

Common Advice Performance Management Reporting Framework Summary 2018/19

Scottish Borders 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 2018/19 data returns for the CAPMRF for Scottish Borders 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:

- 66% of clients were recorded as having a disability in 2018/19, which is comparatively higher than the national proportion of 54%.
- The most common economic status amongst clients was permanently sick or disabled which made up 38% of clients in 2018/19.
- The total financial gain secured for clients has increased 183% since 2017/18. This can in part be attributed to an increase in financial gain from mandatory reconsiderations and appeals which has increased 124%.
- There has been a large increase in the amount of financial gain from mandatory reconsiderations and appeals for Personal Independence Payments. This has increased 150% from £400,165 to £1,000,701.

Services, Investment and Volume					
Ref	Indicator	Scottish Borders		Scotland	Scot. Bord.
		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 ¹	1	1	11	0%
	Combined	-	-	15	
	External				
	Money advice	-	-	5	
	Welfare rights	-	-	1	
Combined ²	1	1	65	0%	
	Case management system/s	PG Debt, CASTLE	Currently in Development JADU based - FIT CASTLE -CAB		
I1	Number of FTE staff				
	In-House	2	4	466	100%
	External	3	3	443	0%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
External	8.9	7.4	563	-17%	
I2	Local Authority Funding				
	In-House	-		£14,753,814	
	External	£227,250	£221,180	£11,143,981	-3%
	Other Sources of Funding				
	Scottish Legal Aid Board	£49,169		£771,398	
	Scottish Government	£24,973		£545,522	
	Big Lottery Fund	-		£290,094	
European Social Fund	-		£459,223		
Other	£0	£158,409 ³	£1,977,490		

1 Scottish Borders Council Financial Inclusion Team

2 Borders CAB (Citizens Advice Bureau) Consortium

3 Other sources of funding for Borders CAB Consortium only. Includes: CAS £74,466.51, Energy Best Deal £1,000, Help to Claim £2,499.96, Pensionwise £43,907, Donations £1,638 and the Robertson Trust £16,000

Services, Investment and Volume					
Ref	Indicator	Scottish Borders		Scotland	Scot. Bord.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	16,434	7,407	307,511	-55%
	Total Clients	4,862	4,933	244,637	1%
	New Clients	4,314	1,794 ⁴	61,652	-58%
	Contacts by channel ⁵				
	Face-to-face	7,359	4,190	103,407	-44%
	Telephone	5,968	1,354	56,566	-77%
	Email	1,175	402	22,286	-66%
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	1,248 ⁶	44,416	
	Referrals ⁷				
	Self-referral	3,877	509	77,897	-87%
	Local authority:				
	Housing	-	62	4,181	
	Social Services	225	183	8,357	-19%
	Revenues	-	-	1,264	
	Employability	-	-	1,847	
	Other	76	10	6,558	-87%
	Primary Health Care	519	747	12,202	44%
Third Sector	114	142	5,790	25%	
Other	766	112	11,972	-85%	
Open SNSIAP cases ⁸					
Type I	240	-	8,774		
Type II	2,107	-	20,667		
Type III	74	-	7,885		
Closed SNSIAP cases ⁹					
Type I	2	-	15,432		
Type II	138	-	25,043		
Type III	18	-	5,210		

4 Figure includes Borders CAB Consortium only

5 2017/18 and 2018/19 figures include Borders CAB Consortium only. 2018/19 figures for Financial Inclusion Team have been excluded as multiple contacts have been recorded for the same individual. 2018/19 Borders CAB Consortium figure includes 128 contacts by letter

