

# Common Advice Performance Management Reporting Framework Summary 2018/19

## Orkney Islands 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 Orkney Islands 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:

- The most common reason for initially contacting the service in 2018/19 was for benefit entitlement checks which made up 36% of recorded contacts. This was closely followed by people looking for assistance in making an initial application for benefits (35%).
- In 2018/19 the service submitted 316 benefit claims, an increase of 12% from the previous year. There was also a rise in the number of mandatory reconsiderations which rose by 75%.
- The number of debt clients and the amount owed by these clients has reduced for all types of debt except utility arrears and rent arrears which have both increased. Between 2017/18 and 2018/19 the amount of debt owed in utility arrears has increased 136% and the amount of debt owed in rent arrears has increased 42%.
- The most common type of debt strategy agreed with debt clients in 2018/19 was token payments which made up 25% of all debt strategies agreed.

Services, Investment and Volume					
Ref	Indicator	Orkney Islands		Scotland	Orkney I.
		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 <sup>1</sup>	1	1	65	0%
	Case management system/s	CASTLE, CASTLE Debt and MACS	Castle 2017, Castle Debt and MACS		
I1	Number of FTE staff				
	In-House	-	-	466	
	External	3.2	3.2	443	0%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	0.6	0.8	563	33%	
I2	Local Authority Funding				
	In-House	£0	£0	£14,753,814	
	External	£125,686	£125,686	£11,143,981	0%
	Other Sources of Funding				
	Scottish Legal Aid Board	£27,658		£771,398	
	Scottish Government	-	£27,980	£545,522	
	Big Lottery Fund	-	£0	£290,094	
	European Social Fund	-	£0	£459,223	
Other	£0	£0	£1,977,490		

1 Orkney Citizens Advice Bureau (CAB)

Services, Investment and Volume					
Ref	Indicator	Orkney Islands		Scotland	Orkney I.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	3,092	3,313	307,511	7%
	Total Clients	121	1,104	244,637	812%
	New Clients	43	633	61,652	1372%
	Contacts by channel <sup>2</sup>				
	Face-to-face	1,026	1,815	103,407	77%
	Telephone	540	989	56,566	83%
	Email	318	982	22,286	209%
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	74	44,416	
	Referrals				
	Self-referral	-	565	77,897	
	Local authority:				
	Housing	-	6	4,181	
	Social Services	-	11	8,357	
	Revenues	-	1	1,264	
	Employability	-	-	1,847	
	Other	-	24	6,558	
	Primary Health Care	-	2	12,202	
Third Sector	-	12	5,790		
Other	-	12	11,972		
Open SNSIAP cases					
Type I	15	78	8,774	420%	
Type II	753	118	20,667	-84%	
Type III	37	33	7,885	-11%	
Closed SNSIAP cases					
Type I	-	592	15,432		
Type II	-	422	25,043		
Type III	-	385	5,210		

2 2018/19 figures also include 548 contacts by letter. These figures have been excluded from the Scotland total as they include multiple contacts by the same individual rather than initial contact

Services, Investment and Volume					
Ref	Indicator	Orkney Islands		Scotland	Orkney I.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	-	31	721	
	Council Tax arrears	-	98	2,189	
	Credit, store and charge card debts	-	69	1,612	
	Catalogue debts	-	34	666	
	PPI	-	11	457	
	Payday Loan /High cost credit	-	11	367	
	Unsecured personal loan (except payday loans)	-	33	1,110	
	Bank and Building society overdrafts	-	36	676	
	Mortgage arrears	-	7	337	
	Rent arrears	-	117	2,989	
	Help with appealing welfare benefit decision	-	154	3,297	
	Assistance with making initial benefit application	-	968	6,271	
	Sanctioned	-	6	249	
	Benefits entitlement check	-	997	28,582	
	Issue relating to right to reside	-	25	199	
	Seeking to access other funds (i.e. grants)	-	170	1,461	
	Other (Please specify)	-	-	25,736	

