

Common Advice Performance Management Reporting Framework Summary 2018/19

Inverclyde 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 Inverclyde 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 £847,741 of local authority funding was invested in the service. This has increased 15% since the previous year to fund a Digital Money Advice Pilot.
- There has been an increase in demand in 2018/19. The number of contacts to the service and the total number of clients have both increased. The service had increased capacity in 2018/19 as a result of the Digital Money Advice Pilot and the I:DEAS (Inverclyde Delivery Effective Advice and Support) project.
- There was a large proportion of referrals to the service from both social services and third sector organisations. In 2018/19 referrals from social services made up 17% of all referrals, in comparison to the national proportion of 6% and third sector referrals made up 10% of referrals compared with 4% nationally.
- In 2018/19 a total of £9,460,995 financial gain was secured for clients. This consists of £4,156,698 financial gain from awards made/maintained, £3,213,795 from mandatory reconsiderations/appeals and an additional £2,090,502 of money advice financial gain. The total financial gain has increased 95% since the previous year. This can in part be explained by an improvement in the reporting system and an increased level of follow-up with clients to capture outcomes.

Services, Investment and Volume					
Ref	Indicator	Inverclyde		Scotland	Inverclyde
		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	-	-	65	
	Case management system/s	BrightOffice, MyadviceService, FORT	BrightOffice		
I1	Number of FTE staff				
	In-House	23.5	25.0	466	6%
	External	-	-	443	
	Number of Volunteer FTE staff				
	In-House	-	-	10	
	External	-	-	563	
I2	Local Authority Funding				
	In-House	£738,483	£847,741	£14,753,814	15%
	External	£0	-	£11,143,981	
	Other Sources of Funding				
	Scottish Legal Aid Board	£70,207	£139,600	£771,398	99%
	Scottish Government	-	-	£545,522	
	Big Lottery Fund	-	-	£290,094	
	European Social Fund	-	-	£459,223	
Other	£0	£28,621 ²	£1,977,490		

1 HSCP Advice Services

2 MacMillan Cancer Support

Services, Investment and Volume					
Ref	Indicator	Inverclyde		Scotland	Inverclyde
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	3,425	8,368	307,511	144%
	Total Clients	3,425	6,753	244,637	97%
	New Clients	2,329	2,030	61,652	-13%
	Contacts by channel ³				
	Face-to-face	1,221	1,782	103,407	46%
	Telephone	1,423	3,295	56,566	132%
	Email	96	226	22,286	135%
	Web	-	193	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	- ⁴	44,416	
	Referrals				
	Self-referral	603	1,629	77,897	170%
	Local authority:				
	Housing	-	70	4,181	
	Social Services	182	1,032	8,357	467%
	Revenues	-	-	1,264	
	Employability	-	-	1,847	
	Other	44	-	6,558	
	Primary Health Care	52	80	12,202	54%
	Third Sector	262	598	5,790	128%
Other	1,995	2,494	11,972	28%	
Open SNSIAP cases					
Type I	-	853	8,774		
Type II	1,728	5,291	20,667	206%	
Type III	63	612	7,885	871%	
Closed SNSIAP cases					
Type I	-	-	15,432		
Type II	365	-	25,043		
Type III	1,273	-	5,210		

3 2018/19 figures have not been recorded for all contacts, 2,872 contacts “not recorded”

4 Benefit entitlement checks carried out are captured using a drop-down, however it has been established that this has not yet been fully utilised

Services, Investment and Volume					
Ref	Indicator	Inverclyde		Scotland	Inverclyde
		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						
			Inverclyde		Scotland	Inverclyde
Ref	Demographic	Categories	2017/18 ⁵	2018/19 ⁶	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	120	901	79,041	651%
		Female	179	1,129	98,580	531%
		Not recorded	3,126	4,723	39,814	51%
		Prefer not to answer	*	-	2,330	
	Age	0-15	-	-	803	
		16-24	11	123	13,350	1018%
		25-34	60	245	26,767	308%
		35-44	69	297	31,774	330%
		45-59	101	514	41,754	409%
		60-64	*	222	20,258	
		65-70	*	172	12,890	
		71+	*	325	21,652	
		Not Recorded	3,139	4,855	38,752	55%
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	113	-	137,977	
		Any Mixed or Multiple Ethnic Groups	2	-	951	
		Asian, Asian Scottish or Asian British	-	-	3,261	
		African	-	-	1,727	
		Caribbean or Black	1	-	500	
		Other Ethnic Group	-	-	1,831	
		Not Recorded	3,313	6,753	60,983	104%
		Prefer not to answer	*	-	4,661	
	Disability or long-term condition	Yes	40	-	60,955	
		No	73	-	51,966	
		Not Recorded	3,313	6,753	64,289	104%
	Income	£6,000 or less	31	-	18,256	
		£6,001-£10,000	31	-	13,954	
£10,001-£15,000		28	-	11,306		
£15,001-£20,000		39	-	7,647		
£20,001-£25,000		14	-	3,579		
£25,001-£30,000		8	-	2,324		
£30,001-£40,000		4	-	1,316		
Over £40,000		5	-	640		
Not Recorded		3,269	6,753	92,673	107%	
Prefer not to answer		*	-	4,138		

