

Common Advice Performance Management Reporting Framework Summary 2018/19

Renfrewshire 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 Renfrewshire 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 has been an increase in local authority funding between 2017/18 and 2018/19. Extra funding was provided through the Welfare Reform budget to counter the introduction of Universal Credit. Local authority funding increased 12% for the internal service and 6% for the external service.
- The demand for welfare rights services have increased in the past year. The number of benefit claims submitted has increased 76%, mandatory reconsiderations have increased 144% and appeals have increased 182%.
- The number of claims submitted for Universal Credit has increased 147% since the previous year with 79 claims made in 2018/19.
- However, due to a change in Case Management System in the Advice Works service, and new reporting in Renfrewshire Citizens Advice Bureau, a direct comparison cannot be made with last year's figures, therefore changes over time should be treated with caution.
- A total of £27,873,925 financial gain was secured for clients in 2018/19. This is made up of £21,363,393 financial gain from awards made/maintained, £5,104,145 from mandatory reconsiderations/appeals and £1,406,387 from money advice. The total financial gain has increased 10% since the previous year.

Services, Investment and Volume					
Ref	Indicator	Renfrewshire		Scotland	Renfrew'e
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice	-	-	3	
	Welfare rights	-	-	11	
	Combined ¹	1	1	15	0%
	External				
	Money advice	-	-	5	
Welfare rights	-	-	1		
Combined ²	1	1	65	0%	
	Case management system/s	MACS, SWIFT, Bright Office, spreadsheets, PG Debt, CASTLE	Bright Office - Advice Works, CASTLE (2017) & PG Debt 8 - CAB		
I1	Number of FTE staff				
	In-House	38	39.2	466	3%
	External	4.2	5.5	443	31%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
External	6.0	6.0	563	0%	
I2	Local Authority Funding				
	In-House	£930,300	£1,046,420	£14,753,814	12%
	External	£156,000	£166,000	£11,143,981	6%
	Other Sources of Funding				
	Scottish Legal Aid Board ³	£109,360	£59,633	£771,398	-45%
	Scottish Government	-	-	£545,522	
	Big Lottery Fund	-	-	£290,094	
European Social Fund	-	-	£459,223		
Other	£0	£16,984 ⁴	£1,977,490		

1 Advice Works

2 Renfrewshire Citizens Advice Bureau (CAB)

3 Scottish Legal Aid Board funding relates to Renfrewshire CAB only

4 Citizens Advice Scotland

Services, Investment and Volume					
Ref	Indicator	Renfrewshire		Scotland	Renfrew'e
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume ⁵				
	Contacts	4,602	19,795	307,511	330%
	Total Clients	934	9,741	244,637	943%
	New Clients	674	1,696	61,652	152%
	Contacts by channel ⁶				
	Face-to-face	10,118	6,547	103,407	-35%
	Telephone	2,464	2,931	56,566	19%
	Email	821	1,027	22,286	25%
	Web	134	95	4,739	-29%
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	2,311	44,416	
	Referrals ⁷				
	Self-referral	5,933	3,758 ⁸	77,897	-37%
	Local authority:				
	Housing	334	141	4,181	-58%
	Social Services	269	232	8,357	-14%
	Revenues	12	2	1,264	-83%
	Employability	359	-	1,847	-100%
	Other	244	461	6,558	89%
	Primary Health Care	724	425	12,202	-41%
	Third Sector	379	598	5,790	58%
Other	1,810	1,914	11,972	6%	
Open SNSIAP cases ⁹					
Type I	-	-	8,774		
Type II	583	871	20,667	49%	
Type III	3,697	24	7,885	-99%	
Closed SNSIAP cases ¹⁰					
Type I	73	223	15,432	205%	
Type II	830	1,181	25,043	42%	
Type III	322	20	5,210	-94%	

5 2017/18 figures are Renfrewshire CAB only

6 2018/19 not all contacts have been recorded. Includes 400 "Other"

