

# Common Advice Performance Management Reporting Framework Summary 2018/19

## The Highland 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 Highland 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:

- Due to management information systems the information contained within this report is not exhaustive. Therefore, the data presented provides a partial analysis of welfare and debt advice undertaken by advice and information providers within Highland. It is for this reason that comparisons between years may not always be possible.
- Highland Council previously funded 8 external agencies to deliver Money and Welfare rights advice. In 2018/19 a single delivery contract was implemented with, Inverness Badenoch & Strathspey Citizens Advice Bureau, being the lead external provider.
- In 2018/19 62% of contacts to the services were made in person, 26% were made over the phone, 9% through email and 3% through webchat services.
- Contacts made to the service in 2018/19 were predominately for benefit entitlement checks. Initial contacts for this reason made up 25% of contacts.
- There was a large proportion of younger clients accessing the services in 2018/19. Clients aged 25-34 made up 24% of all clients which is comparatively higher than the national figure of 16%. The 16-24 age group was also comparatively higher at 11% of all clients compared with 8% of clients in Scotland.
- Clients accessing the services in 2018/19 were less likely to have a disability than clients across Scotland. 33% of clients accessing the services were recorded as having a disability or long-term health condition in comparison to 54% in Scotland.
- A total of £16,438,822 financial gain was secured for clients in 2018/19. This has increased 9% since the previous year.

Services, Investment and Volume					
Ref	Indicator	Highland		Scotland	Highland
		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	
	Combined	-	-	15	0%
	External		1		
	Money advice	-	-	5	
	Welfare rights	-	-	1	
	Combined	6 <sup>2</sup>	1 <sup>3</sup>	65	-83%
	Case management system/s	CASTLE, MACS & Word	CASTLE, MACS, Microsoft		
I1	Number of FTE staff				
	In-House	9.5	9.5	466	0%
	External	18.1	22.0	443	22%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	35.3	35.0	563	-1%	
I2	Local Authority Funding				
	In-House	£387,961	£384,120	£14,753,814	-1%
	External	£1,226,000	£1,211,000	£11,143,981	-1%
	Other Sources of Funding				
	Scottish Legal Aid Board	£52,000		£771,398	
	Scottish Government	£56,000	£56,000	£545,522	0%
	Big Lottery Fund	£65,000	£112,000	£290,094	72%
	European Social Fund	-	£132,000	£459,223	
Other	£9,648 <sup>4</sup>	£0	£1,977,490	-100%	

1 Welfare Support Team

2 Inverness Badenoch & Strathspey, Nairn, Lochaber, Skye and Lochalsh, Northwest Sutherland, and East Sutherland CABx. 8 external agencies were funded in 2017/18, however only 6 provided data for the report

3 Inverness Badenoch & Strathspey Citizens Advice Bureau (CAB)

4 Citizens Advice Scotland

Services, Investment and Volume					
Ref	Indicator	Highland		Scotland	Highland
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1 <sup>5</sup>	Volume				
	Contacts	16,715	29,484	307,511	76%
	Total Clients	4,588	18,777	244,637	309%
	New Clients	325	-	61,652	
	Contacts by channel				
	Face-to-face	8,214	18,278	103,407	123%
	Telephone	6,489	7,589	56,566	17%
	Email	1,735	2,784	22,286	60%
	Web	15	-	4,739	-100%
	Webchat	-	833	833	
	Number of benefit entitlement checks carried out	*	9,931	44,416	
	Referrals				
	Self-referral	5,429	-	77,897	
	Local authority:				
	Housing	121	-	4,181	
	Social Services	-	-	8,357	
	Revenues	-	-	1,264	
	Employability	-	-	1,847	
	Other	8	-	6,558	
	Primary Health Care	1,318	-	12,202	
Third Sector	344	-	5,790		
Other	505	-	11,972		
Open SNSIAP cases					
Type I	-	-	8,774		
Type II	237	-	20,667		
Type III	158	-	7,885		
Closed SNSIAP cases					
Type I	-	-	15,432		
Type II	441	-	25,043		
Type III	206	-	5,210		

5 2017/18 does not include data from Inverness Badenoch & Strathspey CAB

Services, Investment and Volume					
Ref	Indicator	Highland		Scotland	Highland
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	-	142	721	
	Council Tax arrears	-	349	2,189	
	Credit, store and charge card debts	-	241	1,612	
	Catalogue debts	-	101	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	-	41	367	
	Unsecured personal loan (except payday loans)	-	169	1,110	
	Bank and Building society overdrafts	-	113	676	
	Mortgage arrears	-	60	337	
	Rent arrears	-	312	2,989	
	Help with appealing welfare benefit decision	-	359	3,297	
	Assistance with making initial benefit application	-	-	6,271	
	Sanctioned	-	57	249	
	Benefits entitlement check	-	4,724	28,582	
	Issue relating to right to reside	-	-	199	
	Seeking to access other funds (i.e. grants)	-	-	1,461	
Other (Please specify)	-	12,109 <sup>6</sup>	25,736		

6 Includes; 4,541 help with completing benefit forms, 519 HMRC, Business or utility debts etc. and 7,049 clients who initially contacted the CAB for other advice not relating to money or welfare rights advice with these being secondary reasons.

