

# Common Advice Performance Management Reporting Framework Summary 2018/19

## Midlothian Council



Scottish Government  
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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 Midlothian 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 was a total of £391,223 local authority investment in money and welfare rights advice services in 2018/19. This is made up of £141,223 investment in the internal service and £250,000 in externally delivered services.
- A total of £9,795,029 verified financial gain was secured for clients in 2018/19. This includes £6,677,412 financial gain from awards made/maintained, £289,637 from mandatory reconsiderations/appeals and an additional £1,571,649 from money advice and £1,256,331 from additional welfare benefits. The total verified financial gain has reduced 8% since the previous year.
- In 2018/19 measures on clients self-reported outcomes were recorded. Clients were predominately positive about services, with large proportions of clients sampled agreeing that the service had a positive impact on their life in areas including health and wellbeing, capacity and ability to cope and financial stability and resilience.

Services, Investment and Volume					
Ref	Indicator	Midlothian		Scotland	Midlothian
		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	0%
	Combined	-	-	15	
	External				
	Money advice	-	-	5	
Welfare rights	-	-	1		
Combined <sup>2</sup>	2	2	65	0%	
	Case management system/s	Mosaic, CASTLE	Mosaic, CASTLE		
I1	Number of FTE staff				
	In-House	4.0	4.0	466	0%
	External	1.8 <sup>3</sup>	3.8	443	111%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
External	1.5	2.5	563	67%	
I2	Local Authority Funding				
	In-House	£141,223	£141,223	£14,753,814	0%
	External	£243,381	£250,000	£11,143,981	3%
	Other Sources of Funding				
	Scottish Legal Aid Board	-		£771,398	
	Scottish Government	-	£5,438 <sup>5</sup>	£545,522	
	Big Lottery Fund	-		£290,094	
	European Social Fund	-		£459,223	
Other <sup>4</sup>	£22,617	£22,837	£1,977,490	1%	

1 Midlothian Council Welfare Rights Team

2 Dalkeith Citizens Advice Bureau (CAB) and Penicuik Citizens Advice Bureau (CAB)

3 Figure includes partial data for Dalkeith CAB and Penicuik CAB

4 McMillan Trust

5 Scottish Government funding related to Penicuik CAB only

Services, Investment and Volume					
Ref	Indicator	Midlothian		Scotland	Midlothian
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	7,660	3,198 <sup>6</sup>	307,511	-58%
	Total Clients	4,860	4,638	244,637	-5%
	New Clients	2,557	1,340 <sup>7</sup>	61,652	-48%
	Contacts by channel <sup>8</sup>				
	Face-to-face	4,035	197	103,407	-95%
	Telephone	2,134	80	56,566	-96%
	Email <sup>9</sup>	623	443	22,286	-29%
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	25 <sup>10</sup>	44,416	
	Referrals				
	Self-referral	800	602	77,897	-25%
	Local authority:				
	Housing	1	11	4,181	1000%
	Social Services	86	167	8,357	94%
	Revenues	-	1	1,264	
	Employability	-	-	1,847	
	Other	64	-	6,558	-100%
	Primary Health Care	592	314	12,202	-47%
	Third Sector	551	90	5,790	-84%
	Other	384	306	11,972	-20%
	Open SNSIAP cases				
	Type I	-	-	8,774	
	Type II	-	-	20,667	
	Type III	-	-	7,885	
	Closed SNSIAP cases				
Type I	-	-	15,432		
Type II	-	-	25,043		
Type III	-	-	5,210		

6 Figure does not include Penicuik CAB

7 Figure does not include Penicuik CAB

8 2018/19 figures do not include Penicuik CAB, and figures from Dalkeith CAB have been excluded as these include multiple contacts for the same individual