7 2018/19 not all referrals have been recorded

8 Renfrewshire CAB do not record self-referrals

9 2017/18 data does not include data on Type I or II for Advice Works

10 2017/18 data does not include data on Type I or II for Advice Works

Services, Investment and Volume					
Ref	Indicator	Renfrewshire		Scotland	Renfrew'e
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency ¹¹				
	Benefit Overpayment	129	63	721	-51%
	Council Tax arrears	237	241	2,189	2%
	Credit, store and charge card debts	123	212	1,612	72%
	Catalogue debts	71	58	666	-18%
	PPI	31	8	457	-74%
	Payday Loan /High cost credit	159	49	367	-69%
	Unsecured personal loan (except payday loans)	102	283	1,110	177%
	Bank and Building society overdrafts	33	112	676	239%
	Mortgage arrears	62	68	337	10%
	Rent arrears	252	279	2,989	11%
	Help with appealing welfare benefit decision	269	127	3,297	-53%
	Assistance with making initial benefit application	216	264	6,271	22%
	Sanctioned	18	11	249	-39%
	Benefits entitlement check	108	291	28,582	169%
	Issue relating to right to reside	69	56	199	-19%
	Seeking to access other funds (i.e. grants)	41	96	1,461	134%
Other (Please specify)	-	-	25,736		

11 2018/19 figures include Renfrewshire CAB only

Client Demographics						
			Renfrewshire		Scotland	Renfrew'e
Ref	Demographic	Categories	2017/18 ¹²	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	4,852*	3,919	79,041	-19%
		Female	5,671	4,917	98,580	-13%
		Not recorded	910	903	39,814	-1%
		Prefer not to answer	*	2	2,330	
	Age	0-15	114	74	803	-35%
		16-24	437	393	13,350	-10%
		25-34	1,047	925	26,767	-12%
		35-44	1,264	963	31,774	-24%
		45-59	2,472	1,925	41,754	-22%
		60-64	*	982	20,258	
		65-70	*	107	12,890	
		71+	*	488	21,652	
		Not Recorded	3,155	3,883	38,752	23%
	Prefer not to answer	*	1	9,365		
	Ethnicity	White	7,728	8,512	137,977	10%
		Any Mixed or Multiple Ethnic Groups	8	11	951	38%
		Asian, Asian Scottish or Asian British	61	90	3,261	48%
		African	39	66	1,727	69%
		Caribbean or Black	10	11	500	10%
		Other Ethnic Group	46	89	1,831	93%
		Not Recorded	2,258	954	60,983	-58%
		Prefer not to answer	*	8	4,661	
	Disability or long-term condition	Yes	3,485	4,021	60,955	15%
		No	377	4,956	51,966	1215%
Not Recorded		6,268	764	64,289	-88%	
Income	£6,000 or less	795	1,066	18,256	34%	
	£6,001-£10,000	863	1,142	13,954	32%	
	£10,001-£15,000	532	956	11,306	80%	
	£15,001-£20,000	275	458	7,647	67%	
	£20,001-£25,000	150	289	3,579	93%	
	£25,001-£30,000	97	164	2,324	69%	
	£30,001-£40,000	96	109	1,316	14%	
	Over £40,000	37	46	640	24%	
	Not Recorded	7,281	5,511	92,673	-24%	
	Prefer not to answer	*	-	4,138		

