

# Common Advice Performance Management Reporting Framework Summary 2018/19

## Perth & Kinross 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 Perth & Kinross 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 funding for the external service has reduced 21% from £207,089 in 2017/18 to £163,766 in 2018/19.
- 58% of clients were in some form of employment in 2018/19.
- Overall there has been a reduction in the number of debt clients and the amount of debt owed by these clients. Between 2017/18 and 2018/19 the total number of debt clients reduced 24% from 1,851 to 1,411 and the total debt owed reduced 37% from £10,162,832 to £6,375,946.

\* Please note, 2018/19 figures do not include any information from the internal service

Services, Investment and Volume					
Ref	Indicator	Perth & Kinross		Scotland	P&K.
		2017/18	2018/19 <sup>1</sup>	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice	-	-	3	
	Welfare rights <sup>2</sup>	1	1	11	0%
	Combined	-	-	15	
	External				
	Money advice <sup>3</sup>	1	1	5	0%
	Welfare rights	-	-	1	
	Combined	-	-	65	
	Case management system/s	AIS/SWIFT Social Work database, CASTLE	CASTLE - CAB		
I1	Number of FTE staff				
	In-House	7.0	-	466	
	External	5.5	5.0	443	-9%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
	External	5.0	-	563	
I2	Local Authority Funding				
	In-House	£208,979		£14,753,814	
	External	£207,089	£163,766	£11,143,981	-21%
	Other Sources of Funding				
	Scottish Legal Aid Board	-		£771,398	
	Scottish Government	-		£545,522	
	Big Lottery Fund	-		£290,094	
European Social Fund	£94,510	£16,664	£459,223	-82%	
Other	£50,361	£0	£1,977,490	-100%	

1 Figures do not include Perth & Kinross Welfare Rights Team

2 Perth & Kinross Welfare Rights Team

3 Perth Citizens Advice Bureau (CAB) Money Advic

Services, Investment and Volume					
Ref	Indicator	Perth & Kinross		Scotland	P&K.
		2017/18	2018/19 <sup>1</sup>	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	5,836	581	307,511	-90%
	Total Clients	3,639 <sup>4</sup>	745	244,637	-80%
	New Clients	3,492	581	61,652	-83%
	Contacts by channel <sup>5</sup>				
	Face-to-face	1,001	-	103,407	
	Telephone	2,124	-	56,566	
	Email	1,377	-	22,286	
	Web	360	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	-	44,416	
	Referrals				
	Self-referral	1,565	-	77,897	
	Local authority:				
	Housing	120	-	4,181	
	Social Services	481	-	8,357	
	Revenues	219	-	1,264	
	Employability	-	-	1,847	
	Other	-	-	6,558	
	Primary Health Care	1	-	12,202	
Third Sector	147	-	5,790		
Other	325	-	11,972		
Open SNSIAP cases					
Type I	-	-	8,774		
Type II	300	-	20,667		
Type III	-	-	7,885		
Closed SNSIAP cases					
Type I	-	-	15,432		
Type II	352	-	25,043		
Type III	-	-	5,210		

4 Figures from the Welfare Rights Team include new clients only

5 2018/19 figures have been excluded as these include multiple contacts per client

Services, Investment and Volume					
Ref	Indicator	Perth & Kinross		Scotland	P&K.
		2017/18	2018/19 <sup>1</sup>	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						
			Perth & Kinross		Scotland	P&K
Ref	Demographic	Categories	2017/18	2018/19 <sup>6</sup>	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	226	238	79,041	5%
		Female	227	255	98,580	12%
		Not recorded	199	250	39,814	26%
		Prefer not to answer	*	2	2,330	
	Age <sup>7</sup>	0-15	-	-	803	
		16-24	50	55	13,350	10%
		25-34	103	131	26,767	27%
		35-44	138	169	31,774	22%
		45-59	176	227	41,754	29%
		60-64	*	43	20,258	
		65-70	*	51	12,890	
		71+	*	7	21,652	
		Not Recorded	110	62	38,752	-44%
		Prefer not to answer	*	-	9,365	
	Ethnicity	White	411	480	137,977	17%
		Any Mixed or Multiple Ethnic Groups	-	-	951	
		Asian, Asian Scottish or Asian British	5	7	3,261	40%
		African	-	2	1,727	
		Caribbean or Black	-	2	500	
		Other Ethnic Group	1	2	1,831	100%
		Not Recorded	235	249	60,983	6%
		Prefer not to answer	*	3	4,661	
	Disability or long-term condition	Yes	174	215	60,955	24%
No		219	265	51,966	21%	
Not Recorded		259	265	64,289	2%	
Income	£6,000 or less	-	-	18,256		
	£6,001-£10,000	-	119 <sup>8</sup>	13,954		
	£10,001-£15,000	-	100	11,306		
	£15,001-£20,000	-	85	7,647		
	£20,001-£25,000	-	44	3,579		
	£25,001-£30,000	-	33	2,324		
	£30,001-£40,000	-	27	1,316		
	Over £40,000	-	18	640		
	Not Recorded	-	199	92,673		
	Prefer not to answer	*	-	4,138		