9 2017/18 and 2018/19 Figures include contacts by letter

10 This figure includes Dalkeith CAB only

Services, Investment and Volume					
Ref	Indicator	Midlothian		Scotland	Midlothian
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency <sup>11</sup>				
	Benefit Overpayment	172	39	721	-77%
	Council Tax arrears	299	63	2,189	-79%
	Credit, store and charge card debts	192	48	1,612	-75%
	Catalogue debts	71	24	666	-66%
	PPI	11	-	457	
	Payday Loan /High cost credit	20	12	367	-40%
	Unsecured personal loan (except payday loans)	152	38	1,110	-75%
	Bank and Building society overdrafts	79	27	676	-66%
	Mortgage arrears	30	11	337	-63%
	Rent arrears	312	65	2,989	-79%
	Help with appealing welfare benefit decision	-	172	3,297	
	Assistance with making initial benefit application	-	-	6,271	
	Sanctioned	-	9	249	
	Benefits entitlement check	-	978	28,582	
	Issue relating to right to reside	5	-	199	
	Seeking to access other funds (i.e. grants)	-	109	1,461	
	Other (Please specify)	223	17	25,736	-92%

11 2017/18 figures include Penicuik CAB and Dalkeith CAB only. 2018/19 figures include Dalkeith CAB only



Client Demographics						
			Midlothian		Scotland	Midlothian
Ref	Demographic	Categories	2017/18 <sup>12</sup>	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	981	1,371	79,041	40%
		Female	1,608	1,844	98,580	15%
		Not recorded	30	1,417	39,814	4623%
		Prefer not to answer	*	6	2,330	
	Age	0-15	21	18	803	-14%
		16-24	392	242	13,350	-38%
		25-34	589	535	26,767	-9%
		35-44	576	592	31,774	3%
		45-59	479	1,034	41,754	116%
		60-64	*	396	20,258	
		65-70	*	492	12,890	
		71+	*	202	21,652	
		Not Recorded	152	1,095	38,752	620%
	Prefer not to answer	*	32	9,365		
	Ethnicity	White	2,153	2,631	137,977	22%
		Any Mixed or Multiple Ethnic Groups	3	6	951	100%
		Asian, Asian Scottish or Asian British	4	16	3,261	300%
		African	1	10	1,727	900%
		Caribbean or Black	1	6	500	500%
		Other Ethnic Group	25	14	1,831	-44%
		Not Recorded	431	1,798	60,983	317%
		Prefer not to answer	*	157	4,661	
	Disability or long-term condition <sup>13</sup>	Yes	120	1,156	60,955	863%
		No	141	423	51,966	200%
		Not Recorded	32	3,059	64,289	9459%
	Income <sup>14</sup>	£6,000 or less	163	55	18,256	-66%
		£6,001-£10,000	415	78	13,954	-81%
		£10,001-£15,000	567	174	11,306	-69%
		£15,001-£20,000	278	176	7,647	-37%
		£20,001-£25,000	204	79	3,579	-61%
		£25,001-£30,000	102	119	2,324	17%
		£30,001-£40,000	51	77	1,316	51%
		Over £40,000	35	2	640	-94%
Not Recorded		89	3,878	92,673	4257%	
Prefer not to answer		*	-	4,138		

12 2017/18 Figures include Midlothian Council Welfare Rights Team only

13 2018/19 Midlothian Council Welfare Rights Team included under 'Not Recorded'

14 2018/19 Midlothian Council Welfare Rights Team included under 'Not Recorded'

Client Demographics						
			Midlothian		Scotland	Midlothian
Ref	Demographic	Categories	2017/18 <sup>12</sup>	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status <sup>15</sup>	Self employed	109	106	3,477	-3%
		Employed full time	476	512	16,169	8%
		Employed part time	411	263	13,548	-36%
		Looking after the home or family	109	371	5,116	240%
		Permanently retired from work	92	388	17,358	322%
		Unemployed and seeking work	230	290	18,157	26%
		At school	-	-	729	
		In further/higher education	-	29	1,097	
		Gov't work or training scheme	-	1	816	
		Permanently sick or disabled	411	406	26,733	-1%
		Unable to work because of short-term illness or injury	-	233	8,114	
		Other	6	42	3,401	600%
		Not recorded	66	1,888	80,313	2761%
		Prefer not to answer	*	109	5,734	
		C2	Housing Tenure	Owner occupied	383	752
Social rented	952			1,275	54,932	34%
Private rented	274			274	13,782	0%
Temporary accommodation	*			211	2,717	
Homeless	*			69	1,475	
Other	304			215	9,619	-29%
Not recorded	56			1,328	85,407	2271%
Prefer not to answer	*			514	6,530	
C2	Household Composition <sup>16</sup>	Single adult (non-pensioner)	692	455	34,748	-34%
		Single pensioner	24	144	4,476	500%
		Small single parent (1 or 2 children)	*	184	11,406	
		Large single parent (3 or more children)	*	67	747	
		Young single parent (1 adult under 25, and 1 or more children)	*	158	556	
		Family (2 adults, and 1 or more children)	*	256	10,633	
		Large family (2 adults, and 3 or more children)	*	21	1,036	
		Adult family (2 or more non-pensioners, and no children)	282	462	16,485	64%
		Older adult family (contains at least 1 pensioner)	18	256	6,038	1322%
		Not Recorded	163	2,498	84,338	1433%
		Prefer not to answer	*	137	10,422	

