

Common Advice Performance Management Reporting Framework Summary 2018/19

Glasgow City 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 Glasgow City 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:

- In 2018/19 Glasgow City Council invested £3,407,288 in externally delivered money and welfare rights advice services.
- A total of 21,844 clients were supported by these services.
- Compared with other services across Scotland, services in Glasgow support a larger proportion of clients from ethnic minority groups. In 2018/19 83% of client's ethnicity was recorded as 'White' in Glasgow, compared with 94% across Scotland.
- There was also a larger proportion of clients recorded as 'Homeless'. This made up 3% of the recorded housing tenure compared with 1% across Scotland.

* Please note, 2018/19 figures do not include any information from internal services.

Services, Investment and Volume					
		Glasgow		Scotland	Glasgow
Ref	Indicator	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice ¹	1	1	3	0%
	Welfare rights ²	1	1	11	0%
	Combined	-	-	15	
	External				
	Money advice	-	-	5	
Welfare rights	-	-	1		
Combined ³	17	17	65	0%	
	Case management system/s	Castle, Advice Pro	Advice Pro		
I1	Number of FTE staff				
	In-House	-	-	466	
	External	112.0	120.5	443	8%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	117.0	126.5	563	8%	
I2	Local Authority Funding				
	In-House	-	£0	£14,753,814	
	External	£3,875,392 ⁴	£3,407,288	£11,143,981	-12%
	Other Sources of Funding				
	Scottish Legal Aid Board	-	-	£771,398	
	Scottish Government	-	-	£545,522	
	Big Lottery Fund	-	-	£290,094	
European Social Fund	-	-	£459,223		
Other	£0	£467,104 ⁵	£1,977,490		

1 SWS HSCP DAS Team

2 SWS HSCP Welfare Rights Team

3 Bridgeton Citizens Advice Bureau (CAB), Clydeside Action Asbestos, Citizens Advice Direct, Castlemilk CAB, Castlemilk Law & Money Advice, Drumchapel CAB, Drumchapel Money Advice Centre, Easterhouse CAB, Ethnic Minority Law Centre, Glasgow Centre CAB, GEMAP, Govan Law Centre, Glasgow North West CAB, Greater Pollok CAB, Legal Services Agency, Money Matters and Parkhead CAB

4 Includes Glasgow City Council, NHS and Wheatley Funding

5 Includes NHS £384,104 and Wheatley Group £83,000

Services, Investment and Volume					
		Glasgow		Scotland	Glasgow
Ref	Indicator	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	-	-	307,511	
	Total Clients	-	21,844	244,637	
	New Clients	26,300	-	61,652	
	Contacts by channel				
	Face-to-face	25,463	-	103,407	
	Telephone	615	-	56,566	
	Email	222	-	22,286	
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	-	44,416	
	Referrals				
	Self-referral	-	-	77,897	
	Local authority:				
	Housing	-	-	4,181	
	Social Services	-	-	8,357	
	Revenues	-	-	1,264	
	Employability	-	-	1,847	
	Other	-	-	6,558	
	Primary Health Care	-	-	12,202	
	Third Sector	-	-	5,790	
	Other	-	-	11,972	
	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		

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

Client Demographics

Ref	Demographic	Categories	Glasgow		Scotland	Glasgow
			2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	11,801	10,242	79,041	-13%
		Female	14,157	11,371	98,580	-20%
		Not recorded	342	-	39,814	-100%
		Prefer not to answer	*	231	2,330	
	Age	0-15	170	143	803	-16%
		16-24	2,198	1,691	13,350	-23%
		25-34	5,134	3,990	26,767	-22%
		35-44	5,493	4,576	31,774	-17%
		45-59	5,678	4,818	41,754	-15%
		60-64	*	4,032	20,258	
		65-70	*	1,978	12,890	
		71+	*	-	21,652	
		Not Recorded	633	-	38,752	-100%
	Prefer not to answer	*	616	9,365		
	Ethnicity	White	20,914	17,550	137,977	-16%
		Any Mixed or Multiple Ethnic Groups	1,869	238	951	-87%
		Asian, Asian Scottish or Asian British	1,249	1,686	3,261	35%
		African	270	1,118	1,727	314%
		Caribbean or Black	486	224	500	-54%
		Other Ethnic Group	537	355	1,831	-34%
Not Recorded		975	19	60,983	-98%	
Prefer not to answer		*	654	4,661		
Disability or long-term condition	Yes	13,028	10,991	60,955	-16%	
	No	11,593	10,200	51,966	-12%	
	Not Recorded	1,679	653	64,289	-61%	
Income	£6,000 or less	7,000	6,808	18,256	-3%	
	£6,001-£10,000	7,949	6,669	13,954	-16%	
	£10,001-£15,000	5,160	4,011	11,306	-22%	
	£15,001-£20,000	2,959	2,217	7,647	-25%	
	£20,001-£25,000	1,153	896	3,579	-22%	
	£25,001-£30,000	489	368	2,324	-25%	
	£30,001-£40,000	284	202	1,316	-29%	
	Over £40,000	169	95	640	-44%	
	Not Recorded	1,137	578	92,673	-49%	
	Prefer not to answer	*	-	4,138		