6 Figures do not include Perth & Kinross Welfare Rights Team

7 2018/19 figures include 51 clients aged 65-79, these have been included under 65-70, and 7 clients aged 80+, these have been included under 71+

8 This includes all clients with an income below £10,000 as CAB does not include a separate category for £6,000 or less

Client Demographics						
			Perth & Kinross		Scotland	P&K
Ref	Demographic	Categories	2017/18	2018/19 <sup>6</sup>	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	32	40	3,477	25%
		Employed full time	133	170	16,169	28%
		Employed part time	64	72	13,548	13%
		Looking after the home or family	16	15	5,116	-6%
		Permanently retired from work	32	33	17,358	3%
		Unemployed and seeking work	29	54	18,157	86%
		At school	-	-	729	
		In further/higher education	6	11	1,097	83%
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	85	80 <sup>9</sup>	26,733	-6%
		Unable to work because of short-term illness or injury	-	-	8,114	
		Other	-	17	3,401	
		Not recorded	255	251	80,313	-2%
		Prefer not to answer	*	2	5,734	
C2	Housing Tenure	Owner occupied	74	93	23,012	26%
		Social rented	175	217	54,932	24%
		Private rented	103	108	13,782	5%
		Temporary accommodation	*	-	2,717	
		Homeless	*	9	1,475	
		Other	57	51	9,619	-11%
		Not recorded	243	258	85,407	6%
		Prefer not to answer	*	9	6,530	
C2	Household Composition	Single adult (non-pensioner)	135	164	34,748	21%
		Single pensioner	19	20	4,476	5%
		Small single parent (1 or 2 children)	*	66	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)	*	97	10,633	
		Large family (2 adults, and 3 or more children)	*	8	1,036	
		Adult family (2 or more non-pensioners, and no children)	73	97	16,485	33%
		Older adult family (contains at least 1 pensioner)	16	21	6,038	31%
		Not Recorded	246	268	84,338	9%
		Prefer not to answer	*	4	10,422	

9 This includes 'Unable to work because of short-term illness or injury' as these categories are not recorded separately

## Money Advice Indicators

		Perth & Kinross					Scotland	P&K	
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	-	-	-	1,851	1,411	43,593	-24%	
	Benefit overpayment	-	-	-	111	76	1,845	-32%	
	Council Tax arrears	-	-	-	222	192	5,174	-14%	
	Utility Arrears	-	-	-	211	185	4,055	-12%	
	Credit, store, and charge card debts	-	-	-	240	192	5,452	-20%	
	Rent to own	-	-	-	-	-	455		
	Catalogue	-	-	-	65	68	2,183	5%	
	Unsecured personal loan	-	-	-	192	134	3,528	-30%	
	Payday Loan / High Cost Credit	-	-	-	65	49	1,694	-25%	
	Overdrafts	-	-	-	133	100	2,689	-25%	
	Mortgage arrears	-	-	-	27	25	674	-7%	
	Rent arrears	-	-	-	134	133	5,667	-1%	
	Others	-	-	-	451	257	10,177	-43%	
	Amount of debt owed by client								
	Total		£7,855,295	£8,160,870	£10,162,832	£6,375,946	£186,250,137	-37%	
	Benefit overpayment		£268,975	£132,592	£321,486	£242,670	£6,283,913	-25%	
	Council Tax arrears		£475,636	£615,250	£640,097	£589,524	£20,075,954	-8%	
	Utility Arrears		£108,422	£84,126	£172,376	£133,362	£3,214,671	-23%	
	Credit, store, and charge card debts		£1,246,102	£1,374,729	£1,474,865	£1,695,803	£34,926,764	15%	
	Rent to own		£80,759	£103,239	-	-	£2,015,158		
	Catalogue		£69,462	£92,856	£117,956	£140,630	£3,858,004	19%	
	Unsecured personal loan		£854,739	£829,676	£1,214,233	£810,553	£23,273,669	-33%	
	Payday Loan / High Cost Credit		£73,841	£49,372	£89,064	£123,235	£3,306,422	38%	
	Overdrafts		£509,788	£187,574	£241,557	£183,719	£4,553,239	-24%	
Mortgage arrears		£689,499	£957,099	£797,464	£742,969	£17,668,282	-7%		
Rent arrears		£259,148	£366,289	£295,068	£338,519	£8,197,951	15%		
Others <sup>10</sup>		£3,218,925	£3,368,068	£4,798,666	£1,374,962 <sup>11</sup>	£58,876,109	-71%		