15 2018/19 Midlothian Council Welfare Rights Team included under 'Not Recorded'

16 2018/19 Midlothian Council Welfare Rights Team included under 'Not Recorded'

Money Advice Indicators									
		Midlothian					Scotland	Midlothian	
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	-	-	-	503	-	43,593	-100%	
	Benefit overpayment	-	-	-	58	-	1,845		
	Council Tax arrears	-	-	-	63	-	5,174		
	Utility Arrears	-	-	-	57	-	4,055		
	Credit, store, and charge card debts	-	-	-	81	-	5,452		
	Rent to own	-	-	-	-	-	455		
	Catalogue	-	-	-	43	-	2,183		
	Unsecured personal loan	-	-	-	80	-	3,528		
	Payday Loan / High Cost Credit	-	-	-	5	-	1,694		
	Overdrafts	-	-	-	34	-	2,689		
	Mortgage arrears	-	-	-	7	-	674		
	Rent arrears	-	-	-	43	-	5,667		
	Others	-	-	-	32	-	10,177		
	Amount of debt owed by client <sup>17</sup>								
	Total		£1,729,500	£1,699,416	£1,533,388	£2,664,004	£186,250,137	74%	
	Benefit overpayment		£90,996	£108,511	£114,580	£106,670	£6,283,913	-7%	
	Council Tax arrears		£143,100	£185,062	£208,955	£262,816	£20,075,954	26%	
	Utility Arrears		£65,846	£24,803	£48,264	£43,785	£3,214,671	-9%	
	Credit, store, and charge card debts		£407,374	£517,744	£297,752	£831,164	£34,926,764	179%	
	Rent to own		£24,787	£36,696	-	-	£2,015,158		
	Catalogue		£60,648	£40,799	£60,700	£78,417	£3,858,004	29%	
	Unsecured personal loan		£232,983	£398,269	£286,949	£698,677	£23,273,669	143%	
Payday Loan / High Cost Credit		£17,344	£63,207	£8,866	£20,710	£3,306,422	134%		
Overdrafts		£96,669	£66,135	£33,419	£72,704	£4,553,239	118%		
Mortgage arrears		£459,284	£134,042	£299,375	£280,081	£17,668,282	-6%		
Rent arrears		£58,504	£60,447	£70,928	£66,346	£8,197,951	-6%		
Others <sup>18</sup>		£71,965	£63,701	£103,599	£202,633	£58,876,109	96%		

17 2017/18 figures include Dalkeith CAB and Midlothian Council Welfare Rights Team only. 2018/19 figures include Dalkeith CAB and Penicuik CAB only

