

# Common Advice Performance Management Reporting Framework Summary 2018/19

## Dumfries & Galloway 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 Dumfries & Galloway 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:

- There was a large increase in the number of contacts made to the services via email. This increased 126% from 630 contacts in 2017/18 to 1,425 contacts in 2018/19. Email contacts made up 10% of contacts in 2018/19 compared with 4% in 2017/18.
- 427 benefit entitlement checks were carried out in 2018/19.
- The most common reason for contacting the agency in 2018/19 was for benefit entitlement checks which made up 64% of the total reasons recorded. This rate is higher than the previous year (26%) and is comparatively higher than the rate across Scotland (37%).
- A large proportion of contacts to the service are referred from employability services (10%) and primary health care (21%).
- A high proportion of clients were from the older age groups – 29% were aged 60-64, compared with just 12% for Scotland.
- The number of debt clients and amount owed in debt has reduced for all types except council tax arrears and rent arrears which have increased. In 2017/18 £409,004 was owed in council tax arrears, this increased 55% to £633,309 in 2018/19. Rent arrears increased 36% between 2015/16 and 2018/19 from £196,336 to £267,039
- A total of £16.37 million financial gain was secured for clients in 2018/19, roughly the same as the year before. This includes £1.65 million gain from money advice, £13.6 million from awards made/maintained and £1.1 million gain from mandatory reconsiderations. Between 2017/18 and 2018/19 there was a shift of increasing financial gain from awards made and maintained and less gain from mandatory reconsiderations and appeals.



### Case Study 1

A customer was referred to the Financial Inclusion and Welfare Support Team (FIWS) for a review of their current rate of Personal Independence Payment (PIP). The customer was in receipt of ESA and met the eligibility criteria for a severe disability premium however was not in receipt of it. FIWS phoned the DWP to query this and chased it continually for four months until it was awarded. This resulted in a £10,000 backdate for the customers severe disability premium.

The customer received the PIP award which was standard rate daily living and standard rate mobility. FIWS completed a mandatory reconsideration form and it was unsuccessful. This was then appealed, and the customer sent in further evidence to support the claim and the original PIP award of enhanced mobility standard daily living was reinstated without having to attending a hearing. The customer was delighted with both awards.



### Case Study 2

The daughter of a Housing Support customer visited the office as she had received a letter regarding several outstanding invoices. She was very distressed as the overall debt was almost £1400. The adviser assured her that they would look at this with her and help resolve the situation.

It transpired that her mother was paying the full charge of £137.68 per month for her Housing Support as she had not returned her annual reassessment form. The adviser agreed to process a reassessment to ensure she was paying the correct amount in relation to her income and to arrange an affordable way for the customer to clear her outstanding invoices.

While gathering the financial information to complete the reassessment it was discovered that she was not receiving her Disability Living Allowance from the DWP. The DWP was contacted on the client's behalf to establish the reason for the suspension which had been suspended for almost a year. The reason for this was when she moved to sheltered housing her daughter had wrongly informed the DWP that her mother had moved into a care home. The worker contacted DWP several times by telephone but also submitted any required evidence of the clients living arrangements to try and reinstate the Disability Living Allowance payments. This was successful and in addition to receiving the ongoing payments of her Disability Living Allowance, she also received over £9,000 in back payments, which meant she could pay her outstanding debt.

A reassessment of the customer's contribution towards her Housing Support charges was also completed and she is now paying the appropriate amount for this. The lady's daughter contacted the service to thank them for all their help.



### Case Study 3

An application form for PIP was completed for a customer who was in receipt of Disability Living Allowance, low care and low mobility and was Transitioning to Personal Independence Payment (PIP). This was awarded at £108.25 enhanced daily living and standard mobility.

From this, the service identified additional severe disability premiums and a carer's premium for the customer, increasing their ESA by £164.60 a week which was backdated with the customer receiving a lump sum of £3,616.45. The weekly increase of PIP and ESA for the customer was £228.85.

