

# Common Advice Performance Management Reporting Framework Summary 2018/19

## Fife 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 Fife Council.

This is the first year where data has been collected for Money Advice and Welfare Rights, therefore changes over time cannot be analysed. 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 were 11,456 contacts to the service in 2018/19 and a total of 5,936 clients supported by the service in this year.
- The most common type of referral to the service, other than self-referrals, were from third sector services which made up 10% of all referrals in 2018/19. There was also 14% of referrals recorded as 'Other'.
- A large proportion of initial contacts to the service were for assistance with making initial applications for benefits. This made up 52% of the recorded first reasons for contacting the agency.
- In 2018/19 88% of clients were recorded as having a disability or long-term condition. This is above the national figure of 54%.
- A total of £9,725,682 financial gain was secured for clients in 2018/19. This was made up of £4,283,930 financial gain from benefit awards made/maintained, £2,249,022 financial gain from mandatory reconsiderations/appeals and £3,192,730 additional financial gain from money advice.

Services, Investment and Volume				
Ref	Indicator	Fife		Scotland
		2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	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
	Case management system/s	MAFICS & CASTLE	MAFICS & CASTLE	
I1 <sup>2</sup>	Number of FTE staff			
	In-House	-	-	466
	External	25.3	30.0	443
	Number of Volunteer FTE staff			
	In-House	-	-	10
	External	2.7	88.2	563
I2	Local Authority Funding			
	In-House	£0	£0	£14,753,814
	External	£588,137	£987,228	£11,143,981
	Other Sources of Funding			
	Scottish Legal Aid Board	£182,215	£191,545	£771,398
	Scottish Government	-	-	£545,522
	Big Lottery Fund	-	-	£290,094
	European Social Fund	-	-	£459,223
Other	£138,970 <sup>3</sup>	£311,704 <sup>4</sup>	£1,977,490	

1 Citizens Advice and Rights Fife (CARF)

2 The data for 2017/18 reflected 100% of all statistics which included non-Fife Council related funding Projects. The data for 2018/19 has been portioned to 65% to reflect Local Authority funding only. 2017/18 data includes data from Money Advice Services only and does not include Welfare Rights Services

3 Greener Kirkcaldy £45,560, CAS £8,747 and Fife Gingerbread £84,663

4 Money Advice – Fife Gingerbread £67,987, Greener Kirkcaldy £54,529  
Welfare Rights – ASAP £47,673, CAS Mitigation £92,121, Aged Veterans Fund £9,394, Macmillan £40,000

Services, Investment and Volume				
Ref	Indicator	Fife		Scotland
		2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
A1 <sup>5</sup>	Volume			
	Contacts	6,642	11,456	307,511
	Total Clients	4,513	5,936	244,637
	New Clients	2,492	-	61,652
	Contacts by channel <sup>6</sup>			
	Face-to-face	561	-	103,407
	Telephone	1,164	-	56,566
	Email	129	-	22,286
	Web	1,095	-	4,739
	Webchat	-	-	833
	Number of benefit entitlement checks carried out	*	576 <sup>7</sup>	44,416
	Referrals			
	Self-referral	857	2,203	77,897
	Local authority:			
	Housing	-	169	4,181
	Social Services	-	13	8,357
	Revenues	77		1,264
	Employability	-		1,847
	Other	55	54	6,558
	Primary Health Care	-		12,202
Third Sector	252	308	5,790	
Other	65	438	11,972	
Open SNSIAP cases				
Type I	-	3,922	8,774	
Type II	519	2,601	20,667	
Type III	-	1,053	7,885	
Closed SNSIAP cases				
Type I	-	-	15,432	
Type II	892	-	25,043	
Type III	-	-	5,210	

5 The data for 2017/18 reflected 100% of all statistics which included non-Fife Council related funding Projects. The data for 2018/19 has been portioned to 65% to reflect Local Authority funding only. 2017/18 data includes data from Money Advice Services only and does not include Welfare Rights Services

6 In 2018/19 data for contacts by channel included repeated contacts from the same individual therefore these figures have been excluded.