Client Demographics						
			Orkney Islands		Scotland	Orkney I.
Ref	Demographic	Categories	2017/18	2018/19 <sup>3</sup>	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	33	56	79,041	70%
		Female	72	67	98,580	-7%
		Not recorded	16	103	39,814	544%
		Prefer not to answer	*	-	2,330	
	Age	0-15	-	-	803	
		16-24	16	31	13,350	94%
		25-34	23	53	26,767	130%
		35-44	20	40	31,774	100%
		45-59	21	58	41,754	176%
		60-64	*	9	20,258	
		65-70	*	11	12,890	
		71+	*	1	21,652	
		Not Recorded	36	23	38,752	-36%
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	55	115	137,977	109%
		Any Mixed or Multiple Ethnic Groups	-	1	951	
		Asian, Asian Scottish or Asian British	-	-	3,261	
		African	-	-	1,727	
		Caribbean or Black	-	1	500	
		Other Ethnic Group	-	-	1,831	
		Not Recorded	66	106	60,983	61%
		Prefer not to answer	*	3	4,661	
	Disability or long-term condition	Yes	32	62	60,955	94%
		No	24	55	51,966	129%
		Not Recorded	65	109	64,289	68%
	Income	£6,000 or less	8	-	18,256	-100%
		£6,001-£10,000	13	14	13,954	8%
		£10,001-£15,000	16	12	11,306	-25%
		£15,001-£20,000	13	9	7,647	-31%
		£20,001-£25,000	7	5	3,579	-29%
		£25,001-£30,000	8	2	2,324	-75%
		£30,001-£40,000	5	2	1,316	-60%
		Over £40,000	-	-	640	
Not Recorded		51	71	92,673	39%	
Prefer not to answer		*	-	4,138		



Client Demographics						
			Orkney Islands		Scotland	Orkney I.
Ref	Demographic	Categories	2017/18	2018/19 <sup>3</sup>	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	3	14	3,477	367%
		Employed full time	21	25	16,169	19%
		Employed part time	19	24	13,548	26%
		Looking after the home or family	3	6	5,116	100%
		Permanently retired from work	2	4	17,358	100%
		Unemployed and seeking work	7	7	18,157	0%
		At school	-	6	729	
		In further/higher education	3	-	1,097	-100%
		Gov't work or training scheme	24	29	816	
		Permanently sick or disabled	-	-	26,733	-100%
		Unable to work because of short-term illness or injury	-	1	8,114	
		Other	3	3	3,401	0%
		Not recorded	36	104	80,313	189%
		Prefer not to answer	*	3	5,734	
		C2	Housing Tenure	Owner occupied	13	14
Social rented	58			83	54,932	43%
Private rented	10			13	13,782	30%
Temporary accommodation	*			3	2,717	
Homeless	*			-	1,475	
Other	7			8	9,619	14%
Not recorded	33			103	85,407	212%
Prefer not to answer	*			2	6,530	
C2	Household Composition	Single adult (non-pensioner)	40	55	34,748	38%
		Single pensioner	-	3	4,476	
		Small single parent (1 or 2 children)	*	20	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)	*	11	10,633	
		Large family (2 adults, and 3 or more children)	*	12	1,036	
		Adult family (2 or more non-pensioners, and no children)	12	13	16,485	8%
		Older adult family (contains at least 1 pensioner)	-	2	6,038	
		Not Recorded	45	108	84,338	140%
		Prefer not to answer	*	2	10,422	

## Money Advice Indicators

		Orkney Islands					Scotland	Orkney I.	
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	-	-	-	289	226	43,593	-22%	
	Benefit overpayment	-	-	-	16	11	1,845	-31%	
	Council Tax arrears	-	-	-	31	31	5,174	0%	
	Utility Arrears	-	-	-	21	29	4,055	38%	
	Credit, store, and charge card debts	-	-	-	41	19	5,452	-54%	
	Rent to own	-	-	-	-	-	455		
	Catalogue	-	-	-	22	14	2,183	-36%	
	Unsecured personal loan	-	-	-	21	10	3,528	-52%	
	Payday Loan / High Cost Credit	-	-	-	7	4	1,694	-43%	
	Overdrafts	-	-	-	23	12	2,689	-48%	
	Mortgage arrears	-	-	-	-	-	674		
	Rent arrears	-	-	-	36	46	5,667	28%	
	Others	-	-	-	71	50 <sup>4</sup>	10,177	-30%	
	Amount of debt owed by client								
	Total		£743,366	£468,330	£854,534	£484,308	£186,250,137	-43%	
	Benefit overpayment		£26,008	£20,635	£35,868	£19,125	£6,283,913	-47%	
	Council Tax arrears		£43,021	£27,185	£50,378	£30,629	£20,075,954	-39%	
	Utility Arrears		£675	£444	£15,759	£37,222	£3,214,671	136%	
	Credit, store, and charge card debts		£219,574	£158,980	£345,054	£116,110	£34,926,764	-66%	
	Rent to own		£0	£0	£0	£0	£2,015,158		
	Catalogue		£29,898	£14,001	£46,071	£29,839	£3,858,004	-35%	
	Unsecured personal loan		£138,698	£108,083	£151,538	£61,684	£23,273,669	-59%	
	Payday Loan / High Cost Credit		£0	£0	£7,532	£1,495	£3,306,422	-80%	
	Overdrafts		£79,636	£23,829	£35,586	£14,203	£4,553,239	-60%	
Mortgage arrears		£5,686	£0	£0	£0	£17,668,282			
Rent arrears		£30,432	£40,158	£47,101	£66,655	£8,197,951	42%		
Others		£169,738	£75,015	£119,648	£107,345 <sup>5</sup>	£58,876,109	-10%		

