,857, Satellite TV £8,736 and Housing Repairs £82,359.

Money Advice Indicators

		Falkirk					Scotland	Falkirk
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	91	68	76	80	113	1,722	41%
	Debt Arrangement Scheme	42	33	16	16	20	886	25%
	Trust Deed	4	3	3	3	6	134	100%
	Awaiting sequestration	106	83	93	58	80	341	38%
	Token payments	166	162	133	117	146	1,161	25%
	Pro rata offers	244	155	252	212	206	1,469	-3%
	Moratorium	17	7	11	12	63	263	425%
	Debt written off	36	38	24	34	34	355	0%
	Repayment plan	-	48	38	-	-	643	
	Nil Payments/Offer	-	5	-	13	83	295	538%
	Consolidation Loan	-	3	8	5	11	19	120%
	Mortgage to rent/Shared equity	-	5	4	-	-	62	
	Did not agree a debt strategy	-	-	-	398	-	1,058	-100%
	Still awaiting outcome	250	317	343	98	235	2,550	140%
Other: please specify	9	-	-	97	229	2,595	136%	
OC1	Financial gain				*	£343,108	£30,217,870	
	Financial gain from money advice				*		£8,179,848	
	Financial gain from any other welfare benefits							
	Total of ALL verified financial gain				£6,991,884	£9,075,106	£323,876,347	30%
	Total of ALL unverified financial gain				*		£47,195,664	

Welfare Rights Advice Indicators					
		Falkirk		Scotland	Falkirk
Ref	Indicator	2017/18 ⁹	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	1,349	1,586	67,249	18%
	No. awards made/maintained	1,087	1,267	55,436	17%
	Financial gain from awards made/maintained	£5,380,211	£6,304,422	£222,533,895	17%
	No. Mandatory Reconsiderations (MRs)	312	450	8,891	44%
	No. MRs won	*	142	2,063	
	No. MRs lost	*	307	2,626	
	No. appeals	320	306	10,826	-4%
	No. appeals won	*	215	6,483	
	No. appeals lost	*	91	2,004	
	Financial gain from MRs/appeals	£1,611,673	£2,427,576	£44,553,543	51%
	Attendance Allowance				
	No. claims	6	81	7,367	1250%
	No. awards made/maintained	4	78	7,245	1850%
	Financial gain from awards made/maintained	£17,224	£353,793	£29,556,233	1954%
	No. Mandatory Reconsiderations (MRs)	2	5	190	150%
	No. MRs won	*	4	119	
	No. MRs lost	*	1	37	
	No. appeals	1	-	58	-100%
	No. appeals won	*	-	42	
	No. appeals lost	*	-	26	
	Financial gain from MRs/appeals	£6,321	£14,448	£1,959,706	129%
	Bereavement Benefits				
	No. claims	8	7	190	-13%
	No. awards made/maintained	8	7	129	-13%
	Financial gain from awards made/maintained	£39,314	£29,900	£561,487	-24%
	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		

9 In 2017/18 Only the Internal Services provided data for the number of claims, awards, mandatory reconsiderations and appeals.

Welfare Rights Advice Indicators					
		Falkirk		Scotland	Falkirk
Ref	Indicator	2017/18 ⁹	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Carers Allowance				
	No. claims	43	44	1,766	2%
	No. awards made/maintained	37	43	1,393	16%
	Financial gain from awards made/maintained	£134,227	£125,742	£4,194,118	-6%
	No. Mandatory Reconsiderations (MRs)	-	1	22	
	No. MRs won	*	-	9	
	No. MRs lost	*	1	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	7	7	842	0%
	No. awards made/maintained	5	5	554	0%
	Financial gain from awards made/maintained	£0	£5,685	£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	£0	£61,321	
	Child Tax Credit				
	No. claims	5	9	1,469	80%
	No. awards made/maintained	5	8	579	60%
	Financial gain from awards made/maintained	£41,327	£39,308	£3,185,276	-5%
	No. Mandatory Reconsiderations (MRs)	6	6	112	0%
	No. MRs won	*	1	20	
	No. MRs lost	*	5	14	
	No. appeals	-	-	37	
No. appeals won	*	-	14		
No. appeals lost	*	-	3		
Financial gain from MRs/appeals	£0	£14,826	£196,224		

