

Common Advice Performance Management Reporting Framework Summary 2018/19

South Lanarkshire 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 Lanarkshire 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 3% increase in local government expenditure in the internal Money Matters Advice services as result of the 2018/19 local government pay award.
- The majority of external referrals to the Money Matters Advice service come through Primary Health Care services. These referrals made up 15% of all referrals, which is comparatively higher than in Scotland where 9% are made through this pathway.
- Since 2017/18 the total number of clients seeking debt advice has increased 14%, with increases in clients seen across all but one debt type.
- The total amount of financial gain secured for clients has increased 10% to £32,484,526 in 2018/19. This includes £24,180,163 financial gain from benefit claims made/maintained, £4,681,474 from mandatory reconsiderations/appeals, £2,822,664 from money advice and additional welfare rights gain of £800,225.

*No data was provided by Rutherglen & Cambuslang Citizens Advice Bureau in 2018/19 therefore this service was not included in any 2018/19 figures

Services, Investment and Volume					
Ref	Indicator	South Lanarkshire		Scotland	S. Lanark'e
		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 ²	4	4	65	0%	
	Case management system/s	Merchant Software Ltd	Merchant Software Ltd		
I1	Number of FTE staff				
	In-House	55.0	54.5	466	-1%
	External	8.3	6.7	443	-19%
	Number of Volunteer FTE staff				
	In-House	-	-	10	
External	7.6	8.2	563	8%	
I2	Local Authority Funding				
	In-House	£1,581,480 ³	£1,627,320 ⁵	£14,753,814	3%
	External	£58,684 ⁴	£39,494 ⁶	£11,143,981	-33%
	Other Sources of Funding				
	Scottish Legal Aid Board	£112,606.00	£42,369.00	£771,398	-62%
	Scottish Government	-	-	£545,522	
	Big Lottery Fund	-	-	£290,094	
	European Social Fund	-	-	£459,223	
Other	£0	£16,984	£1,977,490		

1 South Lanarkshire Council Money Matters Advice Service

2 Clydesdale Citizens Advice Bureau (CAB), East Kilbride Citizens Advice Bureau (CAB), Hamilton Citizens Advice Bureau (CAB) and Rutherglen & Cambuslang Citizens Advice Bureau (CAB)

3 This figure includes the backdated 3.5% local government pay award

4 2017/18 figure includes East Kilbride CAB and Hamilton CAB only

5 This figure includes the 3% local government pay award

6 2018/19 figure includes East Kilbride CAB only

Services, Investment and Volume					
Ref	Indicator	South Lanarkshire		Scotland	S. Lanark'e
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume ⁷				
	Contacts	13,363	22,493	307,511	68%
	Total Clients	11,120	15,306	244,637	38%
	New Clients	6,611	10,239	61,652	55%
	Contacts by channel ⁸				
	Face-to-face	7,882	13,846	103,407	76%
	Telephone	780	1,601	56,566	105%
	Email	361	976	22,286	170%
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	2,663 ⁹	44,416	
	Referrals ¹⁰				
	Self-referral	4,632	5,212	77,897	13
	Local authority:				
	Housing	74	92	4,181	24%
	Social Services	191	243	8,357	27%
	Revenues	12	10	1,264	-17%
	Employability	2	1	1,847	-50%
	Other	74	58	6,558	-22%
	Primary Health Care	770	1,111	12,202	44%
Third Sector	487	596	5,790	22%	
Other	139	127	11,972	-9%	
Open SNSIAP cases ¹¹					
Type I	-	-	8,774		
Type II ¹²	4,330	4,563	20,667	5%	
Type III	-	-	7,885		
Closed SNSIAP cases ¹³					
Type I	3,912	5,855	15,432	50%	
Type II	6,593	7,157	25,043	9%	
Type III	-	-	5,210		

7 2017/18 figures include Money Matters, East Kilbride CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters, East Kilbride CAB and Hamilton CAB only

8 2017/18 figures include Money Matters, East Kilbride CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters, East Kilbride CAB and Hamilton CAB. Money Matters 2018/19 figures include 61 "Other". Hamilton CAB 2018/19 figures include 120 contacts by letter