7 Number of benefit entitlement checks is only recorded for Money Advice clients and does not include Welfare Rights Advice clients

Services, Investment and Volume				
Ref	Indicator	Fife		Scotland
		2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
A1	First reason for contacting agency			
	Benefit Overpayment	32	20	721
	Council Tax arrears	214	146	2,189
	Credit, store and charge card debts	126	104	1,612
	Catalogue debts	28	13	666
	PPI	-		457
	Payday Loan /High cost credit	32	20	367
	Unsecured personal loan (except payday loans)	76	69	1,110
	Bank and Building society overdrafts	20	14	676
	Mortgage arrears	40	21	337
	Rent arrears	349	303	2,989
	Help with appealing welfare benefit decision	-	604	3,297
	Assistance with making initial benefit application	-	1,553	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)	387	135	25,736

Client Demographics <sup>8</sup>					
			Fife		Scotland
Ref	Demographic	Categories	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
C2	Sex	Male	521	1,681	79,041
		Female	785	2,266	98,580
		Not recorded	-	1,983	39,814
		Prefer not to answer	*	6	2,330
	Age <sup>9</sup>	0-15	1	4	803
		16-24	78	205	13,350
		25-34	364	529	26,767
		35-44	333	632	31,774
		45-59	367	1,474	41,754
		60-64	*	560	20,258
		65-70	*	564	12,890
		71+	*	107	21,652
		Not Recorded	3	1,003	38,752
	Prefer not to answer	*	13	9,365	
	Ethnicity	White	1,101	3,641	137,977
		Any Mixed or Multiple Ethnic Groups	2	8	951
		Asian, Asian Scottish or Asian British	10	31	3,261
		African	1	8	1,727
		Caribbean or Black	1	2	500
		Other Ethnic Group	25	38	1,831
		Not Recorded	166	2,040	60,983
	Prefer not to answer	*	167	4,661	
	Disability or long-term condition	Yes	803	2,581	60,955
No		503	341	51,966	
Not Recorded		-	3,014	64,289	
Income <sup>10</sup>	£6,000 or less	330	214	18,256	
	£6,001-£10,000	220	175	13,954	
	£10,001-£15,000	270	141	11,306	
	£15,001-£20,000	227	136	7,647	
	£20,001-£25,000	100	81	3,579	
	£25,001-£30,000	63	42	2,324	
	£30,001-£40,000	44	29	1,316	
	Over £40,000	16	13	640	
	Not Recorded	36	5,105	92,673	
	Prefer not to answer	*		4,138	

- 8 The data for 2017/18 reflected 100% of all statistics which included non-Fife Council related funding Projects. The data for 2018/19 has been portioned to 65% to reflect Local Authority funding only. 2017/18 data includes data from Money Advice Services only and does not include Welfare Rights Services
- 9 2018/19 age demographics only include welfare rights advice services as the categories used by the Money Advice service do not match those used in the framework.
- 10 2018/19 Income demographics are only recorded for money advice clients, welfare rights advice clients have been included as "Not Recorded"

Client Demographics <sup>8</sup>					
			Fife		Scotland
Ref	Demographic	Categories	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
C2	Economic Status	Self employed	37	92	3,477
		Employed full time	306	503	16,169
		Employed part time	225	439	13,548
		Looking after the home or family	98	251	5,116
		Permanently retired from work	62	473	17,358
		Unemployed and seeking work	222	501	18,157
		At school	-	47	729
		In further/higher education	27	18	1,097
		Gov't work or training scheme	3	2	816
		Permanently sick or disabled	130	1,177	26,733
		Unable to work because of short-term illness or injury	123	73	8,114
		Other	73	141	3,401
		Not recorded	-	2,103	80,313
		Prefer not to answer	*	116	5,734
C2	Housing Tenure	Owner occupied	164	853	23,012
		Social rented	882	1,976	54,932
		Private rented	186	496	13,782
		Temporary accommodation	*	53	2,717
		Homeless	*	1	1,475
		Other	74	264	9,619
		Not recorded	-	2,125	85,407
Prefer not to answer	*	167 <sup>11</sup>	6,530		
C2	Household Composition	Single adult (non-pensioner)	530	1,162	34,748
		Single pensioner	-	149	4,476
		Small single parent (1 or 2 children)	*	585	11,406
		Large single parent (3 or more children)	*		747
		Young single parent (1 adult under 25, and 1 or more children)	*	86	556
		Family (2 adults, and 1 or more children)	*	524	10,633
		Large family (2 adults, and 3 or more children)	*	23	1,036
		Adult family (2 or more non-pensioners, and no children)	143	708	16,485
		Older adult family (contains at least 1 pensioner)	38	304	6,038
		Not recorded	-	2,217	84,338
Prefer not to answer	*	178	10,422		

