

Common Advice Performance Management Framework Summary 2017/18

Aberdeenshire Council



The Common Advice Performance Management Framework (CAPMF) 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 2017/18 for the CAPMF for Aberdeenshire Council.

This is the first year in which the data has been collected in relation to both welfare and money advice services. In the previous three iterations, covering 2014/15 through to 2016/17, the data covered money advice only. As such, trends will continue to be identified at both local and national levels for indicators concerning money advice, and future iterations will allow for the same in relation to welfare rights 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:



Case Study

A 43-year-old woman approached the service for support with her welfare benefits. Her Employment Support Allowance claim was ending, and she needed to apply for Job Seekers' Allowance. She suffered from mental health problems and was in recovery for drug misuse.

The service provided assistance to claim for the appropriate welfare benefits, and the client was successful. As a result of her engagement with the service, she was also given the opportunity to undertake a work placement. She became a volunteer, as she wanted to contribute to the service. This has led to her confidence and self-esteem growing substantially.

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
C1	Number of services in the LA area		
	In-House		
	Money advice	1 ¹	5
	Welfare rights	0	12
	Combined	1 ²	15
	External		
	Money advice	3 ³	13
	Welfare rights	3 ⁴	6
	Combined	5 ⁵	66
	Case management system/s	AdvicePro, Paper, CASTLE, Lisson Grove Benefit Check program	-
I1	Number of FTE staff		
	In-House	6.5	486
	External	29.13	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	59.75	412
I2	Local Authority Funding		
	In-House	£229,000	£13.93m
	External	£871,492	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	-	£1,529,249
	Scottish Government	£20,000	£257,467
Big Lottery Fund	-	£44,759	
European Social Fund	£297,492	£517,349	
A1 ⁶	Volume		
	Contacts	24158	222,530
	Total Clients	23677	161,428
	New Clients	1317	94,336
	Contacts by channel		
	Face-to-face	20336	138,771
	Telephone	1833	72,999
Email	1989	15,948	
Web	0	2,051	
Webchat	0	0	

1 Aberdeenshire Money Advice

2 Aberdeenshire Support and Advice Team

3 Turriff CAB (ESF), Southwest CAB (ESF), Kincardine and Mearns CAB (ESF) – ESF funding matched by Aberdeenshire Council

4 Turriff CAB, Southwest CAB, Kincardine and Mearns CAB

5 Banff and Buchan CAB, Gordon Rural Action, Here for You Centre, Aberdeen Foyer, People First

6 Services reporting for each Volume indicator varies

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	1885	67,313	
	Local authority:			
	Housing	44	2,924	
	Social Services	19	6,933	
	Revenues	0	1,946	
	Employability	0	932	
	Other	0	14,060	
	Primary Health Care	8	11,179	
	Third Sector	32	4,679	
	Other	39	9,722	
	Open SNSIAP cases			
	Type I	-	3,959	
	Type II	400	27,117	
	Type III	46	7,505	
	Closed SNSIAP cases			
	Type I	0	9,796	
	Type II	100	33,046	
	Type III	16	4,877	
	First reason for contacting agency			
	Benefit Overpayment	10	992	
	Council Tax arrears	25	1964	
	Credit, store and charge card debts	10	1767	
	Catalogue debts	5	492	
	PPI	0	106	
	Payday Loan /High cost credit	4	476	
	Unsecured personal loan	8	1026	
	Bank and Building society overdrafts	17	528	
	Mortgage arrears	21	515	
	Rent arrears	60	3069	
	Help with appealing welfare benefit decision	133	5433	
	Assistance with making initial benefit application	0	9467	
	Sanctioned	0	317	
Benefits entitlement check	0	12162		
Issue relating to right to reside	0	185		
Seeking to access other funds (i.e. grants)	0	1415		
Other (Please specify)	0	11051		

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex ⁷	Male Female Don't know	1670 2138 19869	54881 68109 26648
	Age ⁸	0-15 16-24 25-34 35-44 45-59 60-74 75+ Not Recorded	0 245 551 742 1229 1011 79 19489	673 7735 19714 16381 29144 22774 13408 29031
	Ethnicity ⁹	White Any Mixed or Multiple Ethnic Groups Asian, Asian Scottish or Asian British African Caribbean or Black Other Ethnic Group Not Recorded	13 29 9 15 112 19944	87555 2073 2038 401 938 1305 43064
	Disability or long-term condition ¹⁰	Yes No Not Recorded	1565 633 2292	43318 41590 16995
	Income ¹¹	£6,000 or less £6,001-£10,000 £10,001-£15,000 £15,001-£20,000 £20,001-£25,000 £25,001-£30,000 £30,001-£40,000 Over £40,000 Not Recorded	24 25 33 32 17 13 12 4 19515	13678 12816 9983 5994 2769 1459 929 501 42990