9 Figure includes Money Matters and Hamilton CAB only. Money Matters figure include Type 1 cases where the client contacted the service to request a benefit entitlement check. It is standard practice for the service to offer all clients a full benefit check, but for Type II and III cases the number of clients using this is not recorded

10 2017/18 figures include Money Matters, and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters only

11 2017/18 figures include Money Matters, and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters only. Money Matters always log Type I contacts as general enquiries, these are not left open. There is no distinction made between Type II and Type III cases on the system

12 2017/18 figures include Money Matters Type II and I

13 2017/18 figures include Money Matters, and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters only. There is no distinction made between Type II and Type III cases on the system

Services, Investment and Volume					
Ref	Indicator	South Lanarkshire		Scotland	S. Lanark'e
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency ¹⁴				
	Benefit Overpayment	3	-	721	
	Council Tax arrears	15	-	2,189	
	Credit, store and charge card debts	20	-	1,612	
	Catalogue debts	4	-	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	10	-	367	
	Unsecured personal loan (except payday loans)	30	-	1,110	
	Bank and Building society overdrafts	3	-	676	
	Mortgage arrears	7	-	337	
	Rent arrears	20	-	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						
			South Lanarkshire		Scotland	S. Lanark'e
Ref	Demographic	Categories	2017/18	2018/19 ¹⁵	2018/19	% Change 2017/18 to 2018/19
C2	Sex ¹⁶	Male	2,996	3,187	79,041	6%
		Female	4,123	4,730	98,580	15%
		Not recorded	101	16	39,814	-84%
		Prefer not to answer	*	149	2,330	
	Age ¹⁷	0-15	-	-	803	
		16-24	14	751	13,350	5264%
		25-34	56	1,019	26,767	1720%
		35-44	73	957	31,774	1211%
		45-59	141	2,074	41,754	1371%
		60-64	*	881	20,258	
		65-70	*	640	12,890	
		71+	*	1,108	21,652	
		Not Recorded	36	281	38,752	681%
	Prefer not to answer	*	7,474	9,365		
	Ethnicity ¹⁸	White	443	209	137,977	-53%
		Any Mixed or Multiple Ethnic Groups	1	2	951	100%
		Asian, Asian Scottish or Asian British	8	3	3,261	-63%
		African	5	2	1,727	-60%
		Caribbean or Black	1	1	500	0%
		Other Ethnic Group	-	-	1,831	
		Not Recorded	20	-	60,983	-100%
		Prefer not to answer	*	54	4,661	
	Disability or long-term condition ¹⁹	Yes	173	95	60,955	-45%
		No	247	108	51,966	-56%
		Not Recorded	58	68	64,289	17%
	Income ²⁰	£6,000 or less	265	301	18,256	14%
		£6,001-£10,000	184	222	13,954	21%
£10,001-£15,000		192	231	11,306	20%	
£15,001-£20,000		112	152	7,647	36%	
£20,001-£25,000		52	80	3,579	54%	
£25,001-£30,000		22	26	2,324	18%	
£30,001-£40,000		8	28	1,316	250%	
Over £40,000		2	3	640	50%	
Not Recorded		208	102	92,673	-51%	
Prefer not to answer		*	86	4,138		

15 Figures for Money Matters include Type II and Type III only, demographic information is not recorded for Type I enquires

16 2018/19 figures include Money Matters, Clydesdale CAB and East Kilbride CAB only

17 2017/18 figures include East Kilbride CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters and East Kilbride CAB only

18 2017/18 figures include Hamilton CAB, East Kilbride CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include East Kilbride CAB only

19 2017/18 figures include East Kilbride CAB only. 2018/19 figures include Hamilton CAB, East Kilbride CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include East Kilbride CAB only

20 2017/18 figures include Hamilton CAB, East Kilbride CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters and East Kilbride CAB only. Money Matters 2018/19 figures relate only to Money Advice clients