6 Figure includes Borders CAB Consortium only

7 2018/19 figures include Financial Inclusion Team only

8 2017/18 figures include Borders CAB consortium only

9 2017/18 figures include Borders CAB consortium only

Services, Investment and Volume					
Ref	Indicator	Scottish Borders		Scotland	Scot. Bord.
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency ¹⁰				
	Benefit Overpayment	180	63	721	-65%
	Council Tax arrears	256	115	2,189	-55%
	Credit, store and charge card debts	307	71	1,612	-77%
	Catalogue debts	128	121	666	-5%
	PPI	25	-	457	-100%
	Payday Loan /High cost credit	51	35	367	-31%
	Unsecured personal loan (except payday loans)	179	75	1,110	-58%
	Bank and Building society overdrafts	180	72	676	-60%
	Mortgage arrears	52	17	337	-67%
	Rent arrears	256	114	2,989	-55%
	Help with appealing welfare benefit decision	1,442	116	3,297	-92%
	Assistance with making initial benefit application	768	592	6,271	-23%
	Sanctioned	29	27	249	-7%
	Benefits entitlement check	512	1,295	28,582	153%
	Issue relating to right to reside	77	6	199	-92%
	Seeking to access other funds (i.e. grants)	50	126	1,461	152%
Other (Please specify)	-	35	25,736		

10 2018/19 figures include Borders CAB Consortium only

Client Demographics						
			Scottish Borders		Scotland	Scot. Bord.
Ref	Demographic	Categories	2017/18 ¹¹	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	459	1,606	79,041	250%
		Female	561	2,183	98,580	289%
		Not recorded	-	1,100	39,814	
		Prefer not to answer	*	43	2,330	
	Age ¹²	0-15	-	3	803	
		16-24	71	300	13,350	232%
		25-34	143	579	26,767	305%
		35-44	204	606	31,774	197%
		45-59	285	1,280	41,754	349%
		60-64	*	511	20,258	
		65-70	*	141	12,890	
		71+	*	342	21,652	
		Not Recorded	64	740	38,752	1056%
	Prefer not to answer	*	61	9,365		
	Ethnicity	White	969	3,162	137,977	226%
		Any Mixed or Multiple Ethnic Groups	10	7	951	-30%
		Asian, Asian Scottish or Asian British	11	13	3,261	18%
		African	-	2	1,727	
		Caribbean or Black	-	4	500	
		Other Ethnic Group	5	19	1,831	280%
		Not Recorded	25	1,529	60,983	6016%
		Prefer not to answer	*	196	4,661	
	Disability or long-term condition	Yes	108	2,412	60,955	2133%
		No	141	1,233	51,966	774%
		Not Recorded	85	1,287	64,289	1414%
	Income	£6,000 or less	24	-	18,256	-100%
		£6,001-£10,000	26	-	13,954	-100%
£10,001-£15,000		43	-	11,306	-100%	
£15,001-£20,000		29	-	7,647	-100%	
£20,001-£25,000		11	-	3,579	-100%	
£25,001-£30,000		12	-	2,324	-100%	
£30,001-£40,000		4	-	1,316	-100%	
Over £40,000		2	-	640	-100%	
Not Recorded		869	4,932	92,673	468%	
Prefer not to answer		*	-	4,138		

11 2017/18 figures include Borders CAB Consortium only

12 2018/19 figures for Borders CAB Consortium include 299 aged 65-79, 69 aged 80+

Client Demographics						
			Scottish Borders		Scotland	Scot. Bord.
Ref	Demographic	Categories	2017/18 ¹¹	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status ¹³	Self employed	50	82	3,477	64%
		Employed full time	150	589	16,169	293%
		Employed part time	137	246	13,548	80%
		Looking after the home or family	17	59	5,116	247%
		Permanently retired from work	103	786	17,358	663%
		Unemployed and seeking work	82	326	18,157	298%
		At school	-	-	729	
		In further/higher education	14	-	1,097	-100%
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	334	1,317	26,733	294%
		Unable to work because of short-term illness or injury	65	-	8,114	-100%
		Other	36	27	3,401	-25%
		Not recorded	30	717	80,313	2290%
	Prefer not to answer	*	164	5,734		
	Housing Tenure ¹⁴	Owner occupied	285	862	23,012	202%
		Social rented	469	1,457	54,932	211%
		Private rented	153	452	13,782	195%
		Temporary accommodation	*	19	2,717	
		Homeless	*	66	1,475	
Other		102	57	9,619	-44%	
Not recorded		11	1,635	85,407	14764%	
Prefer not to answer	*	204	6,530			