5 These figures relate to Money Advice/!DEAS clients and does not include Welfare Benefits

6 Demographic data has only been recorded for new clients, figures for existing clients have been included under "Not Recorded"

Client Demographics						
			Inverclyde		Scotland	Inverclyde
Ref	Demographic	Categories	2017/18 ⁵	2018/19 ⁶	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	11	-	3,477	110%
		Employed full time	63	-	16,169	
		Employed part time	23	-	13,548	
		Looking after the home or family	-	-	5,116	
		Permanently retired from work	23	-	17,358	
		Unemployed and seeking work	96 ⁷	-	18,157	
		At school	-	-	729	
		In further/higher education	1	-	1,097	
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	-	-	26,733	
		Unable to work because of short-term illness or injury	-	-	8,114	
		Other	-	-	3,401	
		Not recorded	3,212	6,753	80,313	
		Prefer not to answer	*	-	5,734	
C2	Housing Tenure	Owner occupied	65	-	23,012	116%
		Social rented	101	-	54,932	
		Private rented	34	-	13,782	
		Temporary accommodation	*	-	2,717	
		Homeless	*	-	1,475	
		Other	14	-	9,619	
		Not recorded	3,126	6,753	85,407	
		Prefer not to answer	*	-	6,530	
C2	Household Composition	Single adult (non-pensioner)	31	-	34,748	104%
		Single pensioner	11	-	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)	25	-	16,485	
		Older adult family (contains at least 1 pensioner)	22	-	6,038	
		Don't know	3,305	6,753	84,338	
		Prefer not to answer	*	-		

7 Only includes unemployed

Money Advice Indicators									
		Inverclyde					Scotland	Inverclyde	
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	-	-	-	-	1,561	43,593		
	Benefit overpayment	-	-	-	-	45	1,845		
	Council Tax arrears	-	-	-	-	158	5,174		
	Utility Arrears	-	-	-	-	213	4,055		
	Credit, store, and charge card debts	-	-	-	-	252	5,452		
	Rent to own	-	-	-	-	33	455		
	Catalogue	-	-	-	-	179	2,183		
	Unsecured personal loan	-	-	-	-	135	3,528		
	Payday Loan / High Cost Credit	-	-	-	-	110	1,694		
	Overdrafts	-	-	-	-	87	2,689		
	Mortgage arrears	-	-	-	-	18	674		
	Rent arrears	-	-	-	-	69	5,667		
	Others	-	-	-	-	262 ⁸	10,177		
	Amount of debt owed by client								
	Total		£1,804,837	£2,168,881	£3,890,634	£4,119,998	£186,250,137	6%	
	Benefit overpayment		£146,087	£46,267	£36,431	£133,066	£6,283,913	265%	
	Council Tax arrears		£143,765	£156,882	£299,226	£458,675	£20,075,954	53%	
	Utility Arrears		£91,644	£62,176	£83,053	£150,230	£3,214,671	81%	
	Credit, store, and charge card debts		£518,326	£438,261	£679,464	£486,396	£34,926,764	-28%	
	Rent to own		£11,290	£69,336	£147,417	£111,994	£2,015,158	-24%	
	Catalogue		£50,854	£50,109	£49,596	£126,119	£3,858,004	154%	
	Unsecured personal loan		£426,535	£497,306	£79,757	£520,555	£23,273,669	553%	
Payday Loan / High Cost Credit		£32,046	£59,475	£455,116	£78,196	£3,306,422	-83%		
Overdrafts		£48,634	£81,014	£45,210	£75,740	£4,553,239	68%		
Mortgage arrears		£205,794	£439,742	£48,309	£1,710,172	£17,668,282	3440%		
Rent arrears		£37,145	£67,106	£1,691,427	£119,246	£8,197,951	-93%		
Others		£92,716	£201,206	£275,628 ⁹	£149,610 ¹⁰	£58,876,109	-46%		