Services, Investment and Volume					
Ref	Indicator	Dumfries & Galloway		Scotland	Dumfries & Galloway
		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 <sup>1</sup>	1	1	11	0%
	Combined	-	-	15	
	External				
	Money advice	-	-	5	
	Welfare rights	-	-	1	
	Combined <sup>2</sup>	1	1	65	0%
	Case management system/s	CASTLE – DAGCAS, Comino & Destin - LA	CASTLE – DAGCAS, Comino & Destin - LA		
I1	Number of FTE staff				
	In-House	11.0	8.2	466	-25%
	External	10.9	10.9	443	0%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
	External	0.3	0.3	563	0%
I2	Local Authority Funding				
	In-House	£458,000	- <sup>3</sup>	£14,753,814	
	External	£340,000	£340,000	£11,143,981	0%
	Other Sources of Funding				
	Scottish Legal Aid Board	£0		£771,398	
	Scottish Government	£55,000	£55,000	£545,522	0%
	Big Lottery Fund	£0	£0	£290,094	
	European Social Fund	£0	£0	£459,223	
Other	£0	£0	£1,977,490		

1 Financial Inclusion and Welfare Support Team

2 Dumfries & Galloway Citizens Advice Service

3 Final costs for in house provision are not available until later in the year.

Services, Investment and Volume					
Ref	Indicator	Dumfries & Galloway		Scotland	Dumfries & Galloway
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1 <sup>4</sup>	Volume				
	Contacts	14,339	13,799	307,511	-4%
	Total Clients	13,092	8,072	244,637	-38%
	New Clients	4,680	3,000	61,652	-36%
	Contacts by channel				
	Face-to-face	8,522	9,991	103,407	17%
	Telephone	5,187	2,119	56,566	-59%
	Email	630	1,425	22,286	126%
	Web	-	264	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	427	44,416	
	Referrals				
	Self-referral	6,780	5,783	77,897	-15%
	Local authority:				
	Housing	257	78	4,181	-70%
	Social Services	750	812	8,357	8%
	Revenues	12	188	1,264	1467%
	Employability	444	1,374	1,847	209%
	Other	-	101	6,558	
	Primary Health Care	2,865	2,798	12,202	-2%
	Third Sector	505	971	5,790	92%
	Other	1,037	1,204	11,972	16%
	Open SNSIAP cases				
Type I	-	-	8,774		
Type II	-	-	20,667		
Type III	-	-	7,885		
Closed SNSIAP cases					
Type I	-	-	15,432		
Type II	-	-	25,043		
Type III	-	-	5,210		

4 In 2018/19 referrals and first reason for contacting the agency have not been recorded for all contacts.

Services, Investment and Volume					
Ref	Indicator	Dumfries & Galloway		Scotland	Dumfries & Galloway
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	120	68	721	-43%
	Council Tax arrears	185	143	2,189	-23%
	Credit, store and charge card debts	115	137	1,612	19%
	Catalogue debts	52	57	666	10%
	PPI	13	-	457	-100%
	Payday Loan /High cost credit	34	27	367	-21%
	Unsecured personal loan (except payday loans)	98	111	1,110	13%
	Bank and Building society overdrafts	57	77	676	35%
	Mortgage arrears	24	21	337	-13%
	Rent arrears	221	167	2,989	-24%
	Help with appealing welfare benefit decision	725	220	3,297	-70%
	Assistance with making initial benefit application	348		6,271	
	Sanctioned	26	17	249	-35%
	Benefits entitlement check	961	2,263	28,582	135%
	Issue relating to right to reside	17	-	199	-100%
	Seeking to access other funds (i.e. grants)	336	193	1,461	-43%
	Other (Please specify)	324	44	25,736	-86%

## Client Demographics

Client Demographics						
			Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	4,724	3,563	79,041	-25%
		Female	4,614	4,155	98,580	-10%
		Not recorded	453	-	39,814	-100%
		Prefer not to answer	*	354	2,330	
	Age <sup>5</sup>	0-15	-	-	803	
		16-24	585	97	13,350	-83%
		25-34	1,134	552	26,767	-51%
		35-44	1,197	1,190	31,774	-1%
		45-59	2,457	1,258	41,754	-49%
		60-64	*	2,303	20,258	
		65-70	*	900	12,890	
		71+	*	1,718	21,652	
		Not Recorded	343	-	38,752	-100%
	Prefer not to answer	*	54	9,365		
	Ethnicity	White	8,964	7,409	137,977	-17%
		Any Mixed or Multiple Ethnic Groups	26	11	951	-58%
		Asian, Asian Scottish or Asian British	50	32	3,261	-36%
		African	8	9	1,727	13%
		Caribbean or Black	4	3	500	-25%
		Other Ethnic Group	17	13	1,831	-24%
		Not Recorded	583	94	60,983	-84%
		Prefer not to answer	*	501	4,661	
	Disability or long-term condition	Yes	3,087	2,947	60,955	-5%
		No	1,300	1,347	51,966	4%
		Not Recorded	1,106	3,778	64,289	242%
	Income <sup>6</sup>	£6,000 or less	-	-	18,256	
		£6,001-£10,000	111	80	13,954	-28%
		£10,001-£15,000	133	55	11,306	-59%
£15,001-£20,000		84	59	7,647	-30%	
£20,001-£25,000		53	38	3,579	-28%	
£25,001-£30,000		29	23	2,324	-21%	
£30,001-£40,000		12	7	1,316	-42%	
Over £40,000		4	6	640	50%	
Not Recorded		207	8,115	92,673	3820%	
Prefer not to answer		*	319	4,138		