13 2018/19 figures for Borders CAB Consortium include 69 Not Seeking Work, 25 Student and 525 Unable to work due to ill health/disability

14 2018/19 figures for Borders CAB Consortium include 39 Homeless/Temporary Accommodation, 141 Staying with friends/relatives

Client Demographics						
			Scottish Borders		Scotland	Scot. Bord.
Ref	Demographic	Categories	2017/18 ¹¹	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Household Composition ¹⁵	Single adult (non-pensioner)	124	566	34,748	356%
		Single pensioner	-	120	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)	*	67	10,633	
		Large family (2 adults, and 3 or more children)	*	19	1,036	
		Adult family (2 or more non-pensioners, and no children)	64	408	16,485	538%
		Older adult family (contains at least 1 pensioner)	-	184	6,038	
		Not Recorded	730	2,894	84,338	296%
		Prefer not to answer	*	220	10,422	

15 2018/19 figures for Borders CAB Consortium include, 205 Family with 1+ children, 204 Single Parent Family and 45 Other

Money Advice Indicators									
		Scottish Borders					Scotland	Scot. Bord.	
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19	
C3 ¹⁶	Number of clients								
	Total	-	-	-	-	927	43,593		
	Benefit overpayment	-	-	-	-	10	1,845		
	Council Tax arrears	-	-	-	-	87	5,174		
	Utility Arrears	-	-	-	-	148	4,055		
	Credit, store, and charge card debts	-	-	-	-	75	5,452		
	Rent to own	-	-	-	-	57	455		
	Catalogue	-	-	-	-	39	2,183		
	Unsecured personal loan	-	-	-	-	50	3,528		
	Payday Loan / High Cost Credit	-	-	-	-	21	1,694		
	Overdrafts	-	-	-	-	47	2,689		
	Mortgage arrears	-	-	-	-	55	674		
	Rent arrears	-	-	-	-	73	5,667		
	Others	-	-	-	-	265	10,177		
	Amount of debt owed by client								
	Total			£4,519,800	£0	£4,232,373	£2,390,347	£186,250,137	-44%
	Benefit overpayment			£344,800	£0	£231,149	£7,186	£6,283,913	-97%
	Council Tax arrears			£177,400	£0	£185,201	£101,628	£20,075,954	-45%
	Utility Arrears			£62,300	£0	£119,368	£48,598	£3,214,671	-59%
	Credit, store, and charge card debts			£908,000	£0	£988,133	£596,338	£34,926,764	-40%
	Rent to own			£35,700	£0	-	£38,933	£2,015,158	
	Catalogue			£89,400	£0	£71,255	£81,108	£3,858,004	14%
	Unsecured personal loan			£276,000	£0	£158,985	£344,961	£23,273,669	117%
Payday Loan / High Cost Credit			£40,700	£0	£47,776	£38,635	£3,306,422	-19%	
Overdrafts			£203,000	£0	£117,109	£95,784	£4,553,239	-18%	
Mortgage arrears			£42,800	£0	£367,952	£23,654	£17,668,282	-94%	
Rent arrears			£157,900	£0	£214,906	£44,130	£8,197,951	-79%	
Others			£2,181,800 ¹⁷	£0	£1,730,539	£969,390	£58,876,109	-44%	

16 2018/19 figures include Borders CAB Consortium only

17 Others include: telephone, student, business, income tax, fines, child support, other housing, satellite TV and other loans