4 Other debts include; Hire Purchase, Court fines, Accountant fines, BID levy, Business Account, Car Insurance, DWP Social Fund, End of Tenancy fine, Vet bills, Tenancy cleaning charges, HMRC self-assessment, Industrial supplies, IVA, legal bills, dental bills, local traders, moving fees, garage bills, Wages O/P, parking charges, PPI, School meals, Tax self-assessment, Solicitor fees and unreturned library book fees

5 Other debts include; Hire Purchase, Court fines, Accountant fines, BID levy, Business Account, Car Insurance, DWP Social Fund, End of Tenancy fine, Vet bills, Tenancy cleaning charges, HMRC self-assessment, Industrial supplies, IVA, legal bills, dental bills, local traders, moving fees, garage bills, Wages O/P, parking charges, PPI, School meals, Tax self-assessment, Solicitor fees and unreturned library book fees



## Money Advice Indicators

		Orkney Islands					Scotland	Orkney I.
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	-	3	5	8	8	1,722	0%
	Debt Arrangement Scheme	-	-	-	1	26	886	2500%
	Trust Deed	-	1	-	1	30	134	2900%
	Awaiting sequestration	-	-	-	2	36	341	1700%
	Token payments	-	8	15	10	91	1,161	810%
	Pro rata offers	-	11	16	6	45	1,469	650%
	Moratorium	-	-	-	1	24	263	2300%
	Debt written off	-	-	1	7	31	355	343%
	Repayment plan	-	-	-	13	75	643	477%
	Nil Payments/Offer	-	-	-	1	-	295	-100%
	Consolidation Loan	-	1	-	-	-	19	
	Mortgage to rent/Shared equity	-	-	-	-	-	62	
	Did not agree a debt strategy	-	18	1	24	8	1,058	-67%
Still awaiting outcome	-	34	12	-	12	2,550		
Other: please specify	-	-	-	-	-	28 <sup>6</sup>	2,595	
OC1	Financial gain							
	Financial gain from money advice				*	£3,131	£30,217,870	
	Financial gain from any other welfare benefits				*		£8,179,848	
	Total of ALL verified financial gain				£1,357,586	£1,346,709	£323,876,347	-1%
	Total of ALL unverified financial gain				*	£47,195,664		

6 Other debt strategies include 8 Full & Final Settlement, 10 Debt & Mental Health form, 1 Time to Pay Direction, 2 Time to Pay Orders and 7 Sale of Assets

## Welfare Rights Advice Indicators

		Orkney Islands		Scotland	Orkney I.
Ref	Indicator	2017/18	2018/19 <sup>7</sup>	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	282	316	67,249	12%
	No. awards made/maintained	232	221	55,436	-5%
	Financial gain from awards made/maintained	£1,051,787	£1,132,165	£222,533,895	8%
	No. Mandatory Reconsiderations (MRs)	24	42	8,891	75%
	No. MRs won	*	18	2,063	
	No. MRs lost	*	24	2,626	
	No. appeals	30	20	10,826	-33%
	No. appeals won	*	15	6,483	
	No. appeals lost	*	5	2,004	
	Financial gain from MRs/appeals	£215,193	£211,413	£44,553,543	-2%
	Attendance Allowance				
	No. claims	61	102	7,367	67%
	No. awards made/maintained	44	61	7,245	39%
	Financial gain from awards made/maintained	£202,299	£294,454	£29,556,233	46%
	No. Mandatory Reconsiderations (MRs)	1	3	190	200%
	No. MRs won	*	2	119	
	No. MRs lost	*	1	37	
	No. appeals	1	1	58	0%
	No. appeals won	*	-	42	
	No. appeals lost	*	1	26	
	Financial gain from MRs/appeals	£12,311	£13,029	£1,959,706	6%
	Bereavement Benefits				
	No. claims	-	-	190	
	No. awards made/maintained	-	1	129	
	Financial gain from awards made/maintained	£0	1	£561,487	
	No. Mandatory Reconsiderations (MRs)	-	£9,800	4	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	-	-	5	
No. appeals won	*	-	-		
No. appeals lost	*	-	-		
Financial gain from MRs/appeals	£0	£0	£0		