5 In 2018/19 the age ranges recorded were “65-79” and “80+”, therefore the number of clients recorded under “65-70” and “71+” are approximate figures.

6 In 2017/18 data was supplied in relation to money advice clients only.

Client Demographics						
			Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	142	145	3,477	2%
		Employed full time	497	596	16,169	20%
		Employed part time	514	586	13,548	14%
		Looking after the home or family	175	166	5,116	-5%
		Permanently retired from work	737	742	17,358	1%
		Unemployed and seeking work	562	542	18,157	-4%
		At school	-	-	729	
		In further/higher education	55	49	1,097	-11%
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	1,661	1,515	26,733	-9%
		Unable to work because of short-term illness or injury	287	-	8,114	-100%
		Other	60	168	3,401	180%
		Not recorded	749	2,512	80,313	235%
		Prefer not to answer	*	1,051	5,734	
C2	Housing Tenure	Owner occupied	1,022	990	23,012	-3%
		Social rented	2,009	2,004	54,932	0%
		Private rented	790	737	13,782	-7%
		Temporary accommodation	*	-	2,717	
		Homeless	*	101	1,475	
		Other	642	442	9,619	-31%
		Not recorded	1,030	3,036	85,407	195%
		Prefer not to answer	*	762	6,530	
C2	Household Composition <sup>7</sup>	Single adult (non-pensioner)	1,800	1,587	34,748	-12%
		Single pensioner	338	258	4,476	-24%
		Small single parent (1 or 2 children)	*	494	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)	*	563	10,633	
		Large family (2 adults, and 3 or more children)	*	30	1,036	
		Adult family (2 or more non-pensioners, and no children)	959	759	16,485	-21%
		Older adult family (contains at least 1 pensioner)	1,469	481	6,038	-67%
		Not recorded	1,239	-	84,338	-100%
		Prefer not to answer	*	3,900	10,422	

7 2017/18 includes data for DAGCAS only



## Money Advice Indicators

		Dumfries & Galloway					Scotland	Dumfries & Galloway	
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19	
C3 <sup>8</sup>	Number of clients								
	Total	-	-	-	1,575	1,924	43,593	22%	
	Benefit overpayment	-	-	-	92	89	1,845	-3%	
	Council Tax arrears	-	-	-	175	369	5,174	111%	
	Utility Arrears	-	-	-	161	156	4,055	-3%	
	Credit, store, and charge card debts	-	-	-	351	340	5,452	-3%	
	Rent to own	-	-	-	21	20	455	-5%	
	Catalogue	-	-	-	136	132	2,183	-3%	
	Unsecured personal loan	-	-	-	215	208	3,528	-3%	
	Payday Loan / High Cost Credit	-	-	-	79	76	1,694	-4%	
	Overdrafts	-	-	-	153	148	2,689	-3%	
	Mortgage arrears	-	-	-	42	41	674	-2%	
	Rent arrears	-	-	-	78	275	5,667	253%	
	Others	-	-	-	72	70	10,177	-3	
	Amount of debt owed by client								
	Total		£10,734,156	£10,734,156	£9,357,112	£5,778,759	£186,250,137	-38%	
	Benefit overpayment		£542,644	£542,644	£244,481	£135,187	£6,283,913	-45%	
	Council Tax arrears		£692,700	£692,700	£409,004	£633,309	£20,075,954	55%	
	Utility Arrears		£159,924	£159,924	£135,593	£74,977	£3,214,671	-45%	
	Credit, store, and charge card debts		£2,729,292	£2,729,292	£2,121,988	£1,173,362	£34,926,764	-45%	
	Rent to own		£106,670	£106,670	£119,260	£65,945	£2,015,158	-45%	
	Catalogue		£312,947	£312,947	£248,226	£137,257	£3,858,004	-45%	
	Unsecured personal loan		£2,093,829	£2,093,829	£1,553,572	£859,055	£23,273,669	-45%	
	Payday Loan / High Cost Credit		£122,467	£122,467	£126,284	£69,829	£3,306,422	-45%	
Overdrafts		£652,360	£652,360	£309,535	£171,158	£4,553,239	-45%		
Mortgage arrears		£1,099,309	£1,099,309	£2,733,627	£1,511,571	£17,668,282	-45%		
Rent arrears		£196,336	£196,336	£125,658	£267,039	£8,197,951	113%		
Others		£2,025,677	£2,025,677	£1,229,884	£680,070	£58,876,109	-45%		