Client Demographics						
			South Lanarkshire		Scotland	S. Lanark'e
Ref	Demographic	Categories	2017/18	2018/19 ¹⁵	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status ²¹	Self employed	73	88	3,477	21%
		Employed full time	575	704	16,169	22%
		Employed part time	477	512	13,548	7%
		Looking after the home or family	346	374	5,116	8%
		Permanently retired from work	1,503	1,455	17,358	-3%
		Unemployed and seeking work	229	221	18,157	-3%
		At school	-	-	729	
		In further/higher education	329	6	1,097	-98%
		Gov't work or training scheme	4	1	816	-75%
		Permanently sick or disabled	2,911	41	26,733	-99%
		Unable to work because of short-term illness or injury	28	3,537	8,114	12532%
		Other	189	422	3,401	123%
		Not recorded	119	310	80,313	161%
		Prefer not to answer	*	57	5,734	
	Housing Tenure ²²	Owner occupied	275	249	23,012	-9%
		Social rented	623	596	54,932	-4%
		Private rented	180	197	13,782	9%
		Temporary accommodation	*	-	2,717	
		Homeless	*	21	1,475	
		Other	130	111	9,619	-15%
Not recorded		31	55	85,407	77%	
Prefer not to answer		*	2	6,530		

21 2017/18 figures include Money Matters, East Kilbride CAB, Hamilton CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters and East Kilbride CAB only. Money Matters 2018/19 figure includes 297 "Students"

22 2017/18 figures include Money Matters, East Kilbride CAB, Hamilton CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters and East Kilbride CAB only. Money Matters 2018/19 figures relate only to Money Advice clients

Client Demographics						
			South Lanarkshire		Scotland	S. Lanark'e
Ref	Demographic	Categories	2017/18	2018/19 ¹⁵	2018/19	% Change 2017/18 to 2018/19
C2	Household Composition ²³	Single adult (non-pensioner)	3,304	3,897	34,748	17%
		Single pensioner	27	17	4,476	-37%
		Small single parent (1 or 2 children)	*	722	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)	*	634	10,633	
		Large family (2 adults, and 3 or more children)	*	5	1,036	
		Adult family (2 or more non-pensioners, and no children)	1,596	1,740	16,485	9%
		Older adult family (contains at least 1 pensioner)	26	14	6,038	-46%
		Not Recorded	177	312	84,338	76%
		Prefer not to answer	*	113	10,422	

23 2017/18 figures include Money Matters, East Kilbride CAB and Rutherglen & Cambuslang CAB only. 2018/19 figures include Money Matters and East Kilbride CAB only. Money Matters use different categories, figures for "single pensioner" are included under "single adult", figures for "large single parent" and "young single parent" are included under "small single parent", figures for "large family" are included in "family" and figures for "older adult family" are included in "adult family". The 2018/19 figures also include 120 "Other" and 184 "Child"

Money Advice Indicators

		South Lanarkshire					Scotland	S.Lanark'e	
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	-	-	-	4,597	5,231	43,593	14%	
	Benefit overpayment	-	-	-	337	355	1,845	5%	
	Council Tax arrears	-	-	-	631	700	5,174	11%	
	Utility Arrears	-	-	-	636	788	4,055	24%	
	Credit, store, and charge card debts	-	-	-	711	754	5,452	6%	
	Rent to own	-	-	-	77	87	455	13%	
	Catalogue	-	-	-	257	273	2,183	6%	
	Unsecured personal loan	-	-	-	571	521	3,528	-9%	
	Payday Loan / High Cost Credit	-	-	-	253	313	1,694	24%	
	Overdrafts	-	-	-	240	300	2,689	25%	
	Mortgage arrears	-	-	-	68	100	674	47%	
	Rent arrears	-	-	-	378	449	5,667	19%	
	Others	-	-	-	438	591 ²⁴	10,177	35%	
	Amount of debt owed by client ²⁵								
	Total		£15,887,077	£17,898,856	£13,104,414	£17,395,607	£186,250,137	33%	
	Benefit overpayment		£869,229	£1,107,553	£824,654	£992,351	£6,283,913	20%	
	Council Tax arrears		£1,794,060	£1,764,000	£1,328,111	£1,634,026	£20,075,954	23%	
	Utility Arrears		£415,906	£533,111	£415,092	£543,663	£3,214,671	31%	
	Credit, store, and charge card debts		£2,898,041	£2,970,475	£3,161,343	£5,996,831	£34,926,764	90%	
	Rent to own		£366,242	£285,911	£321,180	£340,834	£2,015,158	6%	
	Catalogue		£430,170	£380,549	£381,337	£384,396	£3,858,004	1%	
	Unsecured personal loan		£2,324,224	£2,135,948	£2,151,094	£2,189,719	£23,273,669	2%	
	Payday Loan / High Cost Credit		£448,983	£384,714	£318,432	£455,257	£3,306,422	43%	
	Overdrafts		£476,448	£342,098	£311,872	£319,056	£4,553,239	2%	
Mortgage arrears		£1,392,000	£1,220,728	£908,023	£2,565,967	£17,668,282	183%		
Rent arrears		£376,546	£486,144	£343,374	£506,044	£8,197,951	47%		
Others		£4,095,229	£6,287,625	£2,639,902 ²⁶	£1,467,463 ²⁷	£58,876,109	-44%		