12 Does not include figures for clients seen for welfare rights for Renfrewshire CAB

Client Demographics						
			Renfrewshire		Scotland	Renfrew'e
Ref	Demographic	Categories	2017/18 ¹²	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	95	87	3,477	-8%
		Employed full time	612	575	16,169	-6%
		Employed part time	620	544	13,548	-12%
		Looking after the home or family	401	284	5,116	-29%
		Permanently retired from work	1,259	929	17,358	-26%
		Unemployed and seeking work	943	708	18,157	-25%
		At school	-	-	729	
		In further/higher education	92	88	1,097	-4%
		Gov't work or training scheme	8	9	816	13%
		Permanently sick or disabled	3,306	1,649	26,733	-50%
		Unable to work because of short-term illness or injury	976	495	8,114	-49%
		Other	149	126	3,401	-15%
		Not recorded	1,670	4,235	80,313	154%
		Prefer not to answer	*	12	5,734	
		C2	Housing Tenure	Owner occupied	726	1,499
Social rented	1,753			2,777	54,932	58%
Private rented	319			614	13,782	92%
Temporary accommodation	*			37	2,717	
Homeless	*			78	1,475	
Other	314			516	9,619	64%
Not recorded	7,018			4,202	85,407	-40%
Prefer not to answer	*			18	6,530	
C2	Household Composition	Single adult (non-pensioner)	1,235	1,984	34,748	61%
		Single pensioner	213	389	4,476	83%
		Small single parent (1 or 2 children)	*	678	11,406	
		Large single parent (3 or more children)	*	-	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	16	556	
		Family (2 adults, and 1 or more children)	*	656	10,633	
		Large family (2 adults, and 3 or more children)	*	96	1,036	
		Adult family (2 or more non-pensioners, and no children)	666	1,203	16,485	81%
		Older adult family (contains at least 1 pensioner)	167	793	6,038	375%
		Not Recorded	7,037	3,905	84,338	-45%
		Prefer not to answer	*	21	10,422	

Money Advice Indicators									
		Renfrewshire					Scotland	Renfrew'e	
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19	
C3 ¹³	Number of clients								
	Total	-	-	-	1,191	1,368	43,593	15%	
	Benefit overpayment	-	-	-	82	75	1,845	-9%	
	Council Tax arrears	-	-	-	101	202	5,174	100%	
	Utility Arrears	-	-	-	71	177	4,055	149%	
	Credit, store, and charge card debts	-	-	-	403	236	5,452	-41%	
	Rent to own	-	-	-	27	17	455	-37%	
	Catalogue	-	-	-	108	84	2,183	-22%	
	Unsecured personal loan	-	-	-	141	119	3,528	-16%	
	Payday Loan / High Cost Credit	-	-	-	128	72	1,694	-44%	
	Overdrafts	-	-	-	66	108	2,689	64%	
	Mortgage arrears	-	-	-	31	31	674	0%	
	Rent arrears	-	-	-	33	147	5,667	345%	
	Others	-	-	-	-	100 ¹⁴	10,177		
	Amount of debt owed by client								
	Total		£4,814,385	£5,069,610	£6,137,474	£6,716,403	£186,250,137	9%	
	Benefit overpayment		£220,749	£244,383	£188,510	£235,930	£6,283,913	25%	
	Council Tax arrears		£279,550	£826,466	£459,528	£619,065	£20,075,954	35%	
	Utility Arrears		£73,327	£67,893	£61,131	£130,748	£3,214,671	114%	
	Credit, store, and charge card debts		£320,894	£727,662	£2,426,287	£1,890,946	£34,926,764	-22%	
	Rent to own		£833	£27,055	£58,891	£96,993	£2,015,158	65%	
	Catalogue		£48,406	£97,497	£178,356	£218,230	£3,858,004	22%	
	Unsecured personal loan		£140,218	£311,279	£1,173,742	£1,352,538	£23,273,669	15%	
	Payday Loan / High Cost Credit		£25,153	£39,905	£123,575	£171,693	£3,306,422	39%	
Overdrafts		£53,499	£305,484	£351,273	£174,725	£4,553,239	-50%		
Mortgage arrears		£454,781	£798,147	£696,537	£598,284	£17,668,282	-14%		
Rent arrears		£81,113	£288,885	£110,288	£340,528	£8,197,951	209%		
Others		£3,115,862	£1,334,954	£308,357 ¹⁵	£886,724 ¹⁶	£58,876,109	188%		

13 2017/18 and 2018/19 figures do not include Advice Works

14 Includes 23 unpaid services (gym memberships, child care, health & funeral costs, PPI/debt management, vet bills, solicitor fees, factor fees and funeral costs), 34 other tax debts, 13 fines, 9 insurances, 9 student/DWP loans, 7 maintenance arrears and 5 other secured loans

15 Includes other housing costs, fines etc

16 Includes £79,924 unpaid services (gym memberships, child-care, health & funeral costs, PPI/debt management, vet bills, solicitor fees, factor fees and funeral costs), £532,401 other tax debts, £7,065 fines, £5,195 insurances, £14,741 student/DWP loans, £27,114 maintenance arrears and £53,934 other secured loans