Welfare Rights Advice Indicators					
		Falkirk		Scotland	Falkirk
Ref	Indicator	2017/18 ⁹	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	-	£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	
	Contributory Benefits				
	No. claims	64	52	1,265	-19%
	No. awards made/maintained	45	47	569	4%
	Financial gain from awards made/maintained	£302,608	£271,146	£2,632,769	-10%
	No. Mandatory Reconsiderations (MRs)	14	11	309	-21%
	No. MRs won	*	3	86	
	No. MRs lost	*	8	50	
	No. appeals	11	7	257	-36%
	No. appeals won	*	7	192	
	No. appeals lost	*	-	30	
	Financial gain from MRs/appeals	£91,896	£81,147	£1,354,155	-12%
	Disability Living Allowance				
	No. claims	56	71	2,473	27%
	No. awards made/maintained	40	46	3,591	15%
	Financial gain from awards made/maintained	£104,072	£152,866	£6,146,411	47%
	No. Mandatory Reconsiderations (MRs)	17	28	329	65%
	No. MRs won	*	10	90	
	No. MRs lost	*	18	119	
	No. appeals	7	12	493	71%
No. appeals won	*	10	291		
No. appeals lost	*	2	110		
Financial gain from MRs/appeals	£40,599	£86,067	£2,730,061	112%	

Welfare Rights Advice Indicators					
		Falkirk		Scotland	Falkirk
Ref	Indicator	2017/18 ⁹	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Discretionary Housing Payments				
	No. claims	7	13	834	86%
	No. awards made/maintained	7	10	1,327	43%
	Financial gain from awards made/ maintained	£4,001	£7,037	£1,308,618	76%
	No. Mandatory Reconsiderations (MRs)	-	1	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	7	2	84	-71%
	No. awards made/maintained	5	2	39	-60%
	Financial gain from awards made/ maintained	£5,395	£1,980	£52,282	-63%
	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	£0	£4,178	
	Industrial Injuries Disablement Benefit				
	No. claims	2	1	73	-50%
	No. awards made/maintained	1	-	35	
	Financial gain from awards made/ maintained	£1,747	-	£122,385	
	No. Mandatory Reconsiderations (MRs)	2	1	13	-50%
	No. MRs won	*	-	1	
	No. MRs lost	*	1	3	
No. appeals	-	-	30		
No. appeals won	*	-	6		
No. appeals lost	*	-	11		
Financial gain from MRs/appeals	£0	£0	£20,126		

Welfare Rights Advice Indicators					
		Falkirk		Scotland	Falkirk
Ref	Indicator	2017/18 ⁹	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Maternity Allowance				
	No. claims	-	-	45	
	No. awards made/maintained	-	-	31	
	Financial gain from awards made/ maintained	£0	-	£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	£0	£87,865	
	Pension Credit				
	No. claims	7	14	1,334	100%
	No. awards made/maintained	6	14	2,156	133%
	Financial gain from awards made/ maintained	£35,679	£41,649	£6,997,890	17%
	No. Mandatory Reconsiderations (MRs)	1	-	30	-100%
	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	699	781	21,856	12%
	No. awards made/maintained	557	568	13,324	2%
	Financial gain from awards made/ maintained	£2,153,598	£2,360,253	£66,356,434	10%
	No. Mandatory Reconsiderations (MRs)	144	232	3,796	61%
	No. MRs won	*	63	688	
	No. MRs lost	*	169	1,299	
	No. appeals	171	193	5,177	13%
No. appeals won	*	133	2,979		
No. appeals lost	*	60	1,064		
Financial gain from MRs/appeals	£681,125	£1,178,668	£19,563,811	73%	

Welfare Rights Advice Indicators					
		Falkirk		Scotland	Falkirk
Ref	Indicator	2017/18 ⁹	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Scottish Welfare Fund				
	No. claims	36	46	2,111	28%
	No. awards made/maintained	24	35	1,068	46%
	Financial gain from awards made/ maintained	£3,998	£7,180	£859,970	80%
	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	£0	£0	£21,285	
	State Pension				
	No. claims	2	4	177	100%
	No. awards made/maintained	2	4	154	100%
	Financial gain from awards made/ maintained	£17,495	£36,770	£1,400,568	110%
	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	1	1	80	0%
	No. awards made/maintained	1	1	77	0%
	Financial gain from awards made/ maintained	£500	£500	£73,311	0%
	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		

Welfare Rights Advice Indicators					
		Falkirk		Scotland	Falkirk
Ref	Indicator	2017/18 ⁹	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Universal Credit				
	No. claims	8	69	4,098	763%
	No. awards made/maintained	8	60	3,604	650%
	Financial gain from awards made/maintained	£37,425	£362,893	£16,699,608	870%
	No. Mandatory Reconsiderations (MRs)	5	33	456	560%
	No. MRs won	*	13	94	
	No. MRs lost	*	20	72	
	No. appeals	2	3	347	50%
	No. appeals won	*	-	203	
	No. appeals lost	*	3	51	
	Financial gain from MRs/appeals	£3,814.74	£47,313.95	£1,115,462.61	1140%
	Other ¹⁰				
	No. claims	391	384 ¹¹	21,147	-2%
	No. awards made/maintained	332	339 ¹²	19,547	2%
	Financial gain from awards made/maintained	£2,481,601	£2,507,719 ¹³	£81,345,429	1%
	No. Mandatory Reconsiderations (MRs)	121	132	3,508	9%
	No. MRs won	*	48	917	
	No. MRs lost	*	84	1,012	
	No. appeals	128	91	4,389	-29%
	No. appeals won	*	65	2,730	
No. appeals lost	*	26	689		
Financial gain from MRs/appeals	£787,918	£1,005,107	£17,274,829	28%	

10 In 2018/19 ESA and Severe Disablement Allowance were not included as measures in the framework, therefore figures included under these categories in 2017/18 have been included in the 2017/18 figures for "Other".