24 Money Matters "Other" includes Business debt, childcare arrears, fines, Funeral Bills, Income Tax, Insurance Premiums (cancelled policy), legal costs/legal aid bills, maintenance/child support, mortgage repossession (shortfall), National Insurance contributions, Other, Other Housing Costs, Other Secured Local, Other Secured Loan Repossession (shortfall), repairs and maintenance, Student debt and vet bills

25 2017/18 figures include Money Matters, East Kilbride CAB, Clydesdale CAB and Rutherglen & Cambuslang CAB only

26 Others include, Business debt, child care arrears, fines, funeral bills, income tax, insurance premiums (cancelled policy), legal costs/legal aid bill, mortgage repossession (shortfall), NI contributions, other, other housing costs, other secured loan, repairs and maintenance, student debt and vet bills etc.

27 Money Matters "Other" includes Business debt, childcare arrears, fines, Funeral Bills, Income Tax, Insurance Premiums (cancelled policy), legal costs/legal aid bills, maintenance/child support, mortgage repossession (shortfall), National Insurance contributions, Other, Other Housing Costs, Other Secured Local, Other Secured Loan Repossession (shortfall), repairs and

Money Advice Indicators								
		South Lanarkshire					Scotland	S.Lanark'e
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 ²⁸							
	Sequestration	157	180	144	145	180	1,722	24%
	Debt Arrangement Scheme	131	105	96	68	91	886	34%
	Trust Deed	2	2	4	3	3	134	0%
	Awaiting sequestration	67	55	45	16	27	341	69%
	Token payments	344	309	322	225	228	1,161	1%
	Pro rata offers	293	189	182	235	312	1,469	33%
	Moratorium	34	96	29	32	26	263	-19%
	Debt written off	47	49	46	49	51	355	4%
	Repayment plan	-	-	-	55	6	643	-89%
	Nil Payments/Offer	-	-	1	25	52	295	108%
	Consolidation Loan	-	3	-	1	2	19	100%
	Mortgage to rent/Shared equity	-	-	16	17	12	62	-29%
	Did not agree a debt strategy	68	73	118	46	11	1,058	-76%
	Still awaiting outcome	223	280	310	276	276	2,550	0%
Other: please specify	105	47	64	-	57 ²⁹	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	£2,822,664	£30,217,870	
	Financial gain from any other welfare benefits				*	£800,225	£8,179,848	
	Total of ALL verified financial gain				£29,515,390 ³⁰	£32,484,526 ³¹	£323,876,347	10%
	Total of ALL unverified financial gain				*	-	£47,195,664	

maintenance, Student debt and vet bills. 2018/19 figures include Money Matters, East Kilbride CAB and Hamilton CAB only

28 2018/19 figures include Money Matters, East Kilbride CAB and Hamilton CAB only

29 Money Matters figures include 2 Composition, 2 Full & final Settlement and 49 "Other". East Kilbride CAB figure includes £10,303 Hire Purchase, £454 Fines, £240 Road Tax, £36,330 Secured Loans and £7,157 Building/Factors