Money Advice Indicators								
		Renfrewshire					Scotland	Renfrew'e
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 ¹⁷							
	Sequestration	123	36	199	133	77	1,722	-42%
	Debt Arrangement Scheme	92	102	115	61	45	886	-26%
	Trust Deed	8	5	38	25	3	134	-88%
	Awaiting sequestration	25	22	42	26	5	341	-81%
	Token payments	166	51	157	94	53	1,161	-44%
	Pro rata offers	220	247	160	31	43	1,469	39%
	Moratorium	14	6	6	5	5	263	0%
	Debt written off	34	44	67	18	53 ¹⁸	355	194%
	Repayment plan	76	3	116	117	72	643	-38%
	Nil Payments/Offer	-	8	-	8	18	295	125%
	Consolidation Loan	-	3	5	-	-	19	
	Mortgage to rent/Shared equity	-	17	28	10	29	62	190%
	Did not agree a debt strategy	260	246	156	53	81 ¹⁹	1,058	53%
	Still awaiting outcome	36	90	4	184	91	2,550	-51%
Other: please specify	240	-	8	-	329	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£1,406,387	£30,217,870	
	Financial gain from any other welfare benefits				*	£0	£8,179,848	
	Total of ALL verified financial gain				£25,423,242	£27,873,925	£323,876,347	10%
	Total of ALL unverified financial gain				*	-	£47,195,664	

¹⁷ A new case management system was introduced part-way through the financial year which have an impact on the data presented for 2017/18

¹⁸ Includes situations where debt has been paid off as a result of benefit awards, where an overpayment was believed to have taken place

¹⁹ Includes clients who disengaged after making an initial appointment

Welfare Rights Advice Indicators					
		Renfrewshire		Scotland	Renfrew'e
Ref	Indicator	2017/18 ²⁰	2018/19 ²¹	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	2,450	4,322	67,249	76%
	No. awards made/maintained	-	347	55,436	
	Financial gain from awards made/maintained	£25,369,239	£21,363,393	£222,533,895	-16%
	No. Mandatory Reconsiderations (MRs)	522	1,274	8,891	144%
	No. MRs won	*	38	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	325	916	10,826	182%
	No. appeals won	*	664	6,483	
	No. appeals lost	*	123	2,004	
	Financial gain from MRs/appeals	£54,003	£5,104,145	£44,553,543	9352%
	Attendance Allowance				
	No. claims	333	625	7,367	88%
	No. awards made/maintained	-	19	7,245	
	Financial gain from awards made/maintained	£679,614	£2,042,110	£29,556,233	200%
	No. Mandatory Reconsiderations (MRs)	16	20	190	25%
	No. MRs won	*	1	119	
	No. MRs lost	*	-	37	
	No. appeals	5	4	58	-20%
	No. appeals won	*	3	42	
	No. appeals lost	*	1	26	
	Financial gain from MRs/appeals	£0	£19,010	£1,959,706	
	Bereavement Benefits				
	No. claims	14	14	190	0%
	No. awards made/maintained	-	-	129	
	Financial gain from awards made/maintained	£2,000	£26,582	£561,487	1229%
	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		