18 Figures include social fund loan, child maintenance, HP/Car Finance and Income Tax debts



Money Advice Indicators								
		Midlothian					Scotland	Midlothian
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 <sup>19</sup>							
	Sequestration	49	29	7	23	22	1,722	-4%
	Debt Arrangement Scheme	45	21	7	5	16	886	220%
	Trust Deed	-	-	-	-	-	134	
	Awaiting sequestration	-	10	8	20	4	341	-80%
	Token payments	12	21	35	27	11	1,161	-59%
	Pro rata offers	7	29	31	28	16	1,469	-43%
	Moratorium	-	1	2	2	1	263	-50%
	Debt written off	1	18	3	5	6	355	20%
	Repayment plan	-	-	7	-	2	643	
	Nil Payments/Offers	-	2	2	1	12	295	1100%
	Consolidation Loan	-	-	-	-	-	19	
	Mortgage to rent/Shared equity	-	4	2	2	1	62	-50%
	Did not agree a debt strategy	-	41	-	7	12	1,058	71%
	Still awaiting outcome	207	28	47	30	45	2,550	50%
Other: please specify	-	-	-	-	-	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£1,571,649	£30,217,870	
	Financial gain from any other welfare benefits				*	£1,256,331	£8,179,848	
	Total of ALL verified financial gain				£10,703,634	£9,795,029	£323,876,347	-8%
	Total of ALL unverified financial gain				*	£0	£47,195,664	

19 2017/18 figures include partial data for Dalkeith CAB. 2018/19 figures include Dalkeith CAB and Penicuik CAB only

Welfare Rights Advice Indicators					
		Midlothian		Scotland	Midlothian
Ref	Indicator	2017/18	2018/19 <sup>20</sup>	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	1,199	2,191	67,249	83%
	No. awards made/maintained	796	1,386	55,436	74%
	Financial gain from awards made/maintained	£5,954,002	£6,677,412	£222,533,895	12%
	No. Mandatory Reconsiderations (MRs)	109	216	8,891	98%
	No. MRs won	*	61	2,063	
	No. MRs lost	*	10	2,626	
	No. appeals	289	174	10,826	-40%
	No. appeals won	*	16	6,483	
	No. appeals lost	*	4	2,004	
	Financial gain from MRs/appeals	£825,892	£289,637	£44,553,543	-65%
	Attendance Allowance				
	No. claims	111	118	7,367	69%
	No. awards made/maintained	107	176	7,245	64%
	Financial gain from awards made/maintained	£764,292	£876,469	£29,556,233	15%
	No. Mandatory Reconsiderations (MRs)	2	6	190	200%
	No. MRs won	*	2	119	
	No. MRs lost	*	1	37	
	No. appeals	2	1	58	-50%
	No. appeals won	*	1	42	
	No. appeals lost	*	-	26	
	Financial gain from MRs/appeals	£4,341	£18,167	£1,959,706	319%
	Bereavement Benefits				
	No. claims	7	1	190	-86%
	No. awards made/maintained	6	2	129	-67%
	Financial gain from awards made/maintained	£74,960	£6,205	£561,487	-92%
	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		