11 This includes clients who are living with family.

Money Advice Indicators									
		Fife <sup>12</sup>					Scotland	Fife	
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	-	-	-	7,474	4,901	43,593	-34%	
	Benefit overpayment	-	-	-	215	137	1,845	-36%	
	Council Tax arrears	-	-	-	821	526	5,174	-36%	
	Utility Arrears	-	-	-	873	672	4,055	-23%	
	Credit, store, and charge card debts	-	-	-	1,417	894	5,452	-37%	
	Rent to own	-	-	-	126	89	455	-29%	
	Catalogue	-	-	-	702	495	2,183	-29%	
	Unsecured personal loan	-	-	-	832	575	3,528	-31%	
	Payday Loan / High Cost Credit	-	-	-	718	443	1,694	-38%	
	Overdrafts	-	-	-	433	240	2,689	-45%	
	Mortgage arrears	-	-	-	50	17	674	-66%	
	Rent arrears	-	-	-	518	389	5,667	-25%	
	Others	-	-	-	769	424 <sup>13</sup>	10,177	-45%	
	Amount of debt owed by client								
	Total		£8,994,428	£6,992,946	£13,701,881	£9,296,797	£186,250,137	-32%	
	Benefit overpayment		£420,897	£478,741	£361,786	£228,834	£6,283,913	-37%	
	Council Tax arrears		£1,092,438	£659,881	£1,708,310	£1,235,348	£20,075,954	-28%	
	Utility Arrears		£127,546	£100,793	£468,131	£334,972	£3,214,671	-28%	
	Credit, store, and charge card debts		£1,697,089	£1,810,169	£2,894,171	£1,941,813	£34,926,764	-33%	
	Rent to own		£185,281	£211,957	£930,591	£297,272	£2,015,158	-68%	
	Catalogue		£317,949	£300,866	£527,888	£397,335	£3,858,004	-25%	
	Unsecured personal loan		£1,978,262	£1,493,658	£623,326	£2,235,238	£23,273,669	259%	
Payday Loan / High Cost Credit		£270,258	£225,550	£2,918,548	£378,248	£3,306,422	-87%		
Overdrafts		£287,668	£288,211	£544,512	£259,169	£4,553,239	-52%		
Mortgage arrears		£994,669	£384,395	£473,345	£406,227	£17,668,282	-14%		
Rent arrears		£365,760	£277,525	£862,462	£717,032	£8,197,951	-17%		
Others		£1,256,611	£761,200	£1,388,812	£865,309 <sup>14</sup>	£58,876,109	-38%		

12 The data for 2017/18 reflected 100% of all statistics which included non-Fife Council related funding Projects. The data for 2018/19 has been portioned to 65% to reflect Local Authority funding only.

13 Includes; HMRC, Child Maintenance, Solicitors Fees, Business Debt, Court Fines/Penalties, TV Licences, Training course fees.

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Money Advice Indicators								
		Fife <sup>12</sup>					Scotland	Fife
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	186	164	126	253	194	1,722	-23%
	Debt Arrangement Scheme	120	149	88	105	62	886	-41%
	Trust Deed	2	3	1	2	1	134	-50%
	Awaiting sequestration	37	9	13	28	15	341	-46%
	Token payments	111	29	14	19	15	1,161	-21%
	Pro rata offers	177	-	-	43	27	1,469	-37%
	Moratorium	1	3	2	2	1	263	-50%
	Debt written off	5	1	8	7	5	355	-29%
	Repayment plan	21	59	29	21	55	643	162%
	Nil Payments/Offers	-	27	28	36	17	295	-53%
	Consolidation Loan	-	-	-	2	-	19	-100%
	Mortgage to rent/Shared equity	-	-	-	-	-	62	
	Did not agree a debt strategy	46	127	142	201	156	1,058	-22%
	Still awaiting outcome	153	-	-	-	293	2,550	
Other: please specify	-	64	57	-	4	2,595		
OC1	Financial gain <sup>15</sup>							
	Financial gain from money advice				*	£3,192,730	£30,217,870	
	Financial gain from any other welfare benefits				*		£8,179,848	
	Total of ALL verified financial gain				£4,543,338	£9,725,682	£323,876,347	
	Total of ALL unverified financial gain				*		£47,195,664	