11 Includes 289 ESA Income Based claims.

12 Includes 248 ESA Income Based awards.

13 Includes £2,280,589 ESA Income Based financial gain.

Softer Outcomes					
		Falkirk		Scotland	Falkirk
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					
		Falkirk		Scotland	Falkirk
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		

Appendix



Case Study

The client is a single woman living with her mother in a property owned by her mother. She has significant health problems and is extremely limited by clinical depression, anxiety and borderline personality disorder. She receives Contributory ESA, in the Support Group, with an income-based top-up.

CAS completed a PIP2 form in May 2016. The claim was disallowed as the client didn't attend her PIP assessment. The service requested a mandatory reconsideration in August 2016, and good cause was accepted in November 2016. The case was referred back to the assessment provider and a decision made in January 2017 to refuse PIP, the client was awarded zero points. The service requested a mandatory reconsideration and sought further medical evidence to support the MR, but the client had been struck off from her practice and was yet to attend her new practice.

The MR was upheld by DWP so an SSCS1 was submitted and prepared an appeal for the client. This was heard in May 2017, and refused by the first Tier Tribunal.

A statement of reasons was requested from the FTT Judge and errors in law were identified which were put to the Upper Tier Tribunal in September 2017. The Upper Tier Tribunal Judge agreed, set aside the original appeal decision and remitted the case back to the FTT for a fresh hearing, in June 2018.

The new hearing was scheduled for August 2018, more than a year since the original hearing and 2 years since the PIP2 was first completed. The client's situation had changed, in that she had had a baby in the year between hearings, but her mental health was, if anything, worse than before. Given her mental health and the traumatic experience she had had at the first Tribunal, it took a lot of persuasion to get her to attend the rehearing. However, she did so, and the Tribunal awarded her Standard rate Daily Living and Mobility, backdated to 12/4/16, up to 11/4/20.

This resulted in arrears of £9807.35 and an ongoing weekly award of £58.70 (DL) and £23.20(Mob) (current rates).

The adviser visited following the Tribunal as the award would impact not only on the client's benefits, but also on her mother's.

The client's mother receives a State Pension, a non-state pension and PIP ER DL and ER Mob. The award of the Daily Living component to the client meant she now satisfied the conditions for a Severe Disability Premium to be included in her ESA award. The advisor contacted ESA and she received a further £8330.75 in backdated arrears, and the ongoing inclusion of an SDP (£65.85) in her weekly ESA entitlement.

As the client and her mother both cared for each other – client has mental health issues and requires prompting, encouragement and monitoring, and mother has

physical difficulties and requires practical assistance – and both have contributory benefits that exceed the Carers Allowance amount, both have an underlying entitlement to Carers Allowance. Whereas this does not affect the SDP, it adds a Carers premium to the client's ESA award. The advisor completed the Carers Allowance application, and the client's ESA award was revised to include a Carers Premium of £36 per week from November 2018. This brought her ESA award from £128.45 to £231.15 per week (current rates), in addition to the PIP award.

The client had received an ESA3 form as part of the DWP LEAP exercise, where clients had been converted from contributory IB to ESA, but income related benefit had been ignored. She had also received an ESA50 review form. These were completed on her behalf, and this resulted in continuation of her ESA award as above, and she was awarded arrears of £5000 for an underpayment on the conversion from IB to ESA.

The award of PIP DL to her daughter meant that the client's mother, with the addition of a Carers and Severe Disability premium, now qualified for Pension Credit. Without these premiums, her State and Occupational pensions had been too high and exceeded her entitlement. The advisor applied for Pension Credit and the mother was awarded Guaranteed Pension Credit of £36.14 per week, and a maximum Savings credit of £13.40 per week, backdated to 9/7/18 – a combined PC award of £49.54 per week.

The award of Pension Credit also entitled the mother to a maximum Council Tax reduction of £14.51 per week; prior to this she had only a small partial rebate.

This was an extremely complex and lengthy case that ultimately resulted in a successful outcome, not only of the PIP award, but in vastly improving the financial situation not only of the client but also that of her mother, with whom she resides. This has been used as a case study in internal training.



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