

Common Advice Performance Management Reporting Framework Summary 2018/19

South Ayrshire 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 South Ayrshire 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 were 7,394 clients supported by the service in 2018/19, an increase of 42% from the previous year. Implementation of telephone and email triage services, increased staff numbers, and marketing of the service have increased the number of clients supported with welfare advice. At the same time, introduction of a self-help service through implementation of the telephone and web triage service has reduced the number of money advice clients directly supported and debt-owed by these clients.
- A high proportion of the recorded 6,981 contacts were by phone and email. A total of 3,345 contacts, or 48%, were by phone and 1,811, 26%, were by email.
- In total, verified financial gain rose by 50% from £2,263,824 to £3,405,183 between 2017/18 and 2018/19. In addition, the service secured unverified gain of £708,527. This was partly due to a large increase of welfare rights claims and awards made by 277% and 278% respectively.
- Debt owed by clients fell by 40% from £2,274,386 to £1,362,502.
- The number of staff employed by the service increased from 7.5 to 10 following a review in 2018. This allowed the increase in clients supported by the service.

Case Studies:

Case Study 1

Client 1 approached the IAAH to ask how she could get help to pay her rent as she was experiencing a change of circumstances. The IAAH advised that she should claim Universal Credit.

Client 1 felt she would be unable to make the claim herself so IAAH made a referral to the Universal Credit Digital Support team through referral system Signpost.

The Information and Advice Hub also advised Client 1 to notify DWP ESA office once she had submitted her UC claim – Miss UC did so, twice.

Client 1 then experienced delays in payment of her UC and notes in her online UC journal advised that the delay in payment was linked to her open ESA claim.

Client 1 was advised by both UC and ESA DWP departments that the fault had to be rectified by

the other and neither it would appear could resolve the issue. Client 1 became distressed and she returned to The Information and Advice Hub for some further assistance.

The Information and Advice Hub took the following steps to assist Client 1:

- Advised Client 1 to place a note in her online UC journal giving permission for the Information and Advice Hub to act on her behalf.
- Contacted ESA by telephone and they were able to explain that the ESA claim was dormant and that the error lay with UC. ESA advised they were unable to do anything to assist further as they had no access to UC system but stated UC could access their system to confirm ESA claim dormant.
- IAAH then contacted UC by telephone and UC confirmed that they could check ESA system to confirm dormant claim and that the case manager would do so immediately, and the issue would be resolved by close of business that day.
- Client A updated us the following day to say that payment was now in place.

Case Study 2

Client 2 was diagnosed with cancer and her only income was Statutory Sick Pay. Following a benefit check we assisted Client 2 with a claim for PIP and she was awarded £145.35 per week.

We also assisted with a Macmillan Grant application and she was awarded £360 to help towards gas and electric bills during the treatment period. Weekly benefit increased by £145.35, lump sum £360.00.

Case Study 3

Client 3 is 24 years old. He lives with his parents and works part time. He has a group of friends who go out to pubs and social events, he goes along too even though he cannot afford to. He saw an advert for a quick loan and took out a payday loan. He repaid this once he received his wages but then found he had no money to live on the next month. He took out a further five loans in the following months and was struggling to keep up the payments to them.

He approached the Information and Advice Hub for assistance, who looked at his budget with him. His excess income after paying his essentials was divided between his creditors and manageable repayments were agreed. The information and Advice Hub staff negotiated with creditors on his behalf which helped take the pressure off Client 3. It will take time to clear this debt, but he is now in control of his finances and has a better understanding of his finances.

Services, Investment and Volume					
Ref	Indicator	South Ayrshire		Scotland	S. Ayrshire
		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 ²	2	2	5	0%
	Welfare rights	-	-	1	
	Combined	-	-	65	
	Case management system/s ³	Advice Pro, Signpost	Advice Pro, Signpost		
I1 ⁴	Number of FTE staff				
	In-House	7.5	10.0	466	33%
	External	-	-	443	
	Number of Volunteer FTE staff				
	In-House	-	-	10	
	External	-	-	563	
I2 ⁵	Local Authority Funding				
	In-House	£262,619	£347,055	£14,753,814	32%
	External	-	-	£11,143,981	
	Other Sources of Funding				
	Scottish Legal Aid Board	£0		£771,398	
	Scottish Government	£0		£545,522	
	Big Lottery Fund	£0		£290,094	
European Social Fund	£0		£459,223		
Other	£0	£0	£1,977,490		