20 Mandatory Reconsiderations and Appeals are recorded for Dalkeith CAB and Penicuik CAB only

Welfare Rights Advice Indicators						
		Midlothian		Scotland	Midlothian	
Ref	Indicator	2017/18	2018/19 <sup>20</sup>	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	13	27	1,766	108%	
	No. awards made/maintained	13	23	1,393	77%	
	Financial gain from awards made/maintained	£122,200	£81,627	£4,194,118	-33%	
	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	-	-	£63,942		
	Child Benefit					
	No. claims	2	19	842	850%	
	No. awards made/maintained	11	17	554	55%	
	Financial gain from awards made/maintained	£0	£26,046	£880,829		
	No. Mandatory Reconsiderations (MRs)	-	3	18		
	No. MRs won	*	1	4		
	No. MRs lost	*	-	1		
	No. appeals	-	-	8		
	No. appeals won	*	-	7		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	-	-	£61,321		
	Child Tax Credit					
	No. claims	4	10	1,469	150%	
	No. awards made/maintained	10	9	579	-10%	
	Financial gain from awards made/maintained	£54,167	£36,076	£3,185,276	-33%	
	No. Mandatory Reconsiderations (MRs)	-	1	112		
	No. MRs won	*	-	20		
	No. MRs lost	*	-	14		
	No. appeals	1	-	37		
	No. appeals won	*	-	14		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£68	-	£196,224		
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	-	1	40		
	No. awards made/maintained	-	1	15		
Financial gain from awards made/maintained	£200	£200	£2,592	0%		
No. Mandatory Reconsiderations (MRs)	-	1	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						
		Midlothian		Scotland	Midlothian	
Ref	Indicator	2017/18	2018/19 <sup>20</sup>	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	-	7	1,265		
	No. awards made/maintained	-	7	569		
	Financial gain from awards made/maintained	£0	£41,120	£2,632,769		
	No. Mandatory Reconsiderations (MRs)	-	-	309		
	No. MRs won	*	-	86		
	No. MRs lost	*	-	50		
	No. appeals	-	-	257		
	No. appeals won	*	-	192		
	No. appeals lost	*	-	30		
	Financial gain from MRs/appeals	-	-	£1,354,155		
	Disability Living Allowance					
	No. claims	28	142	2,473	407%	
	No. awards made/maintained	28	71	3,591	154%	
	Financial gain from awards made/maintained	£170,033	£287,338	£6,146,411	69%	
	No. Mandatory Reconsiderations (MRs)	2	14	329	600%	
	No. MRs won	*	2	90		
	No. MRs lost	*	-	119		
	No. appeals	18	6	493	-67%	
	No. appeals won	*	-	291		
	No. appeals lost	*	-	110		
	Financial gain from MRs/appeals	£5,339	-	£2,730,061		
	Discretionary Housing Payments					
	No. claims	22	5	834	-77%	
	No. awards made/maintained	20	5	1,327	-75%	
	Financial gain from awards made/maintained	£64,423	£5,929	£1,308,618	-91%	
	No. Mandatory Reconsiderations (MRs)	-	6	20		
	No. MRs won	*	-	10		
	No. MRs lost	*	-	1		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	-	-	£11,654		
	Funeral Expenses					
	No. claims	2	2	84	0%	
	No. awards made/maintained	2	3	39	50%	
	Financial gain from awards made/maintained	£5,775	£3,584	£52,282	-38%	
	No. Mandatory Reconsiderations (MRs)	-	-	9		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	-		
	No. appeals	-	-	1		
	No. appeals won	*	-	-		
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	-	-	£4,178			

Welfare Rights Advice Indicators						
		Midlothian		Scotland	Midlothian	
Ref	Indicator	2017/18	2018/19 <sup>20</sup>	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	-	3	73		
	No. awards made/maintained	-	-	35		
	Financial gain from awards made/maintained	-	-	£122,385		
	No. Mandatory Reconsiderations (MRs)	-	1	13		
	No. MRs won	*	1	1		
	No. MRs lost	*	-	3		
	No. appeals	4	-	30		
	No. appeals won	*	-	6		
	No. appeals lost	*	-	11		
	Financial gain from MRs/appeals	-	-	£20,126		
	Maternity Allowance					
	No. claims	-	-	45		
	No. awards made/maintained	-	-	31		
	Financial gain from awards made/maintained	£9,508	-	£157,684		
	No. Mandatory Reconsiderations (MRs)	-	-	-		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	-		
	No. appeals	-	-	4		
	No. appeals won	*	-	2		
	No. appeals lost	*	-	1		
	Financial gain from MRs/appeals	-	-	£87,865		
	Pension Credit					
	No. claims	38	41	1,334	8%	
	No. awards made/maintained	35	33	2,156	-6%	
	Financial gain from awards made/maintained	£134,913	£191,898	£6,997,890	42%	
	No. Mandatory Reconsiderations (MRs)	-	-	30		
	No. MRs won	*	-	9		
	No. MRs lost	*	-	5		
	No. appeals	-	-	10		
	No. appeals won	*	-	3		
	No. appeals lost	*	-	4		
	Financial gain from MRs/appeals	-	-	£87,623		
	Personal Independence Payment					
	No. claims	301	1,164	21,856	281%	
	No. awards made/maintained	284	627	13,324	121%	
	Financial gain from awards made/maintained	£2,149,659	£2,823,774	£66,356,434	31%	
	No. Mandatory Reconsiderations (MRs)	67	132	3,796	97%	
	No. MRs won	*	46	688		
	No. MRs lost	*	9	1,299		
	No. appeals	162	120	5,177	-26%	
	No. appeals won	*	8	2,979		
No. appeals lost	*	4	1,064			
Financial gain from MRs/appeals	£564,987	£210,258	£19,563,811	-63%		