Welfare Rights Advice Indicators <sup>16</sup>				
		Fife		Scotland
Ref	Indicator	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
OP2, OP3, OC1	Total			
	No. claims	-	1,553	67,249
	No. awards made/maintained	-	655	55,436
	Financial gain from awards made/maintained	£0	£4,283,930	£222,533,895
	No. Mandatory Reconsiderations (MRs)	-	324	8,891
	No. MRs won	*	99	2,063
	No. MRs lost	*	-	2,626
	No. appeals	-	280	10,826
	No. appeals won	*	194	6,483
	No. appeals lost	*	-	2,004
	Financial gain from MRs/appeals	£0	£2,249,022	£44,553,543
	Attendance Allowance			
	No. claims	-	135	7,367
	No. awards made/maintained	-	114	7,245
	Financial gain from awards made/maintained	-	£527,715	£29,556,233
	No. Mandatory Reconsiderations (MRs)	-	8	190
	No. MRs won	*	8	119
	No. MRs lost	*	-	37
	No. appeals	-	3	58
	No. appeals won	*	1	42
	No. appeals lost	*	-	26
	Financial gain from MRs/appeals	-	£40,365	£1,959,706
	Bereavement Benefits			
	No. claims	-	4	190
	No. awards made/maintained	-	3	129
	Financial gain from awards made/maintained	-	£11,570	£561,487
	No. Mandatory Reconsiderations (MRs)	-	1	4
	No. MRs won	*	-	-
	No. MRs lost	*	-	-
	No. appeals	-	-	5
No. appeals won	*	-	-	
No. appeals lost	*	-	-	
Financial gain from MRs/appeals	-	£0	£0	

16 The data for 2017/18 covered money advice clients only and therefore welfare rights statistics were not included. The data for 2018/19 has been portioned to 65% to reflect Local Authority funding only.

Welfare Rights Advice Indicators <sup>16</sup>				
		Fife		Scotland
Ref	Indicator	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
OP2, OP3, OC1	Carers Allowance			
	No. claims	-	23	1,766
	No. awards made/maintained	-	29	1,393
	Financial gain from awards made/maintained	-	£95,685	£4,194,118
	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	-	£2,729	£63,942
	Child Benefit			
	No. claims	-	6	842
	No. awards made/maintained	-	7	554
	Financial gain from awards made/maintained	-	£6,962	£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	-	11	1,469
	No. awards made/maintained	-	7	579
	Financial gain from awards made/maintained	-	£21,727	£3,185,276
	No. Mandatory Reconsiderations (MRs)	-	3	112
	No. MRs won	*	-	20
	No. MRs lost	*	-	14
	No. appeals	-	2	37
No. appeals won	*	-	14	
No. appeals lost	*	-	3	
Financial gain from MRs/appeals	-	£0	£196,224	

Welfare Rights Advice Indicators <sup>16</sup>				
		Fife		Scotland
Ref	Indicator	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments			
	No. claims	-	1	40
	No. awards made/maintained	-	1	15
	Financial gain from awards made/maintained	-	£65	£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
	Contributory Benefits			
	No. claims	-	205	1,265
	No. awards made/maintained	-	111	569
	Financial gain from awards made/maintained	-	£619,639	£2,632,769
	No. Mandatory Reconsiderations (MRs)	-	73	309
	No. MRs won	*	10	86
	No. MRs lost	*	-	50
	No. appeals	-	49	257
	No. appeals won	*	49	192
	No. appeals lost	*	-	30
	Financial gain from MRs/appeals	-	£388,678	£1,354,155
	Disability Living Allowance			
	No. claims	-	57	2,473
	No. awards made/maintained	-	38	3,591
	Financial gain from awards made/maintained	-	£129,496	£6,146,411
	No. Mandatory Reconsiderations (MRs)	-	10	329
	No. MRs won	*	5	90
	No. MRs lost	*	-	119
	No. appeals	-	13	493
No. appeals won	*	14	291	
No. appeals lost	*	-	110	
Financial gain from MRs/appeals	-	£886,935	£2,730,061	