1 Information & Advice Hub

2 Ayr Housing Aid Centre and Seascope

3 Signpost is the internal referral tracking system

4 Ayr Housing Aid Centre and Seascope are Housing Support Services which provide basic budgeting advice along with basic income maximisation. The contract for this service is not solely for Money Advice/Welfare Rights therefore unable to provide staffing information for these services

5 Ayr Housing Aid Centre and Seascope are Housing Support Services which provide basic budgeting advice along with basic income maximisation. The contract for this service is not solely for Money Advice/Welfare Rights therefore unable to provide funding information for these services

Services, Investment and Volume					
Ref	Indicator	South Ayrshire		Scotland	S. Ayrshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	4,791	7,001	307,511	46%
	Total Clients	5,214	7,394	244,637	42%
	New Clients	-	-	61,652	
	Contacts by channel ⁶				
	Face-to-face	-	1,825	103,407	
	Telephone	-	3,345	56,566	
	Email	-	1,811	22,286	
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	430	44,416	
	Referrals				
	Self-referral	2,491	3,633	77,897	46%
	Local authority:				
	Housing	-	86	4,181	
	Social Services	105	132	8,357	26%
	Revenues	17	48	1,264	182%
	Employability	4	44	1,847	1000%
	Other	1,616	2,457 ⁷	6,558	52%
	Primary Health Care	98	280	12,202	186%
Third Sector	107	81	5,790	-24%	
Other	234	240 ⁸	11,972	3%	
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 2018/19 figure includes 20 contacts that were not recorded

7 Includes Customer Service

8 Includes Macmillan, friends/family and DWP

Services, Investment and Volume					
Ref	Indicator	South Ayrshire		Scotland	S. Ayrshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency ⁹				
	Benefit Overpayment	13	15	721	15%
	Council Tax arrears	78	47	2,189	-40%
	Credit, store and charge card debts	125	73	1,612	-42%
	Catalogue debts	47	2	666	-96%
	PPI	-	436	457	
	Payday Loan /High cost credit	45	22	367	-51%
	Unsecured personal loan (except payday loans)	87	6	1,110	-93%
	Bank and Building society overdrafts	58	11	676	-81%
	Mortgage arrears	5	1	337	-80%
	Rent arrears	13	12	2,989	-8%
	Help with appealing welfare benefit decision	107	115	3,297	7%
	Assistance with making initial benefit application	480	420	6,271	-13%
	Sanctioned	-	35	249	
	Benefits entitlement check	455	430	28,582	-5%
	Issue relating to right to reside	2	12	199	500%
	Seeking to access other funds (i.e. grants)	92	96	1,461	4%
	Other (Please specify)	95 ¹⁰	92 ¹¹	25,736	-3%

9 2018/19 figures are only recorded for face to face contacts

10 Includes business debts, court fines, income tax & NI debt, utility bills, mobile and telephone, student loans

11 Include business debts, maternity benefits, Carers Allowance and Attendance Allowance

Client Demographics						
			South Ayrshire		Scotland	S. Ayrshire
Ref	Demographic	Categories	2017/18	2018/19 ¹²	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	733	843	79,041	15%
		Female	968	979	98,580	1%
		Not recorded	-	5,569	39,814	
		Prefer not to answer	*	3	2,330	
	Age	0-15	-	-	803	
		16-24	65	69	13,350	6%
		25-34	182	219	26,767	20%
		35-44	235	288	31,774	23%
		45-59	361	370	41,754	2%
		60-64	*	469	20,258	
		65-70	*	223	12,890	
		71+	*	187	21,652	
		Not Recorded	242	5,569	38,752	2201%
	Prefer not to answer	*	-	9,365		
	Ethnicity	White	-	-	137,977	
		Any Mixed or Multiple Ethnic Groups	-	-	951	
		Asian, Asian Scottish or Asian British	-	-	3,261	
		African	-	-	1,727	
		Caribbean or Black	-	-	500	
		Other Ethnic Group	-	-	1,831	
		Not Recorded	1,701	7,394	60,983	335%
		Prefer not to answer	*	*	4,661	
	Disability or long-term condition	Yes	1,252	1,369	60,955	9%
		No	432	456	51,966	6%
		Not Recorded	316	5,569	64,289	1162%
	Income	£6,000 or less	50	45	18,256	-10%
		£6,001-£10,000	52	55	13,954	6%
£10,001-£15,000		43	41	11,306	-5%	
£15,001-£20,000		21	23	7,647	10%	
£20,001-£25,000		9	12	3,579	33%	
£25,001-£30,000		4	4	2,324	0%	
£30,001-£40,000		3	3	1,316	0%	
Over £40,000		61	59	640	-3%	
Not Recorded		1,458	7,152	92,673	391%	
Prefer not to answer		*	-	4,138		