8 In 2018/19 Other debts were mainly HMRC and other business debts.

## Money Advice Indicators

		Dumfries & Galloway					Scotland	Dumfries & Galloway
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	96	53	81	17	24	1,722	41%
	Debt Arrangement Scheme	123	99	93	26	16	886	-38%
	Trust Deed	1	2	4	1	-	134	-100%
	Awaiting sequestration	41	25	42	-	-	341	
	Token payments	151	170	135	26	21	1,161	-19%
	Pro rata offers	56	57	55	12	5	1,469	-58%
	Moratorium	4	7	11	7	2	263	-71%
	Debt written off	4	9	13	8	4	355	-50%
	Repayment plan	32	2	-	12	3	643	-75%
	Nil Payments/Offer	-	17	16	3	-	295	-100%
	Consolidation Loan	-	-	-	1	-	19	-100%
	Mortgage to rent/Shared equity	-	4	2	-	2	62	
	Did not agree a debt strategy	198	377	341	550	-	1,058	-100%
	Still awaiting outcome	41	74	69	-	840	2,550	
	Other: please specify	122	-	-	-	20	2,595	
OC1	Financial gain							
	Financial gain from money advice				*	£1,651,163	£30,217,870	
	Financial gain from any other welfare benefits				*		£8,179,848	
	Total of ALL verified financial gain				£16,157,037	£16,366,957	£323,876,347	1%
	Total of ALL unverified financial gain				*		£47,195,664	

Welfare Rights Advice Indicators					
		Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	-	2,361	67,249	
	No. awards made/maintained	3,806	3,823	55,436	0%
	Financial gain from awards made/maintained	£12,246,951	£13,589,461	£222,533,895	11%
	No. Mandatory Reconsiderations (MRs)	378	473	8,891	25%
	No. MRs won	*	-	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	801	277	10,826	-65%
	No. appeals won	*	245	6,483	
	No. appeals lost	*	88	2,004	
	Financial gain from MRs/appeals	£2,343,540	£1,126,332	£44,553,543	-52%
	Attendance Allowance				
	No. claims	-	327	7,367	
	No. awards made/maintained	854	863	7,245	1%
	Financial gain from awards made/maintained	£3,195,306	£3,409,837	£29,556,233	7%
	No. Mandatory Reconsiderations (MRs)	9	7	190	-22%
	No. MRs won	*	-	119	
	No. MRs lost	*	-	37	
	No. appeals	2	-	58	-100%
	No. appeals won	*	4	42	
	No. appeals lost	*	5	26	
	Financial gain from MRs/appeals	£12,936	£13,965	£1,959,706	8%
	Bereavement Benefits				
	No. claims	-	7	190	
	No. awards made/maintained	10	9	129	-10%
	Financial gain from awards made/maintained	£24,718	£35,600	£561,487	44%
	No. Mandatory Reconsiderations (MRs)	-	-	4	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	-	1	5	
No. appeals won	*	-	-		
No. appeals lost	*	-	-		
Financial gain from MRs/appeals	£0	£0	£0		