Money Advice Indicators

		Scottish Borders					Scotland	Scot. Bord.
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	23	8	30	9		1,722	
	Debt Arrangement Scheme	10	5	3	5		886	
	Trust Deed	1	-	4	-		134	
	Awaiting sequestration	7	15	3	-		341	
	Token payments	18	9	26	9		1,161	
	Pro rata offers	55	25	114	18		1,469	
	Moratorium	3	-	-	-		263	
	Debt written off	-	2	-	1		355	
	Repayment plan	55	25	-	-		643	
	Nil Payments/Offers	-	3	4	2		295	
	Consolidation Loan	-	-	-	-		19	
	Mortgage to rent/Shared equity	-	-	-	-		62	
	Did not agree a debt strategy	84	64	-	-		1,058	
	Still awaiting outcome	70	50	281	35		2,550	
Other: please specify	48	-	135	-		2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£909,5727	£30,217,870	
	Financial gain from any other welfare benefits				*	£3,453,820	£8,179,848	
	Total of ALL verified financial gain				£2,560,811	£7,255,637	£323,876,347	183%
	Total of ALL unverified financial gain				*	£0	£47,195,664	

Welfare Rights Advice Indicators					
		Scottish Borders		Scotland	Scot. Bord.
Ref	Indicator	2017/18	2018/19 ¹⁸	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	-	582	67,249	
	No. awards made/maintained	657	472	55,436	-28%
	Financial gain from awards made/maintained	£1,509,328	£1,460,392	£222,533,895	-3%
	No. Mandatory Reconsiderations (MRs)	190	290	8,891	53%
	No. MRs won	*	26	2,063	
	No. MRs lost	*	84	2,626	
	No. appeals	113	233	10,826	106%
	No. appeals won	*	105	6,483	
	No. appeals lost	*	23	2,004	
	Financial gain from MRs/appeals	£639,375	£1,431,853	£44,553,543	124%
	Attendance Allowance				
	No. claims	-	51	7,367	
	No. awards made/maintained	27	34	7,245	26%
	Financial gain from awards made/maintained	£86,563	£125,960	£29,556,233	46%
	No. Mandatory Reconsiderations (MRs)	4	6	190	50%
	No. MRs won	*	-	119	
	No. MRs lost	*	1	37	
	No. appeals	4	2	58	-50%
	No. appeals won	*	1	42	
	No. appeals lost	*	-	26	
	Financial gain from MRs/appeals	£11,802	£13,047	£1,959,706	11%
	Bereavement Benefits				
	No. claims	-	-	190	
	No. awards made/maintained	-	-	129	
	Financial gain from awards made/maintained	£0	£0	£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	£0		

18 2018/19 figures for number of claims, number of awards made/maintained and financial gain from awards made/maintained are Borders CAB Consortium only. Figures for number of mandatory reconsiderations won/lost and number of appeals won/lost include the Financial Inclusion Service only as Borders CAB consortium do not record the outcomes of mandatory reconsiderations and appeals separately

Welfare Rights Advice Indicators						
		Scottish Borders		Scotland	Scot. Bord.	
Ref	Indicator	2017/18	2018/19 ¹⁸	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	-	6	1,766		
	No. awards made/maintained	8	6	1,393	-25%	
	Financial gain from awards made/maintained	£12,257	£23,715	£4,194,118	93%	
	No. Mandatory Reconsiderations (MRs)	-	-	22		
	No. MRs won	*	-	9		
	No. MRs lost	*	-	1		
	No. appeals	-	-	1		
	No. appeals won	*	-	1		
	No. appeals lost	*	-	5		
	Financial gain from MRs/appeals	-	£0	£63,942		
	Child Benefit					
	No. claims	-	3	842		
	No. awards made/maintained	19	7	554	-63%	
	Financial gain from awards made/maintained	£18,816	£7,540	£880,829	-60%	
	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	-	£0	£61,321		
	Child Tax Credit					
	No. claims	-	11	1,469		
	No. awards made/maintained	46	33	579	-28%	
	Financial gain from awards made/maintained	£126,599	£36,309	£3,185,276	-71%	
	No. Mandatory Reconsiderations (MRs)	-	1	112		
	No. MRs won	*	-	20		
	No. MRs lost	*	1	14		
	No. appeals	1	1	37		
	No. appeals won	*	-	14		
	No. appeals lost	*	1	3		
	Financial gain from MRs/appeals	-	£0	£196,224		
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	-	-	40		
	No. awards made/maintained	11	3	15	-73%	
Financial gain from awards made/maintained	£990	£340	£2,592	-66%		
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	£300			