12 Demographics in 2018/19 are only recorded for new clients with either SNSIAP case type II or III. The remaining 5,569 clients have been included under "Not Recorded"

Client Demographics						
			South Ayrshire		Scotland	S. Ayrshire
Ref	Demographic	Categories	2017/18	2018/19 ¹²	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	25	24	3,477	-4%
		Employed full time	88	208	16,169	136%
		Employed part time	121	187	13,548	55%
		Looking after the home or family	33	56	5,116	70%
		Permanently retired from work	249	258	17,358	4%
		Unemployed and seeking work	64	360	18,157	463%
		At school	-	-	729	
		In further/higher education	1	3	1,097	200%
		Gov't work or training scheme	9	9	816	0%
		Permanently sick or disabled	-	340	26,733	
		Unable to work because of short-term illness or injury	-	380	8,114	
		Other	779	-	3,401	-100%
		Not recorded	332	5,569	80,313	1577%
	Prefer not to answer	*	-	5,734		
	Housing Tenure	Owner occupied	347	432	23,012	24%
		Social rented	661	692	54,932	5%
Private rented		231	345	13,782	49%	
Temporary accommodation		*	52	2,717		
Homeless		*	98	1,475		
Other		127	206	9,619	62%	
Not recorded		335	5,569	85,407	1562%	
Prefer not to answer	*	-	6,530			
C2	Household Composition	Single adult (non-pensioner)	294	306	34,748	4%
		Single pensioner	44	150	4,476	241%
		Small single parent (1 or 2 children)	*	93	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)	*	300	10,633	
		Large family (2 adults, and 3 or more children)	*	-	1,036	
		Adult family (2 or more non-pensioners, and no children)	1,158	835	16,485	-28%
		Older adult family (contains at least 1 pensioner)	86	135	6,038	57%
		Not Recorded	8	5,569	84,338	69513%
		Prefer not to answer	*	6	10,422	

Money Advice Indicators									
		South Ayrshire					Scotland	S. Ayrshire	
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	-	-	-	621	363	43,593	1-42%	
	Benefit overpayment	-	-	-	33	18	1,845	-45%	
	Council Tax arrears	-	-	-	78	47	5,174	-40%	
	Utility Arrears	-	-	-	39	43	4,055	10%	
	Credit, store, and charge card debts	-	-	-	119	73	5,452	-39%	
	Rent to own	-	-	-	5	7	455	40%	
	Catalogue	-	-	-	48	33	2,183	-31%	
	Unsecured personal loan	-	-	-	86	48	3,528	-44%	
	Payday Loan / High Cost Credit	-	-	-	45	27	1,694	-40%	
	Overdrafts	-	-	-	58	23	2,689	-60%	
	Mortgage arrears	-	-	-	5	2	674	-60%	
	Rent arrears	-	-	-	20	15	5,667	-25%	
	Others	-	-	-	85	27 ¹⁴	10,177	-68%	
	Amount of debt owed by client ¹⁵								
	Total		£18,709,283	£16,898,851	£2,274,386	£1,362,502	£186,250,137	-40%	
	Benefit overpayment		£440,710	£458,612	£77,047	£56,661	£6,283,913	-26%	
	Council Tax arrears		£1,348,719	£1,183,027	£265,487	£130,587	£20,075,954	-51%	
	Utility Arrears		£2,060,602	£1,040,354	£25,906	£38,963	£3,214,671	50%	
	Credit, store, and charge card debts		£4,222,831	£4,661,059	£666,135	£438,310	£34,926,764	-34%	
	Rent to own		£78,917	£92,041	£55,625	£44,125	£2,015,158	-21%	
	Catalogue		£1,748,054	£1,335,955	£97,592	£74,397	£3,858,004	-24%	
	Unsecured personal loan		£3,578,644	£1,923,766	£528,650	£360,459	£23,273,669	-32%	
Payday Loan / High Cost Credit		£1,136,144	£715,024	£76,793	£61,728	£3,306,422	-20%		
Overdrafts		£1,393,092	£1,217,100	£96,872	£45,143	£4,553,239	-53%		
Mortgage arrears		£776,845	£295,049	£164,534	£12,561	£17,668,282	-92%		
Rent arrears		£361,503	£173,208	£31,007	£12,952	£8,197,951	-58%		
Others		£1,563,219	£3,803,657	£188,737 ¹⁶	£86,619 ¹⁷	£58,876,109	-54%		