Client Demographics						
			Highland		Scotland	Highland
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	939	8,907	79,041	849%
		Female	1,139	9,870	98,580	767%
		Not recorded	44	-	39,814	-100%
		Prefer not to answer	*	-	2,330	
	Age	0-15	-	-	803	
		16-24	169	1,971	13,350	1066%
		25-34	335	4,175	26,767	1146%
		35-44	382	3,719	31,774	874%
		45-59	659	4,298	41,754	552%
		60-64	*	2,072	20,258	
		65-70	*	1,012	12,890	
		71+	*	-	21,652	
		Not Recorded	35	1,530	38,752	4271%
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	1,756	17,850	137,977	917%
		Any Mixed or Multiple Ethnic Groups	35	320	951	814%
		Asian, Asian Scottish or Asian British	20	-	3,261	-100%
		African	6	-	1,727	-100%
		Caribbean or Black	8	-	500	-100%
		Other Ethnic Group	34	-	1,831	-100%
		Not Recorded	256	607	60,983	137%
		Prefer not to answer	*	-	4,661	
	Disability or long-term condition	Yes	163	6,150	60,955	3673%
		No	288	12,627	51,966	4284%
		Not Recorded	118	-	64,289	-100%
	Income	£6,000 or less	176	3,294	18,256	1772%
		£6,001-£10,000	97	2,888	13,954	2877%
		£10,001-£15,000	142	3,170	11,306	2132%
		£15,001-£20,000	110	2,480	7,647	2155%
		£20,001-£25,000	41	973	3,579	2273%
		£25,001-£30,000	47	1,018	2,324	2066%
		£30,001-£40,000	21	471	1,316	2143%
		Over £40,000	10	206	640	1960%
Not Recorded		200	4,277	92,673	2039%	
Prefer not to answer		*	-	4,138		

Client Demographics						
			Highland		Scotland	Highland
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	41	1,187	3,477	2795%
		Employed full time	216	3,053	16,169	1313%
		Employed part time	248	2,935	13,548	1083%
		Looking after the home or family	139	728	5,116	424%
		Permanently retired from work	157	873	17,358	456%
		Unemployed and seeking work	271	2,974	18,157	997%
		At school	-	-	729	
		In further/higher education	152	135	1,097	-11%
		Gov't work or training scheme	21	674	816	3110%
		Permanently sick or disabled	232	2,895	26,733	1148%
		Unable to work because of short-term illness or injury	164	501	8,114	205%
		Other	14	210	3,401	1400%
		Not recorded	81	2,612	80,313	3125%
		Prefer not to answer	*	-	5,734	
C2	Housing Tenure	Owner occupied	147	1,700	23,012	1056%
		Social rented	552	5,100	54,932	824%
		Private rented	410	2,540	13,782	520%
		Temporary accommodation	*	750	2,717	
		Homeless	*	-	1,475	
		Other	247	854	9,619	246%
		Not recorded	86	7,833	85,407	9008%
		Prefer not to answer	*	-	6,530	
C2	Household Composition	Single adult (non-pensioner)	497	-	34,748	
		Single pensioner	159	-	4,476	
		Small single parent (1 or 2 children)	*	-	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)	*	-	10,633	
		Large family (2 adults, and 3 or more children)	*	-	1,036	
		Adult family (2 or more non-pensioners, and no children)	232	-	16,485	
		Older adult family (contains at least 1 pensioner)	167	-	6,038	
		Not recorded	531	-	84,338	
		Prefer not to answer	*	-	10,422	