20 Numbers of awards include Renfrewshire CAB only and Outcomes include Advice Works only

21 Advice Works did not record no. of awards made/maintained, they only collect claims submitted

Welfare Rights Advice Indicators						
		Renfrewshire		Scotland	Renfrew'e	
Ref	Indicator	2017/18 ²⁰	2018/19 ²¹	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	92	128	1,766	39%	
	No. awards made/maintained	-	3	1,393		
	Financial gain from awards made/maintained	£75,889	£259,313	£4,194,118	242%	
	No. Mandatory Reconsiderations (MRs)	2	4	22	100%	
	No. MRs won	*	-	9		
	No. MRs lost	*	-	1		
	No. appeals	-	1	1		
	No. appeals won	*	1	1		
	No. appeals lost	*	-	5		
	Financial gain from MRs/appeals	£0	£3,359	£63,942		
	Child Benefit					
	No. claims	42	61	842	45%	
	No. awards made/maintained	-	14	554		
	Financial gain from awards made/maintained	£0	£89,081	£880,829		
	No. Mandatory Reconsiderations (MRs)	18	3	18	-83%	
	No. MRs won	*	-	4		
	No. MRs lost	*	-	1		
	No. appeals	6	1	8	-83%	
	No. appeals won	*	1	7		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£0	£1,718	£61,321		
	Child Tax Credit					
	No. claims	101	70	1,469	-31%	
	No. awards made/maintained	-	10	579		
	Financial gain from awards made/maintained	£281,573	£615,550	£3,185,276	119%	
	No. Mandatory Reconsiderations (MRs)	11	22	112	100%	
	No. MRs won	*	1	20		
	No. MRs lost	*	-	14		
	No. appeals	71	4	37	300%	
	No. appeals won	*	3	14		
	No. appeals lost	*	1	3		
	Financial gain from MRs/appeals	£0	£20,742	£196,224		
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	5	3	40	-40%	
	No. awards made/maintained	-	1	15		
Financial gain from awards made/maintained	£0	£140	£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						
		Renfrewshire		Scotland	Renfrew'e	
Ref	Indicator	2017/18 ²⁰	2018/19 ²¹	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	2	1	1,265	-50%	
	No. awards made/maintained	-	1	569		
	Financial gain from awards made/maintained	£0	£7,549	£2,632,769		
	No. Mandatory Reconsiderations (MRs)	6	-	309	-100%	
	No. MRs won	*	-	86		
	No. MRs lost	*	-	50		
	No. appeals	5	-	257	-100%	
	No. appeals won	*	-	192		
	No. appeals lost	*	-	30		
	Financial gain from MRs/appeals	£0	£0	£1,354,155		
	Disability Living Allowance					
	No. claims	94	130	2,473	38%	
	No. awards made/maintained	-	10	3,591		
	Financial gain from awards made/maintained	£166,075	£187,263	£6,146,411	13%	
	No. Mandatory Reconsiderations (MRs)	14	40	329	186%	
	No. MRs won	*	-	90		
	No. MRs lost	*	-	119		
	No. appeals	18	44	493	144%	
	No. appeals won	*	29	291		
	No. appeals lost	*	6	110		
	Financial gain from MRs/appeals	£44,994	£566,849	£2,730,061	1160%	
	Discretionary Housing Payments					
	No. claims	63	137	834	117%	
	No. awards made/maintained	-	9	1,327		
	Financial gain from awards made/maintained	£10,857	£62,737	£1,308,618	478%	
	No. Mandatory Reconsiderations (MRs)	5	-	20	-100%	
	No. MRs won	*	-	10		
	No. MRs lost	*	-	1		
	No. appeals	3	-	-	-100%	
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£0	£0	£11,654		
	Funeral Expenses					
	No. claims	7	11	84	57%	
	No. awards made/maintained	-	2	39		
	Financial gain from awards made/maintained	£0	£5,900	£52,282		
	No. Mandatory Reconsiderations (MRs)	-	4	9		
	No. MRs won	*	1	1		
	No. MRs lost	*	-	-		
No. appeals	-	-	1			
No. appeals won	*	-	-			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	£0	£150	£4,178			