Client Demographics

Client Demographics						
			Glasgow		Scotland	Glasgow
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	531	501	3,477	-6%
		Employed full time	3,248	2,731	16,169	-16%
		Employed part time	2,742	2,374	13,548	-13%
		Looking after the home or family	1,898	1,449	5,116	-24%
		Permanently retired from work	2,721	2,113	17,358	-22%
		Unemployed and seeking work	2,763	2,321	18,157	-16%
		At school	571	527	729	-8%
		In further/higher education	-	-	1,097	
		Gov't work or training scheme	43	41	816	-5%
		Permanently sick or disabled	-	8,539	26,733	
		Unable to work because of short-term illness or injury	9,902	-	8,114	-100%
		Other	815	760	3,401	-7%
		Not recorded	1,066	488	80,313	-54%
		Prefer not to answer	*	-	5,734	
C2	Housing Tenure	Owner occupied	4,231	3,674	23,012	-13%
		Social rented	13,622	11,024	54,932	-19%
		Private rented	3,617	3,054	13,782	-16%
		Temporary accommodation	*	498	2,717	
		Homeless	*	554	1,475	
		Other	4,036 ⁶	2,433 ⁷	9,619	-40%
		Not recorded	794	607	85,407	-24%
		Prefer not to answer	*	-	6,530	
C2	Household Composition ⁸	Single adult (non-pensioner)	12,603	10,895	34,748	-14%
		Single pensioner	-	-	4,476	
		Small single parent (1 or 2 children)	*	3,283	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)	*	3,257	10,633	
		Large family (2 adults, and 3 or more children)	*	-	1,036	
		Adult family (2 or more non-pensioners, and no children)	4,038	3,371	16,485	-17%
		Older adult family (contains at least 1 pensioner)	965	-	6,038	-100%
		Not recorded	918	504	84,338	-45%
		Prefer not to answer	*	-	10,422	

6 Includes those who are homeless

7 Includes 1,663 'Not householder', 81 'Part-owner', 89 'Supported accommodation', 50 'Temporary accommodation – Voluntary Sector', 23 'To be discharged from hospital/prison' and 527 'Other'

8 Categories used by the services do not match those used by CAPMRF. 2018/19 figures include 3,283 Lone Parents included under 'Small Single Parent', 3,257 Couple with dependent children included under 'Family', 3,371 couple

Money Advice Indicators									
		Glasgow					Scotland	Glasgow	
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	-	-	-	8,150	-	43,593	-100%	
	Benefit overpayment	-	-	-	599	-	1,845		
	Council Tax arrears	-	-	-	812	-	5,174		
	Utility Arrears	-	-	-	531	-	4,055		
	Credit, store, and charge card debts	-	-	-	1,651	-	5,452		
	Rent to own	-	-	-	123	-	455		
	Catalogue	-	-	-	500	-	2,183		
	Unsecured personal loan	-	-	-	865	-	3,528		
	Payday Loan / High Cost Credit	-	-	-	416	-	1,694		
	Overdrafts	-	-	-	630	-	2,689		
	Mortgage arrears	-	-	-	497	-	674		
	Rent arrears	-	-	-	1,054	-	5,667		
	Others	-	-	-	472	-	10,177		
	Amount of debt owed by client ⁹								
	Total		£28,461,714	£28,897,338	£11,099,685	£26,689,915	£186,250,137	140%	
	Benefit overpayment		£0	£1,592,120	£920,412	-	£6,283,913		
	Council Tax arrears		£0	£2,301,095	£1,248,019	£2,385,109	£20,075,954	91%	
	Utility Arrears		£0	£312,174	£267,134	-	£3,214,671		
	Credit, store, and charge card debts		£0	£2,759,989	£2,579,468	-	£34,926,764		
	Rent to own		£0	£81,295	£1,324,501	-	£2,015,158		
	Catalogue		£0	£294,756	£228,388	-	£3,858,004		
	Unsecured personal loan		£0	£2,135,195	£241,075	-	£23,273,669		
Payday Loan / High Cost Credit		£0	£255,862	£1,594,280	-	£3,306,422			
Overdrafts		£0	£460,046	£464,303	-	£4,553,239			
Mortgage arrears		£0	£1,505,608	£280,181	-	£17,668,282			
Rent arrears		£0	£646,959	£1,351,088	-	£8,197,951			
Others		£28,461,714	£16,552,238	£600,836	£24,304,806	£58,876,109	3945%		