Welfare Rights Advice Indicators					
		Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Carers Allowance				
	No. claims	-	53	1,766	
	No. awards made/maintained	142	81	1,393	-43%
	Financial gain from awards made/maintained	£316,737	£221,867	£4,194,118	-30%
	No. Mandatory Reconsiderations (MRs)	1	1	22	0%
	No. MRs won	*	-	9	
	No. MRs lost	*	-	1	
	No. appeals	-	-	1	
	No. appeals won	*	-	1	
	No. appeals lost	*	2	5	
	Financial gain from MRs/appeals	£5,894	£0	£63,942	-100%
	Child Benefit				
	No. claims	-	23	842	
	No. awards made/maintained	23	23	554	0%
	Financial gain from awards made/maintained	£0	£30,428	£880,829	
	No. Mandatory Reconsiderations (MRs)	7	1	18	-86%
	No. MRs won	*	-	4	
	No. MRs lost	*	-	1	
	No. appeals	1	-	8	-100%
	No. appeals won	*	2	7	
	No. appeals lost	*	-	3	
	Financial gain from MRs/appeals	£0	£3,333	£61,321	
	Child Tax Credit				
	No. claims	-	-	1,469	
	No. awards made/maintained	63	21	579	-67%
	Financial gain from awards made/maintained	£262,772	£58,447	£3,185,276	-78%
	No. Mandatory Reconsiderations (MRs)	17	-	112	-100%
	No. MRs won	*	-	20	
	No. MRs lost	*	-	14	
	No. appeals	2	-	37	-100%
No. appeals won	*	-	14		
No. appeals lost	*	-	3		
Financial gain from MRs/appeals	£0	£0	£196,224		

Welfare Rights Advice Indicators					
		Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments				
	No. claims	-	1	40	
	No. awards made/maintained	1	1	15	0%
	Financial gain from awards made/maintained	£300	£300	£2,592	0%
	No. Mandatory Reconsiderations (MRs)	-	-	1	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	-	-	-	
	No. appeals won	*	-	-	
	No. appeals lost	*	-	£300	
	Financial gain from MRs/appeals	£0	£0		
	Contributory Benefits				
	No. claims	-	-	1,265	
	No. awards made/maintained	20	10	569	-50%
	Financial gain from awards made/maintained	£81,959	£16,049	£2,632,769	-80%
	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	-	91	2,473	
	No. awards made/maintained	175	161	3,591	-8%
	Financial gain from awards made/maintained	£507,183	£615,018	£6,146,411	21%
	No. Mandatory Reconsiderations (MRs)	7	21	329	200%
	No. MRs won	*	-	90	
	No. MRs lost	*	-	119	
	No. appeals	20	16	493	-20%
No. appeals won	*	13	291		
No. appeals lost	*	3	110		
Financial gain from MRs/appeals	£46,121	£51,048	£2,730,061	11%	

Welfare Rights Advice Indicators					
		Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Discretionary Housing Payments				
	No. claims	-	-	834	
	No. awards made/maintained	7	94	1,327	1243%
	Financial gain from awards made/maintained	£5,742	£248,102	£1,308,618	4221%
	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	-	11	84	
	No. awards made/maintained	5	2	39	-60%
	Financial gain from awards made/maintained	£3,700	£3,510	£52,282	-5%
	No. Mandatory Reconsiderations (MRs)	1	-	9	-100%
	No. MRs won	*	-	1	
	No. MRs lost	*	-	-	
	No. appeals	5	-	1	-100%
	No. appeals won	*	-	-	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	£0	£0	£4,178	
	Industrial Injuries Disablement Benefit				
	No. claims	-	9	73	
	No. awards made/maintained	-	-	35	
	Financial gain from awards made/maintained	£0	£0	£122,385	
	No. Mandatory Reconsiderations (MRs)	1	3	13	200%
No. MRs won	*	-	1		
No. MRs lost	*	-	3		
No. appeals	3	1	30	-67%	
No. appeals won	*	1	6		
No. appeals lost	*	1	11		
Financial gain from MRs/appeals	£0	£3,042	£20,126		