Welfare Rights Advice Indicators <sup>16</sup>				
		Fife		Scotland
Ref	Indicator	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
OP2, OP3, OC1	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	-	-	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
	Industrial Injuries Disablement Benefit			
	No. claims	-	2	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	-	-	30
No. appeals won	*	-	6	
No. appeals lost	*	-	11	
Financial gain from MRs/appeals	-	£0	£20,126	

Welfare Rights Advice Indicators <sup>16</sup>				
		Fife		Scotland
Ref	Indicator	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	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	£87,865
	Pension Credit			
	No. claims	-	38	1,334
	No. awards made/maintained	-	38	2,156
	Financial gain from awards made/maintained	-	£131,906	£6,997,890
	No. Mandatory Reconsiderations (MRs)	-	2	30
	No. MRs won	*	1	9
	No. MRs lost	*	-	5
	No. appeals	-	1	10
	No. appeals won	*	-	3
	No. appeals lost	*	-	4
	Financial gain from MRs/appeals	-	£1,097	£87,623
	Personal Independence Payment			
	No. claims	-	844	21,856
	No. awards made/maintained	-	129	13,324
	Financial gain from awards made/maintained	-	£2,060,170	£66,356,434
	No. Mandatory Reconsiderations (MRs)	-	182	3,796
	No. MRs won	*	62	688
	No. MRs lost	*	-	1,299
	No. appeals	-	196	5,177
No. appeals won	*	127	2,979	
No. appeals lost	*	-	1,064	
Financial gain from MRs/appeals	-	£847,963	£19,563,811	

Welfare Rights Advice Indicators <sup>16</sup>				
		Fife		Scotland
Ref	Indicator	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
OP2, OP3, OC1	Scottish Welfare Fund			
	No. claims	-	20	2,111
	No. awards made/maintained	-	12	1,068
	Financial gain from awards made/maintained	-	£1,866	£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	£21,285
	State Pension			
	No. claims	-	3	177
	No. awards made/maintained	-	-	154
	Financial gain from awards made/maintained	-	£0	£1,400,568
	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
	Sure Start Maternity Grant			
	No. claims	-	1	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	

Welfare Rights Advice Indicators <sup>16</sup>				
		Fife		Scotland
Ref	Indicator	2017/18 (Money Advice Only)	2018/19 (Money & Welfare Rights)	2018/19
OP2, OP3, OC1	Universal Credit			
	No. claims	-	77	4,098
	No. awards made/maintained	-	70	3,604
	Financial gain from awards made/maintained	-	£374,118	£16,699,608
	No. Mandatory Reconsiderations (MRs)	-	40	456
	No. MRs won	*	7	94
	No. MRs lost	*	-	72
	No. appeals	-	16	347
	No. appeals won	*	3	203
	No. appeals lost	*	-	51
	Financial gain from MRs/appeals	-	£73,889.16	£1,115,462.61
	Other			
	No. claims	-	124	21,147
	No. awards made/maintained	-	99	19,547
	Financial gain from awards made/maintained	-	£303,012	£81,345,429
	No. Mandatory Reconsiderations (MRs)	-	4	3,508
	No. MRs won	*	4	917
	No. MRs lost	*	-	1,012
	No. appeals	-	1	4,389
	No. appeals won	*	1	2,730
	No. appeals lost	*	-	689
	Financial gain from MRs/appeals	-	£7,365	£17,274,829



Softer Outcomes				
		Fife		Scotland
Ref	Indicator	2017/18	2018/19	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				
		Fife		Scotland
Ref	Indicator	2017/18	2018/19	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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