30 Figure includes Money Matters, East Kilbride CAB and Rutherglen & Cambuslang CAB only

31 Figure includes Money Matters, East Kilbride CAB and Hamilton CAB only

Welfare Rights Advice Indicators					
		South Lanarkshire		Scotland	S. Lanark'e
Ref	Indicator	2017/18 ³²	2018/19 ³³	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	9,512	9,327	67,249	-2%
	No. awards made/maintained	5,889	5,540	55,436	-6%
	Financial gain from awards made/maintained	£23,322,034	£24,180,163	£222,533,895	4%
	No. Mandatory Reconsiderations (MRs)	1,851	1,550	8,891	-16%
	No. MRs won	*	352	2,063	
	No. MRs lost	*	721	2,626	
	No. appeals	1,943	1,896	10,826	-2%
	No. appeals won	*	827	6,483	
	No. appeals lost	*	294	2,004	
	Financial gain from MRs/appeals	£5,341,440	£4,681,474	£44,553,543	-12%
	Attendance Allowance				
	No. claims	1,176	1,165	7,367	-1%
	No. awards made/maintained	845	868	7,245	3%
	Financial gain from awards made/maintained	£3,501,186	£3,749,122	£29,556,233	7%
	No. Mandatory Reconsiderations (MRs)	66	49	190	-26%
	No. MRs won	*	24	119	
	No. MRs lost	*	19	37	
	No. appeals	8	9	58	13%
	No. appeals won	*	2	42	
	No. appeals lost	*	5	26	
	Financial gain from MRs/appeals	£154,151	£110,239	£1,959,706	-28%
	Bereavement Benefits				
	No. claims	11	12	190	9%
	No. awards made/maintained	6	6	129	0%
	Financial gain from awards made/maintained	£35,729	£26,358	£561,487	-26%
	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	

32 2017/18 figures include Money Matters, East Kilbride CAB and Rutherglen & Cambuslang CAB only

33 2018/19 figures include Money Matters and East Kilbride CAB only. East Kilbride have not provided figures for the outcomes of appeals or the financial gain from MRs/Appeals

Welfare Rights Advice Indicators						
		South Lanarkshire		Scotland	S. Lanark'e	
Ref	Indicator	2017/18 ³²	2018/19 ³³	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Carers Allowance					
	No. claims	461	304	1,766	-34%	
	No. awards made/maintained	349	227	1,393	-35%	
	Financial gain from awards made/maintained	£639,361	£462,582	£4,194,118	-28%	
	No. Mandatory Reconsiderations (MRs)	7	4	22	-43%	
	No. MRs won	*	3	9		
	No. MRs lost	*	-	1		
	No. appeals	2	-	1	-100%	
	No. appeals won	*	-	1		
	No. appeals lost	*	-	5		
	Financial gain from MRs/appeals	£31,631	£4,901	£63,942	-85%	
	Child Benefit					
	No. claims	34	33	842	-3%	
	No. awards made/maintained	20	18	554	-10%	
	Financial gain from awards made/maintained	£0	£30,961	£880,829		
	No. Mandatory Reconsiderations (MRs)	2	2	18	0%	
	No. MRs won	*	1	4		
	No. MRs lost	*	1	1		
	No. appeals	-	1	8		
	No. appeals won	*	-	7		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£10,500	£836	£61,321	-92%	
	Child Tax Credit					
	No. claims	75	36	1,469	-52%	
	No. awards made/maintained	62	26	579	-58%	
	Financial gain from awards made/maintained	£342,453	£121,859	£3,185,276	-64%	
	No. Mandatory Reconsiderations (MRs)	31	21	112	-32%	
	No. MRs won	*	10	20		
	No. MRs lost	*	4	14		
	No. appeals	7	5	37	-29%	
	No. appeals won	*	1	14		
	No. appeals lost	*	-	3		
	Financial gain from MRs/appeals	£69,769	£67,352	£196,224	-3%	
	Cold Weather Payments and Winter Fuel Payments					
	No. claims	7	12	40	71%	
	No. awards made/maintained	-	2	15		
Financial gain from awards made/maintained	£0	£200	£2,592			
No. Mandatory Reconsiderations (MRs)	1	1	3	0%		
No. MRs won	*	1	1			
No. MRs lost	*	-	-			
No. appeals	-	-	-			
No. appeals won	*	-	-			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	£200	£200	£300	0%		