with no dependent children included under 'Adult Family, 504 not relevant to enquiry included under 'Not Recorded' and 534 Other not included above

9 2017/18 figures do not include the internal services

Money Advice Indicators								
		Glasgow					Scotland	Glasgow
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 ¹⁰							
	Sequestration	4	2	89	173	-	1,722	
	Debt Arrangement Scheme	20	5	57	45	-	886	
	Trust Deed	1	-	9	14	-	134	
	Awaiting sequestration	-	-	28	40	-	341	
	Token payments	-	-	221	238	-	1,161	
	Pro rata offers	5	5	1,410	900	-	1,469	
	Moratorium	-	-	124	154	-	263	
	Debt written off	-	-	62	59	-	355	
	Repayment plan	-	-	307	974	-	643	
	Nil Payments/Offer	-	-	294	418	-	295	
	Consolidation Loan	-	-	2	3	-	19	
	Mortgage to rent/Shared equity	-	-	17	13	-	62	
	Did not agree a debt strategy	3	-	181	221	-	1,058	
	Still awaiting outcome	-	-	241	110	-	2,550	
Other: please specify	47	13	3	-	-	2,595		
OC1	Financial gain							
	Financial gain from money advice				*		£30,217,870	
	Financial gain from any other welfare benefits				*		£8,179,848	
	Total of ALL verified financial gain				£0	£27,086,286 ¹¹	£323,876,347	
	Total of ALL unverified financial gain				*		£47,195,664	

10 Figures provided in 2014/15 and 2015/16 include the internal teams only

11 This includes both verified and unverified gain, however a breakdown of each type cannot be provided

Welfare Rights Advice Indicators					
		Glasgow		Scotland	Glasgow
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	-	-	10,826	
	No. appeals won	*	-	6,483	
	No. appeals lost	*	-	2,004	
	Financial gain from MRs/appeals	£0	£0	£44,553,543	
	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	-	-	£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	-	-	£0		

Welfare Rights Advice Indicators					
		Glasgow		Scotland	Glasgow
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	-	-	£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	-	-	8	
	No. appeals won	*	-	7	
	No. appeals lost	*	-	3	
	Financial gain from MRs/appeals	-	-	£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	-	-	£196,224		

Welfare Rights Advice Indicators					
		Glasgow		Scotland	Glasgow
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	-	-	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	-	-	£300	
	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	-	-	£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	-	-	493	
No. appeals won	*	-	291		
No. appeals lost	*	-	110		
Financial gain from MRs/appeals	-	-	£2,730,061		

Welfare Rights Advice Indicators					
		Glasgow		Scotland	Glasgow
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	-	-	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	-	-	-	
	No. appeals won	*	-	-	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	-	-	£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	-	-	£4,178	
	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	-	-	30	
No. appeals won	*	-	6		
No. appeals lost	*	-	11		
Financial gain from MRs/appeals	-	-	£20,126		

Welfare Rights Advice Indicators					
		Glasgow		Scotland	Glasgow
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	-	-	31	
	Financial gain from awards made/ maintained	-	-	£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	-	-	£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	-	-	£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	-	-	5,177	
No. appeals won	*	-	2,979		
No. appeals lost	*	-	1,064		
Financial gain from MRs/appeals	-	-	£19,563,811		

Welfare Rights Advice Indicators					
		Glasgow		Scotland	Glasgow
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	-	-	£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	
	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	-	-	£1,000.00		

Welfare Rights Advice Indicators					
		Glasgow		Scotland	Glasgow
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	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	-	-	£1,115,462.61	
	Other				
	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	-	-	4,389	
	No. appeals won	*	-	2,730	
No. appeals lost	*	-	689		
Financial gain from MRs/appeals	-	-	£17,274,829		

Softer Outcomes					
		Glasgow		Scotland	Glasgow
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					
		Glasgow		Scotland	Glasgow
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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