<sup>10</sup> Other includes; Business debts, Tax/National Insurance, Hire Purchase and purchased debt where the original creditor is not known

<sup>11</sup> Includes 22 clients with Business Debt of £321,551, 23 clients with Hire Purchase debt of £128,069 and 331 with 'other' debts of £925,342



## Money Advice Indicators

		Perth & Kinross					Scotland	P&K
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 <sup>12</sup>							
	Sequestration	94	47	50	35	82	1,722	134%
	Debt Arrangement Scheme	28	12	25	21	45	886	114%
	Trust Deed	1	-	1	-	1	134	
	Awaiting sequestration	-	-	2	-	-	341	
	Token payments	8	4	10	11	22	1,161	100%
	Pro rata offers	6	10	38	2	63	1,469	3050%
	Moratorium	-	-	-	-	2	263	
	Debt written off	5	10	3	17	13	355	-24%
	Repayment plan	-	-	-	-	-	643	
	Nil Payments/Offer	-	-	-	-	-	295	
	Consolidation Loan	-	-	-	-	1	19	
	Mortgage to rent/Shared equity	-	4	-	-	-	62	
	Did not agree a debt strategy	-	-	155	-	179 <sup>13</sup>	1,058	
Still awaiting outcome	-	-	186	-	261	2,550		
Other: please specify	20	-	-	-	49	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£1,340,866	£30,217,870	
	Financial gain from any other welfare benefits				*		£8,179,848	
	Total of ALL verified financial gain				£6,344,267	£1,340,886	£323,876,347	-79%
	Total of ALL unverified financial gain				*		£47,195,664	

<sup>12</sup> 2017/18 data includes partial data due to changes in the reporting system

<sup>13</sup> Includes clients who have been advised and are taking action for themselves

Welfare Rights Advice Indicators					
		Perth & Kinross		Scotland	P&K
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	-	-	67,249	
	No. awards made/maintained	-	-	55,436	
	Financial gain from awards made/maintained	£0	£0	£222,533,895	
	No. Mandatory Reconsiderations (MRs)	-	-	8,891	
	No. MRs won	*	-	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	143	-	10,826	-100%
	No. appeals won	*	-	6,483	
	No. appeals lost	*	-	2,004	
	Financial gain from MRs/appeals	£619,359	£0	£44,553,543	-100%
	Attendance Allowance				
	No. claims	-	-	7,367	
	No. awards made/maintained	-	-	7,245	
	Financial gain from awards made/maintained	-	-	£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	-	-	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	£30,629	-	£0	

Welfare Rights Advice Indicators					
		Perth & Kinross		Scotland	P&K
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Carers Allowance				
	No. claims	-	-	1,766	
	No. awards made/maintained	-	-	1,393	
	Financial gain from awards made/maintained	-	-	£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	-	-	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	3	-	8	
	No. appeals won	*	-	7	
	No. appeals lost	*	-	3	
	Financial gain from MRs/appeals	£6,883	-	£61,321	
	Child Tax Credit				
	No. claims	-	-	1,469	
	No. awards made/maintained	-	-	579	
	Financial gain from awards made/maintained	-	-	£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	£0	£196,224	
Cold Weather Payments and Winter Fuel Payments					
No. claims	-	-	40		
No. awards made/maintained	-	-	15		
Financial gain from awards made/maintained	-	-	£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		