7 Not all clients notify the service of the outcome of their claim, therefore there are a number of unknown outcomes for claims each year. The client financial gain figures supplied are therefore lower than the actual client financial gain obtained

Welfare Rights Advice Indicators						
		Orkney Islands		Scotland	Orkney I.	
Ref	Indicator	2017/18	2018/19 <sup>7</sup>	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	8	7	1,766	-13%	
	No. awards made/maintained	6	6	1,393	0%	
	Financial gain from awards made/maintained	£21,668	£23,763	£4,194,118	10%	
	No. Mandatory Reconsiderations (MRs)	-	1	22		
	No. MRs won	*	1	9		
	No. MRs lost	*	-	1		
	No. appeals	-	-	1		
	No. appeals won	*	-	1		
	No. appeals lost	*	-	5		
	Financial gain from MRs/appeals	£0	£5,426	£63,942		
	Child Benefit					
	No. claims	1	4	842	300%	
	No. awards made/maintained	1	3	554	200%	
	Financial gain from awards made/maintained	£0	£6,103	£880,829		
	No. Mandatory Reconsiderations (MRs)	1	-	18	-100%	
	No. MRs won	*	-	4		
	No. MRs lost	*	-	1		
	No. appeals	-	-	8		
	No. appeals won	*	-	7		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£2,546	£0	£61,321	-100%	
	Child Tax Credit					
	No. claims	4	4	1,469	0%	
	No. awards made/maintained	1	4	579	300%	
	Financial gain from awards made/maintained	£1,462	£21,908	£3,185,276	1398%	
	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	£0	£196,224		
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	1	-	40	-100%	
	No. awards made/maintained	1	-	15	-100%	
Financial gain from awards made/maintained	£140	£0	£2,592	-100%		
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			

Welfare Rights Advice Indicators						
		Orkney Islands		Scotland	Orkney I.	
Ref	Indicator	2017/18	2018/19 <sup>7</sup>	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	-	4	1,265		
	No. awards made/maintained	-	4	569		
	Financial gain from awards made/maintained	-	£17,200	£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	£0	£1,354,155		
	Disability Living Allowance					
	No. claims	14	13	2,473	-7%	
	No. awards made/maintained	15	5	3,591	-67%	
	Financial gain from awards made/maintained	£56,498	£20,754	£6,146,411	-63%	
	No. Mandatory Reconsiderations (MRs)	2	1	329	-50%	
	No. MRs won	*	-	90		
	No. MRs lost	*	1	119		
	No. appeals	1	2	493	100%	
	No. appeals won	*	1	291		
	No. appeals lost	*	1	110		
	Financial gain from MRs/appeals	£20,897	£4,774	£2,730,061	-77%	
	Discretionary Housing Payments					
	No. claims	4	4	834	0%	
	No. awards made/maintained	4	4	1,327	0%	
	Financial gain from awards made/maintained	£1,405	£1,952	£1,308,618	39%	
	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	£0	£11,654		
	Funeral Expenses					
	No. claims	-	2	84		
	No. awards made/maintained	-	2	39		
	Financial gain from awards made/maintained	£0	£2,532	£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	£0	£4,178			

Welfare Rights Advice Indicators						
		Orkney Islands		Scotland	Orkney I.	
Ref	Indicator	2017/18	2018/19 <sup>7</sup>	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	2	2	73	0%	
	No. awards made/maintained	1	2	35	100%	
	Financial gain from awards made/maintained	£2,647	£7,342	£122,385	177%	
	No. Mandatory Reconsiderations (MRs)	-	-	13		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	3		
	No. appeals	-	-	30		
	No. appeals won	*	-	6		
	No. appeals lost	*	-	11		
	Financial gain from MRs/appeals	£0	£0	£20,126		
	Maternity Allowance					
	No. claims	1	-	45	-100%	
	No. awards made/maintained	1	-	31	-100%	
	Financial gain from awards made/maintained	£2,981	£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	£0	£0	£87,865		
	Pension Credit					
	No. claims	16	16	1,334	0%	
	No. awards made/maintained	16	16	2,156	0%	
	Financial gain from awards made/maintained	£71,780	£86,939	£6,997,890	21%	
	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	£0	£87,623		
	Personal Independence Payment					
	No. claims	109	107	21,856	-2%	
	No. awards made/maintained	88	69	13,324	-22%	
	Financial gain from awards made/maintained	£544,790	£411,196	£66,356,434	-25%	
	No. Mandatory Reconsiderations (MRs)	3	21	3,796	600%	
	No. MRs won	*	5	688		
	No. MRs lost	*	16	1,299		
No. appeals	16	13	5,177	-19%		
No. appeals won	*	10	2,979			
No. appeals lost	*	3	1,064			
Financial gain from MRs/appeals	£85,239	£113,878	£19,563,811	34%		