## Welfare Rights Advice Indicators

		Midlothian		Scotland	Midlothian	
Ref	Indicator	2017/18	2018/19 <sup>20</sup>	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	5	7	2,111	40%	
	No. awards made/maintained	10	7	1,068	-30%	
	Financial gain from awards made/maintained	£2,383	£740	£859,970	-69%	
	No. Mandatory Reconsiderations (MRs)	-	1	68		
	No. MRs won	*	-	14		
	No. MRs lost	*	-	7		
	No. appeals	1	-	8		
	No. appeals won	*	-	11		
	No. appeals lost	*	-	7		
	Financial gain from MRs/appeals	-	-	£21,285		
	State Pension					
	No. claims	-	5	177		
	No. awards made/maintained	-	3	154		
	Financial gain from awards made/maintained	-	£16,940	£1,400,568		
	No. Mandatory Reconsiderations (MRs)	1	-	3		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	4		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	-	-	£0.00		
	Sure Start Maternity Grant					
	No. claims	-	4	80		
	No. awards made/maintained	1	4	77	300%	
	Financial gain from awards made/maintained	£3,548	£1,400	£73,311	-61%	
	No. Mandatory Reconsiderations (MRs)	-	-	2		
	No. MRs won	*	-	-		
	No. MRs lost	*	-	-		
	No. appeals	-	-	1		
	No. appeals won	*	-	2		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	-	-	£1,000.00		
	Universal Credit					
	No. claims	42	227	4,098	440%	
	No. awards made/maintained	77	142	3,604	84%	
	Financial gain from awards made/maintained	£585,485	£891,355	£16,699,608	52%	
	No. Mandatory Reconsiderations (MRs)	-	17	456		
	No. MRs won	*	4	94		
	No. MRs lost	*	-	72		
No. appeals	1	24	347	2300%		
No. appeals won	*	7	203			
No. appeals lost	*	-	51			
Financial gain from MRs/appeals	-	£34,169.00	£1,115,462.61			



Welfare Rights Advice Indicators					
		Midlothian		Scotland	Midlothian
Ref	Indicator	2017/18	2018/19 <sup>20</sup>	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	624	356	21,147	-43%
	No. awards made/maintained	192	256	19,547	33%
	Financial gain from awards made/maintained	£1,812,455	£1,386,712	£81,345,429	-23%
	No. Mandatory Reconsiderations (MRs)	37	34	3,508	-8%
	No. MRs won	*	5	917	
	No. MRs lost	*	-	1,012	
	No. appeals	102	23	4,389	-77%
	No. appeals won	*	-	2,730	
	No. appeals lost	*	-	689	
	Financial gain from MRs/appeals	£251,226	£27,042	£17,274,829	-89%

Softer Outcomes					
		Midlothian		Scotland	Midlothian
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	-	49	1,554	
	Disagree	-	-	183	
	I've been feeling physically better				
	Agree	-	23	304	
	Disagree	-	-	5	
	I've been feeling better about myself				
	Agree	-	51	329	
	Disagree	-	-	7	
	I've been feeling more optimistic about the future				
	Agree	-	48	324	
Disagree	-	2	12		
I've been getting on better with others					
Agree	-	8	292		
Disagree	-	1	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	-	51	347	
	Disagree	-	3	14	
	I feel more in control of my life				
	Agree	-	51	351	
	Disagree	-	2	5	
	I am more able to make decisions				
	Agree	-	48	1,644	
	Disagree	-	-	76	
	I am more able to cope with day to day issues/problems				
	Agree	-	53	346	
Disagree	-	2	12		
I know when to seek support and where to get it					
Agree	-	56	356		
Disagree	-	-	4		

Softer Outcomes					
		Midlothian		Scotland	Midlothian
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	-	52	356	
	Disagree	-	-	2	
	I am confident that I am getting all the benefits/help to which I am legally entitled				
	Agree	-	55	360	
	Disagree	-	-	2	
	I know how much money I have to spend				
	Agree	-	56	359	
	Disagree	-	-	2	
	I can better manage my money				
	Agree	-	55	1,393	
	Disagree	-	-	156	
	I would be better able to cope if I had an unexpected expense				
Agree	-	56	339		
Disagree	-	-	12		