Welfare Rights Advice Indicators						
		Scottish Borders		Scotland	Scot. Bord.	
Ref	Indicator	2017/18	2018/19 ¹⁸	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	-	-	1,265		
	No. awards made/maintained	76	-	569		
	Financial gain from awards made/maintained	£70,071	-	£2,632,769		
	No. Mandatory Reconsiderations (MRs)	-	-	309		
	No. MRs won	*	-	86		
	No. MRs lost	*	-	50		
	No. appeals	-	-	257		
	No. appeals won	*	-	192		
	No. appeals lost	*	-	30		
	Financial gain from MRs/appeals	-	£0	£1,354,155		
	Disability Living Allowance					
	No. claims	-	20	2,473		
	No. awards made/maintained	8	3	3,591	-63%	
	Financial gain from awards made/maintained	£31,566	£6,422	£6,146,411	-80%	
	No. Mandatory Reconsiderations (MRs)	2	6	329	200%	
	No. MRs won	*	-	90		
	No. MRs lost	*	3	119		
	No. appeals	2	10	493	400%	
	No. appeals won	*	8	291		
	No. appeals lost	*	-	110		
	Financial gain from MRs/appeals	£22,225	£81,729	£2,730,061	268%	
	Discretionary Housing Payments					
	No. claims	-	-	834		
	No. awards made/maintained	24	-	1,327		
	Financial gain from awards made/maintained	£5,051	-	£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	-	-	84		
	No. awards made/maintained	-	-	39		
	Financial gain from awards made/maintained	£0	£0	£52,282		
	No. Mandatory Reconsiderations (MRs)	-	-	9		
	No. MRs won	*	-	1		
No. MRs lost	*	-	-			
No. appeals	-	-	1			
No. appeals won	*	-	-			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	-	£0	£4,178			

Welfare Rights Advice Indicators						
		Scottish Borders		Scotland	Scot. Bord.	
Ref	Indicator	2017/18	2018/19 ¹⁸	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	-	-	73		
	No. awards made/maintained	1	-	35	-100%	
	Financial gain from awards made/maintained	£2,600	£0-	£122,385	-100%	
	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	1	-	45		
	No. awards made/maintained	1	-	31	-100%	
	Financial gain from awards made/maintained	£5,746	£0	£157,684	-100%	
	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	£87,865		
	Pension Credit					
	No. claims	-	5	1,334		
	No. awards made/maintained	10	12	2,156	20%	
	Financial gain from awards made/maintained	£38,499	£28,132	£6,997,890	-27%	
	No. Mandatory Reconsiderations (MRs)	-	1	30		
	No. MRs won	*	-	9		
	No. MRs lost	*	1	5		
	No. appeals	1	-	10		
	No. appeals won	*	-	3		
	No. appeals lost	*	-	4		
	Financial gain from MRs/appeals	-	£0	£87,623		
	Personal Independence Payment					
	No. claims	-	324	21,856		
	No. awards made/maintained	176	215	13,324	22%	
	Financial gain from awards made/maintained	£600,350	£674,826	£66,356,434	12%	
	No. Mandatory Reconsiderations (MRs)	125	190	3,796	52%	
	No. MRs won	*	14	688		
	No. MRs lost	*	54	1,299		
	No. appeals	83	179	5,177	116%	
	No. appeals won	*	76	2,979		
No. appeals lost	*	20	1,064			
Financial gain from MRs/appeals	£400,165	£1,000,701	£19,563,811	150%		