Welfare Rights Advice Indicators						
		South Lanarkshire		Scotland	S. Lanark'e	
Ref	Indicator	2017/18 ³²	2018/19 ³³	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Contributory Benefits					
	No. claims	-	14	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					
	No. claims	446	435	2,473	-2%	
	No. awards made/maintained	249	229	3,591	-8%	
	Financial gain from awards made/maintained	£1,383,716	£965,152	£6,146,411	-30%	
	No. Mandatory Reconsiderations (MRs)	87	78	329	-10%	
	No. MRs won	*	21	90		
	No. MRs lost	*	50	119		
	No. appeals	88	130	493	48%	
	No. appeals won	*	62	291		
	No. appeals lost	*	16	110		
	Financial gain from MRs/appeals	£137,074	£323,274	£2,730,061	136%	
	Discretionary Housing Payments					
	No. claims	110	77	834	-30%	
	No. awards made/maintained	72	50	1,327	-31%	
	Financial gain from awards made/maintained	£90,664	£195,441	£1,308,618	116%	
	No. Mandatory Reconsiderations (MRs)	2	4	20	100%	
	No. MRs won	*	4	10		
	No. MRs lost	*	-	1		
	No. appeals	-	-	-		
	No. appeals won	*	-	-		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£7,452	£6,338	£11,654		
	Funeral Expenses					
	No. claims	8	5	84	-38%	
	No. awards made/maintained	5	3	39	-40%	
	Financial gain from awards made/maintained	£11,242	£6,00	£52,282	-47%	
	No. Mandatory Reconsiderations (MRs)	-	-	9		
	No. MRs won	*	-	1		
	No. MRs lost	*	-	-		
No. appeals	1	-	1	-100%		
No. appeals won	*	-	-			
No. appeals lost	*	-	-			
Financial gain from MRs/appeals	£585	£0	£4,178	-100%		

Welfare Rights Advice Indicators						
		South Lanarkshire		Scotland	S. Lanark'e	
Ref	Indicator	2017/18 ³²	2018/19 ³³	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Industrial Injuries Disablement Benefit					
	No. claims	8	8	73	0%	
	No. awards made/maintained	-	-	35		
	Financial gain from awards made/maintained	£0	£0	£122,385		
	No. Mandatory Reconsiderations (MRs)	7	3	13	-57%	
	No. MRs won	*	-	1		
	No. MRs lost	*	2	3	-14%	
	No. appeals	7	6	30		
	No. appeals won	*	-	6		
	No. appeals lost	*	3	11		
	Financial gain from MRs/appeals	£10,673	£0	£20,126	-100%	
	Maternity Allowance					
	No. claims	9	2	45	-78%	
	No. awards made/maintained	3	2	31	-33%	
	Financial gain from awards made/maintained	£14,471	£16,290	£157,684	13%	
	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	439	359	1,334	-18%	
	No. awards made/maintained	303	255	2,156	-16%	
	Financial gain from awards made/maintained	£1,162,677	£1,024,043	£6,997,890	-12%	
	No. Mandatory Reconsiderations (MRs)	28	18	30	-36%	
	No. MRs won	*	6	9		
	No. MRs lost	*	-	5		
	No. appeals	4	1	10	-75%	
	No. appeals won	*	-	3		
	No. appeals lost	*	-	4		
	Financial gain from MRs/appeals	£34,495	£8,552	£87,623	-75%	
	Personal Independence Payment					
	No. claims	2,551	2,555	21,856	0%	
	No. awards made/maintained	1,505	1,359	13,324	-10%	
	Financial gain from awards made/maintained	£7,518,121	£7,097,821	£66,356,434	-6%	
	No. Mandatory Reconsiderations (MRs)	703	677	3,796	-4%	
	No. MRs won	*	103	688		
	No. MRs lost	*	387	1,299		
	No. appeals	872	956	5,177	10%	
	No. appeals won	*	377	2,979		
No. appeals lost	*	174	1,064			
Financial gain from MRs/appeals	£2,295,852	£2,319,314	£19,563,811	1%		