8 Includes 5 Court Fines, 10 HMRC and 247 Other

9 Other include court fines, inland revenue, mobile phone debt etc.

10 Includes £507.10 Court Fines, £55,403.42 HMRC and £93,699.08 Other

Money Advice Indicators								
		Inverclyde					Scotland	Inverclyde
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	43	23	15	22	22	1,722	0%
	Debt Arrangement Scheme	62	23	20	47	6	886	-87%
	Trust Deed	8	7	1	-	-	134	
	Awaiting sequestration	5	7	2	5	-	341	
	Token payments	56	44	16	26	22	1,161	-15%
	Pro rata offers	3	4	-	20	32	1,469	60%
	Moratorium	-	-	1	1	-	263	
	Debt written off	2	-	2	3	19	355	533%
	Repayment plan	-	-	-	1	-	643	
	Nil Payments/Offer	-	-	-	-	-	295	
	Consolidation Loan	-	-	-	18	-	19	
	Mortgage to rent/Shared equity	-	1	-	-	-	62	
	Did not agree a debt strategy	-	-	1	111	-	1,058	
Still awaiting outcome	55	66	-	45	17	2,550	-62%	
Other: please specify	-	-	239 ¹¹	-	15	2,595		
OC1	Financial gain				*	£2,090,502	£30,217,870	
	Financial gain from money advice				*	£0	£8,179,848	
	Financial gain from any other welfare benefits							
	Total of ALL verified financial gain				£4,852,261	£9,460,995	£323,876,347	95%
	Total of ALL unverified financial gain				*	£0	£47,195,664	

11 Includes clients for whom no debt strategy is recorded

Welfare Rights Advice Indicators					
		Inverclyde		Scotland	Inverclyde
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	3,052	2,423	67,249	-21%
	No. awards made/maintained	262	720	55,436	175%
	Financial gain from awards made/maintained	£1,162,561	£4,156,698	£222,533,895	258%
	No. Mandatory Reconsiderations (MRs)	710	-	8,891	-100%
	No. MRs won	*	-	2,063	
	No. MRs lost	*	-	2,626	
	No. appeals	403	612	10,826	52%
	No. appeals won	*	487	6,483	
	No. appeals lost	*	115	2,004	
	Financial gain from MRs/appeals	£1,625,535	£3,213,795	£44,553,543	98%
	Attendance Allowance				
	No. claims	218	246	7,367	13%
	No. awards made/maintained	24	191	7,245	696%
	Financial gain from awards made/maintained	£102,044	£656,208	£29,556,233	543%
	No. Mandatory Reconsiderations (MRs)	2	-	190	
	No. MRs won	*	-	119	
	No. MRs lost	*	-	37	
	No. appeals	1	2	58	100%
	No. appeals won	*	2	42	
	No. appeals lost	*	-	26	
	Financial gain from MRs/appeals	£0	£884,562	£1,959,706	
	Bereavement Benefits				
	No. claims	11	54	190	391%
	No. awards made/maintained	1	29	129	2800%
	Financial gain from awards made/maintained	£1,415	£49,415	£561,487	3392%
	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	£0		

Welfare Rights Advice Indicators						
		Inverclyde		Scotland	Inverclyde	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	30	62	1,766	107%	
	No. awards made/maintained	6	28	1,393	367%	
	Financial gain from awards made/maintained	£15,824	£89,574	£4,194,118	466%	
	No. Mandatory Reconsiderations (MRs)	2	-	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	£0	£63,942		
	Child Benefit					
	No. claims	7	29	842	314%	
	No. awards made/maintained	2	9	554	350%	
	Financial gain from awards made/maintained	£0	£13,498	£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	£0	£0	£61,321		
	Child Tax Credit ¹²					
	No. claims	26	20	1,469	-23%	
	No. awards made/maintained	2	2	579	0%	
	Financial gain from awards made/maintained	£11,843	£16,096	£3,185,276	36%	
	No. Mandatory Reconsiderations (MRs)	51	-	112	-89%	
	No. MRs won	*	-	20		
	No. MRs lost	*	-	14		
	No. appeals	1	2	37	100%	
	No. appeals won	*	-	14		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£68	£0	£196,224	-100%	
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	-	-	40		
	No. awards made/maintained	-	-	15		
Financial gain from awards made/maintained	£0	£0	£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			

12 2018/19 2 appeals were revised in favour prior to hearing

Welfare Rights Advice Indicators						
		Inverclyde		Scotland	Inverclyde	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	-	-	1,265		
	No. awards made/maintained	-	-	569		
	Financial gain from awards made/maintained	£0	£0	£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	£0	£1,354,155		
	Disability Living Allowance ¹³					
	No. claims	46	96	2,473	109%	
	No. awards made/maintained	5	52	3,591	940%	
	Financial gain from awards made/maintained	£15,899	£247,384	£6,146,411	1456%	
	No. Mandatory Reconsiderations (MRs)	39	-	329		
	No. MRs won	*	-	90		
	No. MRs lost	*	-	119		
	No. appeals	13	33	493	154%	
	No. appeals won	*	22	291		
	No. appeals lost	*	10	110		
	Financial gain from MRs/appeals	£49,579	£105,077	£2,730,061	112%	
	Discretionary Housing Payments					
	No. claims	17	23	834	35%	
	No. awards made/maintained	2	3	1,327	50%	
	Financial gain from awards made/maintained	£1,936	£2,599	£1,308,618	34%	
	No. Mandatory Reconsiderations (MRs)	-	-	20		
	No. MRs won	*	-	10		
	No. MRs lost	*	-	1		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£0	£0	£11,654		
	Funeral Expenses					
	No. claims	-	-	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	£0	£4,178			