## Money Advice Indicators

		Highland					Scotland	Highland	
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	-	-	-	3,142	-	43,593	-100%	
	Benefit overpayment	-	-	-	394	-	1,845		
	Council Tax arrears	-	-	-	362	-	5,174		
	Utility Arrears	-	-	-	247	-	4,055		
	Credit, store, and charge card debts	-	-	-	485	-	5,452		
	Rent to own	-	-	-	-	-	455		
	Catalogue	-	-	-	212	-	2,183		
	Unsecured personal loan	-	-	-	373	-	3,528		
	Payday Loan / High Cost Credit	-	-	-	101	-	1,694		
	Overdrafts	-	-	-	210	-	2,689		
	Mortgage arrears	-	-	-	68	-	674		
	Rent arrears	-	-	-	358	-	5,667		
	Others	-	-	-	332	-	10,177		
	Amount of debt owed by client								
	Total		£15,343,846	£16,452,168	£12,185,593	£10,762,303	£186,250,137	-12%	
	Benefit overpayment		£1,179,820	£756,809	£701,924	£673,640	£6,283,913	-4%	
	Council Tax arrears		£1,863,595	£1,774,825	£1,529,777	£1,347,281	£20,075,954	-12%	
	Utility Arrears		£203,092	£227,956	£421,050	£332,502	£3,214,671	-21%	
	Credit, store, and charge card debts		£2,979,384	£3,990,649	£1,815,425	£1,571,828	£34,926,764	-13%	
	Rent to own		£437,088	£301,456	£0	-	£2,015,158		
	Catalogue		£291,958	£389,812	£185,343	£301,582	£3,858,004	63%	
Unsecured personal loan		£1,207,555	£1,886,880	£2,193,097	£1,459,522	£23,273,669	-33%		
Payday Loan / High Cost Credit		£221,553	£211,139	£125,304	£189,520	£3,306,422	51%		
Overdrafts		£1,612,035	£1,212,947	£354,918	£673,640	£4,553,239	90%		
Mortgage arrears		£4,001,397	£3,480,400	£2,081,848	£2,306,555	£17,668,282	11%		
Rent arrears		£614,006	£1,037,489	£702,190	£783,499	£8,197,951	12%		
Others		£732,363	£1,181,805	£2,074,717	£1,122,734	£58,876,109	-46%		



## Money Advice Indicators

		Highland					Scotland	Highland
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	121	168	178	26	-	1,722	
	Debt Arrangement Scheme	21	18	24	5	-	886	
	Trust Deed	4	20	7	2	-	134	
	Awaiting sequestration	57	42	27	6	-	341	
	Token payments	142	146	160	11	-	1,161	
	Pro rata offers	119	141	131	10	-	1,469	
	Moratorium	27	8	21	10	-	263	
	Debt written off	5	4	41	12	-	355	
	Repayment plan	37	6	86	10	-	643	
	Nil Payments/Offers	-	4	12	5	-	295	
	Consolidation Loan	-	8	1	2	-	19	
	Mortgage to rent/Shared equity	-	-	18	-	-	62	
	Did not agree a debt strategy	639	284	112	36	-	1,058	
Still awaiting outcome	61	10	161	36	-	2,550		
Other: please specify	248	-	23	-	-	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				£15,105,014	£16,438,822	£323,876,347	9%
	Total of ALL unverified financial gain				*	9-	£47,195,664	

Welfare Rights Advice Indicators					
		Highland		Scotland	Highland
Ref	Indicator	2017/18 <sup>7</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	311	2,641	67,249	749%
	No. awards made/maintained	174	2,223	55,436	1178%
	Financial gain from awards made/maintained	£593,747	£8,831,590	£222,533,895	1387%
	No. Mandatory Reconsiderations (MRs)	37	-	8,891	-100%
	No. MRs won	*	-	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	14	-	10,826	-100%
	No. appeals won	*	-	6,483	
	No. appeals lost	*	-	2,004	
	Financial gain from MRs/appeals	£1,230,319	£0	£44,553,543	-100%
	Attendance Allowance				
	No. claims	16	561	7,367	3406%
	No. awards made/maintained	10	506	7,245	4960%
	Financial gain from awards made/maintained	£67,126	£2,031,704	£29,556,233	2927%
	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	£172,090	-	£1,959,706	
	Bereavement Benefits				
	No. claims	1	2	190	0%
	No. awards made/maintained	1	2	129	0%
	Financial gain from awards made/maintained	£3,260	£43,900	£561,487	1086%
	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	£6,520	-	£0		