Welfare Rights Advice Indicators

		Scottish Borders		Scotland	Scot. Bord.	
Ref	Indicator	2017/18	2018/19 ¹⁸	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	-	8	2,111		
	No. awards made/maintained	15	23	1,068	53%	
	Financial gain from awards made/maintained	£2,203	£1,287	£859,970	-42%	
	No. Mandatory Reconsiderations (MRs)	-	2	68		
	No. MRs won	*	1	14		
	No. MRs lost	*	-	7		
	No. appeals	-	-	8		
	No. appeals won	*	-	11		
	No. appeals lost	*	-	7		
	Financial gain from MRs/appeals	-	£400	£21,285		
	State Pension					
	No. claims	-	3	177		
	No. awards made/maintained	7	5	154	-29%	
	Financial gain from awards made/maintained	£31,773	£40,981	£1,400,568	29%	
	No. Mandatory Reconsiderations (MRs)	-	-	3		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	4		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	-	£0.00	£0.00		
	Sure Start Maternity Grant					
	No. claims	-	-	80		
	No. awards made/maintained	-	2	77		
	Financial gain from awards made/maintained	£0	£800	£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	-	25	4,098		
	No. awards made/maintained	11	55	3,604	400%	
	Financial gain from awards made/maintained	£28,772	£204,323	£16,699,608	610%	
	No. Mandatory Reconsiderations (MRs)	-	6	456		
	No. MRs won	*	1	94		
	No. MRs lost	*	2	72		
	No. appeals	-	3	347		
	No. appeals won	*	1	203		
No. appeals lost	*	1	51			
Financial gain from MRs/appeals	-	£46,390.29	£1,115,462.61			

Welfare Rights Advice Indicators					
		Scottish Borders		Scotland	Scot. Bord.
Ref	Indicator	2017/18	2018/19 ¹⁸	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	-	126	21,147	
	No. awards made/maintained	217	74	19,547	-66%
	Financial gain from awards made/maintained	£447,472	£309,758	£81,345,429	-31%
	No. Mandatory Reconsiderations (MRs)	59	78	3,508	32%
	No. MRs won	*	10	917	
	No. MRs lost	*	22	1,012	
	No. appeals	24	38	4,389	58%
	No. appeals won	*	19	2,730	
	No. appeals lost	*	1	689	
	Financial gain from MRs/appeals	£205,183	£289,586	£17,274,829	41%

Softer Outcomes					
		Scottish Borders		Scotland	Scot. Bord.
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	60	-	1,554	
	Disagree	-	-	183	
	I've been feeling physically better				
	Agree	38	-	304	
	Disagree	-	-	5	
	I've been feeling better about myself				
	Agree	135	-	329	
	Disagree	-	-	7	
	I've been feeling more optimistic about the future				
	Agree	135	-	324	
Disagree	-	-	12		
I've been getting on better with others					
Agree	30	-	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	135	-	347	
	Disagree	-	-	14	
	I feel more in control of my life				
	Agree	135	-	351	
	Disagree	-	-	5	
	I am more able to make decisions				
	Agree	135	-	1,644	
	Disagree	-	-	76	
	I am more able to cope with day to day issues/problems				
	Agree	135	-	346	
Disagree	-	-	12		
I know when to seek support and where to get it					
Agree	172	-	356		
Disagree	-	-	4		

Softer Outcomes					
		Scottish Borders		Scotland	Scot. Bord.
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	135	-	356	
	Disagree	-	-	2	
	I am confident that I am getting all the benefits/help to which I am legally entitled				
	Agree	145	-	360	
	Disagree	-	-	2	
	I know how much money I have to spend				
	Agree	135	-	359	
	Disagree	-	-	2	
	I can better manage my money				
	Agree	135	-	1,393	
Disagree	-	-	156		
I would be better able to cope if I had an unexpected expense					
Agree	-	-	339		
Disagree	-	-	12		