Welfare Rights Advice Indicators					
		Renfrewshire		Scotland	Renfrew'e
Ref	Indicator	2017/18 ²⁰	2018/19 ²¹	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Industrial Injuries Disablement Benefit				
	No. claims	8	12	73	50%
	No. awards made/maintained	-	1	35	
	Financial gain from awards made/maintained	£2,036	£8,794	£122,385	332%
	No. Mandatory Reconsiderations (MRs)	1	2	13	100%
	No. MRs won	*	-	1	
	No. MRs lost	*	-	3	
	No. appeals	1	1	30	0%
	No. appeals won	*	-	6	
	No. appeals lost	*	1	11	
	Financial gain from MRs/appeals	£2.206	£0	£20,126	-100%
	Maternity Allowance				
	No. claims	14	15	45	7%
	No. awards made/maintained	-	-	31	
	Financial gain from awards made/maintained	£0	£16,229	£157,684	
	No. Mandatory Reconsiderations (MRs)	6	-	-	-100%
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	10	-	4	-100%
	No. appeals won	*	-	2	
	No. appeals lost	*	-	1	
	Financial gain from MRs/appeals	£0	£0	£87,865	
	Pension Credit				
	No. claims	62	73	1,334	18%
	No. awards made/maintained	-	8	2,156	
	Financial gain from awards made/maintained	£62,744	£215,867	£6,997,890	244%
	No. Mandatory Reconsiderations (MRs)	-	1	30	
	No. MRs won	*	-	9	
	No. MRs lost	*	-	5	
	No. appeals	1	2	10	100%
	No. appeals won	*	1	3	
	No. appeals lost	*	1	4	
	Financial gain from MRs/appeals	£5,337	£5,337	£87,623	0%
	Personal Independence Payment				
	No. claims	569	1,393	21,856	145%
	No. awards made/maintained	-	73	13,324	
	Financial gain from awards made/maintained	£22,461,742	£10,123,150	£66,356,434	-55%
	No. Mandatory Reconsiderations (MRs)	156	453	3,796	190%
	No. MRs won	*	4	688	
	No. MRs lost	*	-	1,299	
No. appeals	123	411	5,177	234%	
No. appeals won	*	272	2,979		
No. appeals lost	*	63	1,064		
Financial gain from MRs/appeals	-	£2,105,103	£19,563,811		

Welfare Rights Advice Indicators

		Renfrewshire		Scotland	Renfrew'e	
Ref	Indicator	2017/18 ²⁰	2018/19 ²¹	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	151	490	2,111	225%	
	No. awards made/maintained	-	68	1,068		
	Financial gain from awards made/maintained	£10,200	£70,927	£859,970	595%	
	No. Mandatory Reconsiderations (MRs)	2	18	68	800%	
	No. MRs won	*	-	14		
	No. MRs lost	*	-	7		
	No. appeals	1	-	8	-100%	
	No. appeals won	*	-	11		
	No. appeals lost	*	-	7		
	Financial gain from MRs/appeals	£0	£0	£21,285		
	State Pension					
	No. claims	30	14	177	-53%	
	No. awards made/maintained	-	1	154		
	Financial gain from awards made/maintained	£14,672	£58,354	£1,400,568	298%	
	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	8	2	80	-75%	
	No. awards made/maintained	-	1	77		
	Financial gain from awards made/maintained	£0	£600	£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		
	Universal Credit					
	No. claims	32	79	4,098	147%	
	No. awards made/maintained	-	27	3,604		
	Financial gain from awards made/maintained	£29,162	£570,444	£16,699,608	1856%	
	No. Mandatory Reconsiderations (MRs)	12	26	456	117%	
	No. MRs won	*	1	94		
	No. MRs lost	*	-	72		
No. appeals	7	18	347	157%		
No. appeals won	*	12	203			
No. appeals lost	*	2	51			
Financial gain from MRs/appeals	£1,466.40	£79,256.37	£1,115,462.61	5305%		

Welfare Rights Advice Indicators					
		Renfrewshire		Scotland	Renfrew'e
Ref	Indicator	2017/18 ²⁰	2018/19 ²¹	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	823	1,064	21,147	29%
	No. awards made/maintained	-	99	19,547	
	Financial gain from awards made/maintained	£1,572,675	£7,002,802	£81,345,429	345%
	No. Mandatory Reconsiderations (MRs)	273	680	3,508	149%
	No. MRs won	*	30	917	
	No. MRs lost	*	-	1,012	
	No. appeals	144	430	4,389	199%
	No. appeals won	*	342	2,730	
	No. appeals lost	*	48	689	
	Financial gain from MRs/appeals	£0	£2,302,620	£17,274,829	

Softer Outcomes					
		Renfrewshire		Scotland	Renfrew'e
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		
I know when to seek support and where to get it					
Agree	-	-	356		
Disagree	-	-	4		

Softer Outcomes					
		Renfrewshire		Scotland	Renfrew'e
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		