## Welfare Rights Advice Indicators

		Orkney Islands		Scotland	Orkney I.	
Ref	Indicator	2017/18	2018/19 <sup>7</sup>	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	-	2	2,111		
	No. awards made/maintained	-	2	1,068		
	Financial gain from awards made/maintained	£0	£638	£859,970		
	No. Mandatory Reconsiderations (MRs)	-	-	68		
	No. MRs won	*	-	14		
	No. MRs lost	*	-	7		
	No. appeals	-	-	8		
	No. appeals won	*	-	11		
	No. appeals lost	*	-	7		
	Financial gain from MRs/appeals	£0	£0	£21,285		
	State Pension					
	No. claims	7	1	177	-86%	
	No. awards made/maintained	7	1	154	-86%	
	Financial gain from awards made/maintained	£30,397	£9,659	£1,400,568	-68%	
	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	-	-	80		
	No. awards made/maintained	-	-	77		
	Financial gain from awards made/maintained	-	-	£73,311		
	No. Mandatory Reconsiderations (MRs)	-	-	2		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	-		
	No. appeals	-	-	1		
	No. appeals won	*	-	2		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£0.00	£0.00	£1,000.00		
	Universal Credit					
	No. claims	2	8	4,098	300%	
	No. awards made/maintained	2	5	3,604	150%	
	Financial gain from awards made/maintained	£1,395	£31,038	£16,699,608	2124%	
	No. Mandatory Reconsiderations (MRs)	-	1	456		
	No. MRs won	*	1	94		
	No. MRs lost	*	-	72		
	No. appeals	-	-	347		
	No. appeals won	*	-	203		
No. appeals lost	*	-	51			
Financial gain from MRs/appeals	£0.00	£3,707	£1,115,462.61			



Welfare Rights Advice Indicators					
		Orkney Islands		Scotland	Orkney I.
Ref	Indicator	2017/18	2018/19 <sup>7</sup>	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	52	39	21,147	-25%
	No. awards made/maintained	45	36	19,547	-20%
	Financial gain from awards made/maintained	£114,327	£186,886	£81,345,429	63%
	No. Mandatory Reconsiderations (MRs)	17	15	3,508	-12%
	No. MRs won	*	9	917	
	No. MRs lost	*	6	1,012	
	No. appeals	12	4	4,389	-67%
	No. appeals won	*	4	2,730	
	No. appeals lost	*	-	689	
	Financial gain from MRs/appeals	£94,201	£70,599	£17,274,829	-25%

Softer Outcomes					
		Orkney Islands		Scotland	Orkney I.
Ref	Indicator	2017/18	2018/19 <sup>8</sup>	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	-	12	347	
	Disagree	-	9	14	
	I feel more in control of my life				
	Agree	-	17	351	
	Disagree	-	-	5	
	I am more able to make decisions				
	Agree	-	18	1,644	
	Disagree	-	-	76	
	I am more able to cope with day to day issues/problems				
	Agree	-	17	346	
Disagree	-	-	12		
I know when to seek support and where to get it					
Agree	-	18	356		
Disagree	-	-	4		

8 A client satisfaction survey was posted to every client at the point of closing their case. Only a small number were returned

Softer Outcomes					
		Orkney Islands		Scotland	Orkney I.
Ref	Indicator	2017/18	2018/19 <sup>8</sup>	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	-	20	356	
	Disagree	-	-	2	
	I am confident that I am getting all the benefits/help to which I am legally entitled				
	Agree	-	21	360	
	Disagree	-	-	2	
	I know how much money I have to spend				
	Agree	-	19	359	
	Disagree	-	-	2	
	I can better manage my money				
	Agree	-	19	1,393	
	Disagree	-	-	156	
	I would be better able to cope if I had an unexpected expense				
Agree	-	6	339		
Disagree	-	3	12		