7 2017/18 does not include data from Inverness Badenoch & Strathspey CAB

Welfare Rights Advice Indicators						
		Highland		Scotland	Highland	
Ref	Indicator	2017/18 <sup>7</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	1	101	1,766	10000%	
	No. awards made/maintained	1	98	1,393	9700%	
	Financial gain from awards made/maintained	£3,260	£767,025	£4,194,118	23425%	
	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	£6,520	-	£63,942		
	Child Benefit					
	No. claims	1	16	842	1500%	
	No. awards made/maintained	-	40	554		
	Financial gain from awards made/maintained	£1,076	£45,894	£880,829	4164%	
	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	£1,077	-	£61,321		
	Child Tax Credit					
	No. claims	2	-	1,469	-100%	
	No. awards made/maintained	-	-	579		
	Financial gain from awards made/maintained	£5,704	£0	£3,185,276	-100%	
	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	£14,101	-	£196,224		
Cold Weather Payments and Winter Fuel Payments						
No. claims	1	-	40	-100%		
No. awards made/maintained	1	-	15	-100%		
Financial gain from awards made/maintained	£200	£0	£2,592	-100%		
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					
		Highland		Scotland	Highland
Ref	Indicator	2017/18 <sup>7</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Contributory Benefits				
	No. claims	1	-	1,265	-100%
	No. awards made/maintained	1	-	569	-100%
	Financial gain from awards made/maintained	£3,801	£0	£2,632,769	-100%
	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	£9,364	-	£1,354,155	
	Disability Living Allowance				
	No. claims	5	163	2,473	3160%
	No. awards made/maintained	2	101	3,591	4950%
	Financial gain from awards made/maintained	£18,619	£355,596	£6,146,411	1810%
	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	£47,787	-	£2,730,061	
	Discretionary Housing Payments				
	No. claims	13	-	834	-100%
	No. awards made/maintained	-	-	1,327	
	Financial gain from awards made/maintained	£0	£0	£1,308,618	
	No. Mandatory Reconsiderations (MRs)	-	-	20	
	No. MRs won	*	-	10	
	No. MRs lost	*	-	1	
	No. appeals	-	-	-	
	No. appeals won	*	-	-	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	£0	-	£11,654	
	Funeral Expenses				
	No. claims	3	-	84	-100%
	No. awards made/maintained	-	-	39	
	Financial gain from awards made/maintained	£4,069	£0	£52,282	-100%
	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	£0	£4,178		

Welfare Rights Advice Indicators						
		Highland		Scotland	Highland	
Ref	Indicator	2017/18 <sup>7</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	-	7	73		
	No. awards made/maintained	-	6	35		
	Financial gain from awards made/maintained	£0	£46,203	£122,385		
	No. Mandatory Reconsiderations (MRs)	-	-	13		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	3		
	No. appeals	-	-	30		
	No. appeals won	*	-	6		
	No. appeals lost	*	-	11		
	Financial gain from MRs/appeals	£0	-	£20,126		
	Maternity Allowance					
	No. claims	-	-	45		
	No. awards made/maintained	-	-	31		
	Financial gain from awards made/maintained	£0	£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	6	40	1,334	567%	
	No. awards made/maintained	2	128	2,156	6300%	
	Financial gain from awards made/maintained	£21,125	£495,534	£6,997,890	2246%	
	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	£16,664	-	£87,623		
	Personal Independence Payment					
	No. claims	74	1,396	21,856	1786%	
	No. awards made/maintained	16	1,048	13,324	6450%	
	Financial gain from awards made/maintained	£309,387	£3,667,515	£66,356,434	1085%	
	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	£557,220	-	£19,563,811			

Welfare Rights Advice Indicators						
		Highland		Scotland	Highland	
Ref	Indicator	2017/18 <sup>7</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	6	52	2,111	767%	
	No. awards made/maintained	1	49	1,068	4800%	
	Financial gain from awards made/maintained	£654	£28,070	£859,970	4195%	
	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	£5,058	-	£21,285		
	State Pension					
	No. claims	1	7	177	600%	
	No. awards made/maintained	-	7	154		
	Financial gain from awards made/maintained	£7,844	£152,413	£1,400,568	1843%	
	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	£6,496.00	-	£0.00		
	Sure Start Maternity Grant					
	No. claims	-	8	80		
	No. awards made/maintained	-	7	77		
	Financial gain from awards made/maintained	£0	£6,450	£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	9	288	4,098	3100%	
	No. awards made/maintained	4	231	3,604	5675%	
	Financial gain from awards made/maintained	£23,279	£1,191,286	£16,699,608	5017%	
	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	£139,909	-	£1,115,462.61			

Welfare Rights Advice Indicators					
		Highland		Scotland	Highland
Ref	Indicator	2017/18 <sup>7</sup>	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	170	-	21,147	-100%
	No. awards made/maintained	134	-	19,547	-100%
	Financial gain from awards made/maintained	£123,902	£0	£81,345,429	-100%
	No. Mandatory Reconsiderations (MRs)	37	-	3,508	
	No. MRs won	*	-	917	
	No. MRs lost	*	-	1,012	
	No. appeals	14	-	4,389	
	No. appeals won	*	-	2,730	
	No. appeals lost	*	-	689	
	Financial gain from MRs/appeals	£254,033	-	£17,274,829	

Softer Outcomes					
		Highland		Scotland	Highland
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					
		Highland		Scotland	Highland
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		