13 Debt clients and the amount owed in 2018/19 are only recorded for new clients with either SNSIAP case type II or III

14 Includes not specified, business debt, child support arrears, Income Tax, National Insurance debt and court fines arrears

15 Data cleansing and changes to recording system has resulted in considerably lower levels of debt reported in 2017/18

16 Include: Not Specified, Business debts, Court fines, Creditor with Court Action, Income Tax and NI Debt, Mobile Phone, Other Secured Loan, Social Fund and student loan

17 Includes not specified, business debt, child support arrears, Income Tax, National Insurance debt and court fines arrears

Money Advice Indicators								
		South Ayrshire					Scotland	S. Ayrshire
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	48	33	8	8	2	1,722	-75%
	Debt Arrangement Scheme	6	4	-	-	3	886	
	Trust Deed	2	2	1	1	1	134	0%
	Awaiting sequestration	7	2	2	2	2	341	0%
	Token payments	85	41	27	16	44	1,161	175%
	Pro rata offers	5	30	-	41	10	1,469	-76%
	Moratorium	6	5	1	33	10	263	-70%
	Debt written off	3	3	1	1	1	355	0%
	Repayment plan	62	88	63	-	43	643	
	Nil Payments/Offer	-	8	5	4	9	295	125%
	Consolidation Loan	-	-	-	-	-	19	
	Mortgage to rent/Shared equity	-	1	1	1	3	62	200%
	Did not agree a debt strategy	64	7	7	4	2	1,058	-50%
Still awaiting outcome	15	-	-	156	84	2,550	-46%	
Other: please specify	105	-	-	-	-	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				£2,263,824	£3,405,185	£323,876,347	50%
	Total of ALL unverified financial gain				*	£708,527	£47,195,664	

Welfare Rights Advice Indicators					
		South Ayrshire		Scotland	S. Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	480	1,808	67,249	277%
	No. awards made/maintained	356	1,345	55,436	278%
	Financial gain from awards made/maintained	£1,408,319	£2,823,255	£222,533,895	100%
	No. Mandatory Reconsiderations (MRs)	134	293	8,891	119%
	No. MRs won	*	23	2,063	
	No. MRs lost	*	270	2,626	
	No. appeals	205	270	10,826	32%
	No. appeals won	*	155	6,483	
	No. appeals lost	*	52	2,004	
	Financial gain from MRs/appeals	£855,505	£581,930	£44,553,543	-32%
	Attendance Allowance				
	No. claims	38	102	7,367	168%
	No. awards made/maintained	36	98	7,245	172%
	Financial gain from awards made/maintained	£167,913	£111,135	£29,556,233	-34%
	No. Mandatory Reconsiderations (MRs)	3	-	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	£18,513	-	£1,959,706	
	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	

Welfare Rights Advice Indicators						
		South Ayrshire		Scotland	S. Ayrshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	13	20	1,766	54%	
	No. awards made/maintained	13	20	1,393	54%	
	Financial gain from awards made/maintained	£50,966	£36,460	£4,194,118	-28%	
	No. Mandatory Reconsiderations (MRs)	-	-	22		
	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	-	£63,942		
	Child Benefit					
	No. claims	6	6	842	0%	
	No. awards made/maintained	6	6	554	0%	
	Financial gain from awards made/maintained	-	£3,229	£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	-	£61,321		
	Child Tax Credit					
	No. claims	12	1	1,469	-92%	
	No. awards made/maintained	12	1	579	-92%	
	Financial gain from awards made/maintained	£8,948	£5,390	£3,185,276	-40%	
	No. Mandatory Reconsiderations (MRs)	7	-	112		
	No. MRs won	*	-	20		
	No. MRs lost	*	-	14		
	No. appeals	7	-	37		
	No. appeals won	*	-	14		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£16,500	-	£196,224		
	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			