Welfare Rights Advice Indicators

		South Lanarkshire		Scotland	S. Lanark'e	
Ref	Indicator	2017/18 ³²	2018/19 ³³	2018/19	%Change 2017/18 to 2018/19	
OP2, OP3, OC1	Scottish Welfare Fund					
	No. claims	179	174	2,111	-3%	
	No. awards made/maintained	105	88	1,068	-16%	
	Financial gain from awards made/maintained	£41,514	£30,629	£859,970	-26%	
	No. Mandatory Reconsiderations (MRs)	22	14	68	-36%	
	No. MRs won	*	1	14		
	No. MRs lost	*	7	7		
	No. appeals	2	-	8	-100%	
	No. appeals won	*	1	11		
	No. appeals lost	*	-	7		
	Financial gain from MRs/appeals	£2,525	£500	£21,285	-80%	
	State Pension					
	No. claims	26	37	177	42%	
	No. awards made/maintained	17	22	154	29%	
	Financial gain from awards made/maintained	£156,841	£183,705	£1,400,568	17%	
	No. Mandatory Reconsiderations (MRs)	-	2	3		
	No. MRs won	*	-	-		
	No. MRs lost	*	4	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	9	18	80	100%	
	No. awards made/maintained	2	2	77	0%	
	Financial gain from awards made/maintained	£3,500	£5,300	£73,311	51%	
	No. Mandatory Reconsiderations (MRs)	1	-	2	-100%	
	No. MRs won	*	-	-		
	No. MRs lost	*	-	-		
	No. appeals	1	-	1	-100%	
	No. appeals won	*	-	2		
	No. appeals lost	*	-	-		
	Financial gain from MRs/appeals	£0.00	£0.00	£1,000.00		
	Universal Credit					
	No. claims	199	491	4,098	147%	
	No. awards made/maintained	36	172	3,604	378%	
Financial gain from awards made/maintained	£165,413	£910,942	£16,699,608	451%		
No. Mandatory Reconsiderations (MRs)	25	91	456	264%		
No. MRs won	*	28	94			
No. MRs lost	*	18	72			
No. appeals	11	62	347	464%		
No. appeals won	*	16	203			
No. appeals lost	*	7	51			
Financial gain from MRs/appeals	£0.00	£142,146.64	£1,115,462.61			

Welfare Rights Advice Indicators					
		South Lanarkshire		Scotland	S. Lanark'e
Ref	Indicator	2017/18 ³²	2018/19 ³³	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	3,764	3,590	21,147	-5%
	No. awards made/maintained	2,310	2,211	19,547	-4%
	Financial gain from awards made/maintained	£8,255,146	£9,353,760	£81,345,429	13%
	No. Mandatory Reconsiderations (MRs)	869	586	3,508	-33%
	No. MRs won	*	150	917	
	No. MRs lost	*	229	1,012	
	No. appeals	940	726	4,389	-23%
	No. appeals won	*	368	2,730	
	No. appeals lost	*	89	689	
	Financial gain from MRs/appeals	£2,586,533	£1,697,822	£17,274,829	-34%

Softer Outcomes					
		South Ayrshire		Scotland	S. Lanark'e
Ref	Indicator	2017/18 ³⁴	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	165	-	1,554	
	Disagree	-	-	183	
	I've been feeling physically better				
	Agree	76	-	304	
	Disagree	89	-	5	
	I've been feeling better about myself				
	Agree	145	-	329	
	Disagree	20	-	7	
	I've been feeling more optimistic about the future				
	Agree	150	-	324	
	Disagree	15	-	12	
	I've been getting on better with others				
Agree	155	-	292		
Disagree	10	-	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	160	-	347	
	Disagree	5	-	14	
	I feel more in control of my life				
	Agree	165	-	351	
	Disagree	-	-	5	
	I am more able to make decisions				
	Agree	151	-	1,644	
	Disagree	14	-	76	
	I am more able to cope with day to day issues/problems				
	Agree	146	-	346	
	Disagree	19	-	12	
	I know when to seek support and where to get it				
Agree	165	-	356		
Disagree	-	-	4		

Softer Outcomes					
		South Ayrshire		Scotland	S. Lanark'e
Ref	Indicator	2017/18 ³⁴	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	165	-	356	
	Disagree	-	-	2	
	I am confident that I am getting all the benefits/help to which I am legally entitled				
	Agree	149	-	360	
	Disagree	16	-	2	
	I know how much money I have to spend				
	Agree	155	-	359	
	Disagree	10	-	2	
	I can better manage my money				
	Agree	160	-	1,393	
Disagree	5	-	156		
I would be better able to cope if I had an unexpected expense					
Agree	147	-	339		
Disagree	17	-	12		



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