Welfare Rights Advice Indicators						
		Perth & Kinross		Scotland	P&K	
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	-	-	£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	-	-	2,473		
	No. awards made/maintained	-	-	3,591		
	Financial gain from awards made/maintained	-	-	£6,146,411		
	No. Mandatory Reconsiderations (MRs)	-	-	329		
	No. MRs won	*	-	90		
	No. MRs lost	*	-	119		
	No. appeals	20	-	493		
	No. appeals won	*	-	291		
	No. appeals lost	*	-	110		
	Financial gain from MRs/appeals	£73,200	-	£2,730,061		
	Discretionary Housing Payments					
	No. claims	-	-	834		
	No. awards made/maintained	-	-	1,327		
	Financial gain from awards made/maintained	-	-	£1,308,618		
	No. Mandatory Reconsiderations (MRs)	-	-	20		
	No. MRs won	*	-	10		
	No. MRs lost	*	-	1		
	No. appeals	2	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£0	-	£11,654		
	Funeral Expenses					
	No. claims	-	-	84		
	No. awards made/maintained	-	-	39		
Financial gain from awards made/maintained	-	-	£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					
		Perth & Kinross		Scotland	P&K
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	-	-	£122,385	
	No. Mandatory Reconsiderations (MRs)	-	-	13	
	No. MRs won	*	-	1	
	No. MRs lost	*	-	3	
	No. appeals	2	-	30	
	No. appeals won	*	-	6	
	No. appeals lost	*	-	11	
	Financial gain from MRs/appeals	£972	-	£20,126	
	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	-	-	1,334	
	No. awards made/maintained	-	-	2,156	
	Financial gain from awards made/maintained	-	-	£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	-	-	21,856		
No. awards made/maintained	-	-	13,324		
Financial gain from awards made/maintained	-	-	£66,356,434		
No. Mandatory Reconsiderations (MRs)	-	-	3,796		
No. MRs won	*	-	688		
No. MRs lost	*	-	1,299		
No. appeals	5	-	5,177		
No. appeals won	*	-	2,979		
No. appeals lost	*	-	1,064		
Financial gain from MRs/appeals	£19,924	-	£19,563,811		

Welfare Rights Advice Indicators					
		Perth & Kinross		Scotland	P&K
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Scottish Welfare Fund				
	No. claims	-	-	2,111	
	No. awards made/maintained	-	-	1,068	
	Financial gain from awards made/maintained	-	-	£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	-	-	177	
	No. awards made/maintained	-	-	154	
	Financial gain from awards made/maintained	-	-	£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	-	-	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	103	-	1	
	No. appeals won	*	-	2	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	£485,833.53	-	£1,000.00	
	Universal Credit				
	No. claims	-	-	4,098	
	No. awards made/maintained	-	-	3,604	
	Financial gain from awards made/maintained	-	-	£16,699,608	
	No. Mandatory Reconsiderations (MRs)	-	-	456	
	No. MRs won	*	-	94	
	No. MRs lost	*	-	72	
No. appeals	-	-	347		
No. appeals won	*	-	203		
No. appeals lost	*	-	51		
Financial gain from MRs/appeals	£0.00	-	£1,115,462.61		

Welfare Rights Advice Indicators					
		Perth & Kinross		Scotland	P&K
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other <sup>14</sup>				
	No. claims	-	-	21,147	
	No. awards made/maintained	-	-	19,547	
	Financial gain from awards made/maintained	-	-	£81,345,429	
	No. Mandatory Reconsiderations (MRs)	-	-	3,508	
	No. MRs won	*	-	917	
	No. MRs lost	*	-	1,012	
	No. appeals	8	-	4,389	
	No. appeals won	*	-	2,730	
	No. appeals lost	*	-	689	
	Financial gain from MRs/appeals	£1,917	-	£17,274,829	

14 2017/18 includes Income Support, JSA and Housing Benefit

Softer Outcomes					
		Perth & Kinross		Scotland	P&K
Ref	Indicator	2017/18	2018/19 <sup>15</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	-	-	347	
	Disagree	-	-	14	
	I feel more in control of my life				
	Agree	-	-	351	
	Disagree	-	-	5	
	I am more able to make decisions				
	Agree	-	-	1,644	
	Disagree	-	-	76	
	I am more able to cope with day to day issues/problems				
	Agree	-	-	346	
Disagree	-	-	12		
I know when to seek support and where to get it					
Agree	-	-	356		
Disagree	-	-	4		

15 Client feedback questionnaires in Perth CAB are to be revised in line with CAPMRF requirements. Current questions are mainly about satisfaction with the service but 99 respondents replied to a question about how confident they now feel about managing their problem and 98 were confident or very confident with 1 reporting no change



Softer Outcomes					
		Perth & Kinross		Scotland	P&K
Ref	Indicator	2017/18	2018/19 <sup>15</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	-	-	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		