Welfare Rights Advice Indicators					
		Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Maternity Allowance				
	No. claims	-	-	45	
	No. awards made/maintained	5	1	31	-80%
	Financial gain from awards made/maintained	£24,492	£1,362	£157,684	-94%
	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	-	41	1,334	
	No. awards made/maintained	307	242	2,156	-21%
	Financial gain from awards made/maintained	£923,173	£755,687	£6,997,890	-18%
	No. Mandatory Reconsiderations (MRs)	3	2	30	-33%
	No. MRs won	*	-	9	
	No. MRs lost	*	-	5	
	No. appeals	-	-	10	
	No. appeals won	*	1	3	
	No. appeals lost	*	-	4	
	Financial gain from MRs/appeals	£9,184	£3,800	£87,623	-59%
	Personal Independence Payment				
	No. claims	-	949	21,856	
	No. awards made/maintained	1,036	1,025	13,324	-1%
	Financial gain from awards made/maintained	£3,711,748	£3,638,604	£66,356,434	-2%
	No. Mandatory Reconsiderations (MRs)	127	243	3,796	91%
	No. MRs won	*	-	688	
	No. MRs lost	*	-	1,299	
No. appeals	359	148	5,177	-59%	
No. appeals won	*	113	2,979		
No. appeals lost	*	55	1,064		
Financial gain from MRs/appeals	£821,556	£411,914	£19,563,811	-50%	

Welfare Rights Advice Indicators						
		Dumfries & Galloway		Scotland	Dumfries & Galloway	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	-	114	2,111		
	No. awards made/maintained	14	40	1,068	186%	
	Financial gain from awards made/maintained	£2,595	£9,150	£859,970	253%	
	No. Mandatory Reconsiderations (MRs)	-	3	14		
	No. MRs won	*	-	7		
	No. MRs lost	*	-	8		
	No. appeals	-	1	11		
	No. appeals won	*	6	7		
	No. appeals lost	*	6	£21,285		
	Financial gain from MRs/appeals	£0	£331			
	State Pension					
	No. claims	-	10	177		
	No. awards made/maintained	18	16	154	-11%	
	Financial gain from awards made/maintained	£118,193	£124,906	£1,400,568	6%	
	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	£10,110.00	£0.00	£0.00	-100%	
	Sure Start Maternity Grant					
	No. claims	-	2	80		
	No. awards made/maintained	4	9	77	125%	
	Financial gain from awards made/maintained	£2,000	£4,300	£73,311	115%	
	No. Mandatory Reconsiderations (MRs)	-	1	2		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	-		
No. appeals	-	-	1			
No. appeals won	*	1	2			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	£0.00	£500.00	£1,000.00			



Welfare Rights Advice Indicators					
		Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Universal Credit				
	No. claims	-	129	4,098	
	No. awards made/maintained	9	64	3,604	611%
	Financial gain from awards made/maintained	£23,851	£358,646	£16,699,608	1404%
	No. Mandatory Reconsiderations (MRs)	18	28	456	56%
	No. MRs won	*	-	94	
	No. MRs lost	*	-	72	
	No. appeals	7	14	347	100%
	No. appeals won	*	6	203	
	No. appeals lost	*	-	51	
	Financial gain from MRs/appeals	£13,287.00	£26,462.49	£1,115,462.61	99%
	Other <sup>9</sup>				
	No. claims	-	594	21,147	
	No. awards made/maintained	1,113	1,161	19,547	4%
	Financial gain from awards made/maintained	£3,042,483	£4,057,649	£81,345,429	33%
	No. Mandatory Reconsiderations (MRs)	187	163	3,508	-13%
	No. MRs won	*	-	917	
	No. MRs lost	*	-	1,012	
	No. appeals	402	96	4,389	-76%
No. appeals won	*	98	2,730		
No. appeals lost	*	16	689		
Financial gain from MRs/appeals	£1,424,452	£611,939	£17,274,829	-57%	

9 2018/19 figures include ESA, Housing Benefit, Council Tax Reduction and Council Tax Discount. 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".

Softer Outcomes					
		Dumfries & Galloway		Scotland	Dumfries & Galloway
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					
		Dumfries & Galloway		Scotland	Dumfries & Galloway
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OC4	Number of service users self-reporting increased financial stability and resilience as a direct result of getting advice/support from the service				
	I recognise when I need help to sort out my money				
	Agree	-	-	356	
	Disagree	-	-	2	
	I am confident that I am getting all the benefits/help to which I am legally entitled				
	Agree	-	-	360	
	Disagree	-	-	2	
	I know how much money I have to spend				
	Agree	-	-	359	
	Disagree	-	-	2	
	I can better manage my money				
	Agree	-	-	1,393	
	Disagree	-	-	156	
	I would be better able to cope if I had an unexpected expense				
Agree	-	-	339		
Disagree	-	-	12		



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