Welfare Rights Advice Indicators						
		Inverclyde		Scotland	Inverclyde	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	6	5	73	-17%	
	No. awards made/maintained	-	-	35		
	Financial gain from awards made/maintained	£0	£0	£122,385		
	No. Mandatory Reconsiderations (MRs)	5	-	13		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	3		
	No. appeals	1	2	30	100%	
	No. appeals won	*	1	6		
	No. appeals lost	*	1	11		
	Financial gain from MRs/appeals	£0	£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	46	62	1,334	35%	
	No. awards made/maintained	8	17	2,156	113%	
	Financial gain from awards made/maintained	£35,824	£60,058	£6,997,890	68%	
	No. Mandatory Reconsiderations (MRs)	5	-	30		
	No. MRs won	*	-	9		
	No. MRs lost	*	-	5		
	No. appeals	-	1	10		
	No. appeals won	*	-	3		
	No. appeals lost	*	1	4		
	Financial gain from MRs/appeals	£0	£0	£87,623		
	Personal Independence Payment ¹⁴					
	No. claims	667	1,220	21,856	83%	
	No. awards made/maintained	100	179	13,324	79%	
	Financial gain from awards made/maintained	£506,761	£1,841,259	£66,356,434	263%	
	No. Mandatory Reconsiderations (MRs)	17	-	3,796		
	No. MRs won	*	-	688		
	No. MRs lost	*	-	1,299		
	No. appeals	228	291	5,177	28%	
	No. appeals won	*	220	2,979		
No. appeals lost	*	67	1,064			
Financial gain from MRs/appeals	£1,009,248	£1,255,775	£19,563,811	24%		

Welfare Rights Advice Indicators					
		Inverclyde		Scotland	Inverclyde
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Scottish Welfare Fund				
	No. claims	13	29	2,111	123%
	No. awards made/maintained	8	10	1,068	25%
	Financial gain from awards made/maintained	£1,227	£2,388	£859,970	95%
	No. Mandatory Reconsiderations (MRs)	13	-	68	
	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	£887	£0	£21,285	-100%
	State Pension				
	No. claims	-	-	177	
	No. awards made/maintained	-	-	154	
	Financial gain from awards made/maintained	£0	£0	£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	£0.00	£0.00	
	Sure Start Maternity Grant				
	No. claims	-	-	80	
	No. awards made/maintained	-	-	77	
	Financial gain from awards made/maintained	£0	£0	£73,311	
	No. Mandatory Reconsiderations (MRs)	-	-	2	
	No. MRs won	*	-	-	
	No. MRs lost	*	-	-	
	No. appeals	-	1	1	
	No. appeals won	*	1	2	
	No. appeals lost	*	-	-	
	Financial gain from MRs/appeals	£0.00	£500.00	£1,000.00	
	Universal Credit				
	No. claims	562	428	4,098	-24%
	No. awards made/maintained	50	103	3,604	106%
	Financial gain from awards made/maintained	£189,427	£595,041	£16,699,608	214%
	No. Mandatory Reconsiderations (MRs)	179	-	456	
	No. MRs won	*	-	94	
	No. MRs lost	*	-	72	
No. appeals	3	75	347	2400%	
No. appeals won	*	66	203		
No. appeals lost	*	9	51		
Financial gain from MRs/appeals	£33,783.39	£222,059.76	£1,115,462.61	557%	

Welfare Rights Advice Indicators					
		Inverclyde		Scotland	Inverclyde
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other ¹⁵				
	No. claims	1,403	149	21,147	-89%
	No. awards made/maintained	54	97	19,547	80%
	Financial gain from awards made/maintained	£280,361	£583,178	£81,345,429	108%
	No. Mandatory Reconsiderations (MRs)	397	-	3,508	-62%
	No. MRs won	*	-	917	
	No. MRs lost	*	-	1,012	
	No. appeals	155	205	4,389	32%
	No. appeals won	*	175	2,730	
	No. appeals lost	*	27	689	
	Financial gain from MRs/appeals	£531,970	£745,822	£17,274,829	40%

¹⁵ 2018/19 Includes:

- 203 ESA appeals, 174 won, 27 lost and 2 revised in favour prior to hearing
- 2 Housing Benefit appeals, 1 won, 0 lost, 1 revised in favour prior to hearing

Softer Outcomes					
		Inverclyde		Scotland	Inverclyde
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					
		Inverclyde		Scotland	Inverclyde
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		