Welfare Rights Advice Indicators					
		South Ayrshire		Scotland	S. Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Contributory Benefits				
	No. claims	4	5	1,265	25%
	No. awards made/maintained	4	5	569	25%
	Financial gain from awards made/maintained	£11,644	£13,361	£2,632,769	15%
	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	5	37	2,473	640%
	No. awards made/maintained	4	32	3,591	700%
	Financial gain from awards made/maintained	£25,359	£66,980	£6,146,411	164%
	No. Mandatory Reconsiderations (MRs)	1	-	329	
	No. MRs won	*	-	90	
	No. MRs lost	*	-	119	
	No. appeals	4	-	493	
	No. appeals won	*	-	291	
	No. appeals lost	*	-	110	
	Financial gain from MRs/appeals	£187,267	-	£2,730,061	
	Discretionary Housing Payments				
	No. claims	-	-	834	
	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	
	No. awards made/maintained	-	2	39	
	Financial gain from awards made/maintained	£0	£1,850	£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						
		South Ayrshire		Scotland	S. Ayrshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	-	-	73		
	No. awards made/maintained	-	-	35		
	Financial gain from awards made/maintained	£0	£0	£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	2	2	45	0%	
	No. awards made/maintained	2	2	31	0%	
	Financial gain from awards made/maintained	£890	£13,509	£157,684	1418%	
	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	4	5	1,334	25%	
	No. awards made/maintained	4	5	2,156	25%	
	Financial gain from awards made/maintained	£19,789	£31,867	£6,997,890	61%	
	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	£0	-	£87,623		
	Personal Independence Payment					
	No. claims	87	629	21,856	623%	
	No. awards made/maintained	78	499	13,324	540%	
	Financial gain from awards made/maintained	£458,652	£1,203,235	£66,356,434	162%	
	No. Mandatory Reconsiderations (MRs)	41	-	3,796		
	No. MRs won	*	-	688		
	No. MRs lost	*	-	1,299		
	No. appeals	62	-	5,177		
	No. appeals won	*	-	2,979		
No. appeals lost	*	-	1,064			
Financial gain from MRs/appeals	£245,138	-	£19,563,811			

Welfare Rights Advice Indicators

		South Ayrshire		Scotland	S. Ayrshire	
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	2	10	2,111	400%	
	No. awards made/maintained	2	5	1,068	150%	
	Financial gain from awards made/maintained	£748	£4,157	£859,970	456%	
	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	£0	£0	£21,285		
	State Pension					
	No. claims	3	-	177	-100%	
	No. awards made/maintained	3	-	154	-100%	
	Financial gain from awards made/maintained	£16,578	£0	£1,400,568	-100%	
	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	-	-	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		
	No. appeals won	*	-	2		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£0.00	-	£1,000.00		
	Universal Credit					
	No. claims	5	28	4,098	460%	
	No. awards made/maintained	5	20	3,604	300%	
	Financial gain from awards made/maintained	£16,798	£29,239	£16,699,608	74%	
	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	£0	-	£1,115,462.61			

Welfare Rights Advice Indicators					
		South Ayrshire		Scotland	S. Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	299	960	21,147	221%
	No. awards made/maintained	187	650	19,547	248%
	Financial gain from awards made/maintained	£630,034	£1,302,842	£81,345,429	107%
	No. Mandatory Reconsiderations (MRs)	82	293	3,508	257%
	No. MRs won	*	23	917	
	No. MRs lost	*	270	1,012	
	No. appeals	132	270	4,389	105%
	No. appeals won	*	155	2,730	
	No. appeals lost	*	52	689	
	Financial gain from MRs/appeals	£388,085	£581,930	£17,274,829	50%

Softer Outcomes					
		South Ayrshire		Scotland	S. Ayrshire
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					
		South Ayrshire		Scotland	S. Ayrshire
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		