7 Excludes data from Aberdeenshire Council, Kincardine and Mearns CAB and Gordon Rural Action

8 Excludes data from Aberdeenshire Council

9 Excludes data from Aberdeenshire Council

10 Excludes data from Aberdeenshire Council

11 Excludes data from Aberdeenshire Council, Banff and Buchan CAB and Southwest CAB

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Economic Status ¹²	Self employed	194	1872
		Employed full time	680	10569
		Employed part time	439	8463
		Looking after the home or family	145	4209
		Permanently retired from work	625	11837
		Unemployed and seeking work	468	8749
		At school	0	751
		In further / higher education	41	995
		Gov't work or training scheme	0	99
		Permanently sick or disabled	742	16387
		Unable to work because of short-term illness or injury	52	14516
		Other	50	3020
		Don't know	19929	54568
C2	Housing Tenure	Owner occupied	1325	13766
		Social rented	1203	33282
		Private rented	552	9102
		Other	384	8037
		Don't know	19761	39336
C2	Household Composition ¹³	Single adult (non-pensioner)	761	33285
		Single pensioner	287	2245
		Single parent (one or more children)	415	10532
		Family (two adults, and one or more children)	574	10097
		Adult family (two or more non-pensioners, and no children)	360	13333
		Older adult family (contains at least one pensioner)	382	4771
		Don't know	2019	41346

12 Excludes data from Aberdeenshire Council

13 Excludes data from Banff and Buchan CAB

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	--	£16,809,998.45	£11,981,973.63		£204m
	Benefit Overpayment	n/a	£276,054.43	£256,477.84	£161,946.18	£9.3m
	Council Tax Arrears	n/a	£1,259,759.66	£677,614.43	£622,304	£21.8m
	Utility Arrears	n/a	£233,474.91	£103,133.89	£125,083.84	£3.6m
	Credit, Store and Charge debts	n/a	£130,771.50	£2,207,789.18	£1,996,809.39	£39m
	Catalogue	n/a	£3,572,522.53	£188,132.62	£39,897.70	£4.4m
	Unsecured Personal Loan	n/a	£3,613,448.07	£1,401,348.97	£147,520.88	£30.1m
	Payday Loan High cost credit	n/a	£120,300	£56,394.30	£1,287,989.49	£4m
	Overdrafts	n/a	£1,130,935.93	£284,988.90	£33,943	£5.3m
	Mortgage arrears	n/a	£1,784,052.18	£1,442,025.81	£172,666.64	£30.4m
	Rent Arrears	n/a	£317,946.49	£496,900.41	£1,840,349.48	£9.4m
	Rent to own	n/a	£340,732.28	£317,943.34	£179,154.33	£3m
	Others	n/a	£4,030,000.47	£4,549,223.94	£1,073,172.17	£43.7m
	OP1.1	Breakdown of debt strategy agreed with client ¹⁴				
Sequestration		-	56	39	67	1800
Debt Arrangement Scheme		-	25	42	38	740
Trust Deed		-	0	0	0	121
Awaiting sequestration		-	22	33	3	276
Token payments		-	15	15	9	1736
Pro rata offers		-	109	5	13	2190
Moratorium		-	0	2	4	411
Debt written off		-	6	1	2	412
Repayment plan		-	0	3	3	1752
Nil Payments/Others		-	3	3	0	593
Consolidation Loan		-	2	0	0	41
Mortgage to rent/Shared equity		-	1	2	2	67
Did not agree a debt strategy		-	-	21	144	2883
Still awaiting outcome	-	176	121	51	1244	
Other: please specify	-	-	-	-	-	-

14 Data reported by Kincardine and Mearns CAB, Gordon Rural Action and Turriff CAB only

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
OC1	Financial gain (relating to money advice) ¹⁵ Verified Unverified	- -	- -	- -	£8,580,827.70 -	£317.7m £85.8m

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1 ¹⁶	Disability Living Allowance		
	No. claims	87	1,720
	No. awards made/maintained	-	1,259
	Financial gain from awards made/maintained	£27,894.60	£5,551,809
	No. Mandatory Reconsiderations (MRs)	1	271
	No. appeals	2	337
	No. MRs/appeals won	2	163
	No. MRs/appeals lost	0	137
	Financial gain from MRs/appeals	-	£1,119,251
	Personal Independence Payment		
	No. claims	888	11,765
	No. awards made/maintained	-	7,837
	Financial gain from awards made/maintained	£252,689.88	£63,143,269
	No. Mandatory Reconsiderations (MRs)	34	2,457
	No. appeals	16	4,646
	No. MRs/appeals won	11	2,474
	No. MRs/appeals lost	5	1,516
	Financial gain from MRs/appeals	-	£14,103,398
	Attendance Allowance		
	No. claims	124	5,158
	No. awards made/maintained	-	4,707
	Financial gain from awards made/maintained	£53,396.30	£18,330,956
	No. Mandatory Reconsiderations (MRs)	1	202
	No. appeals	-	45
	No. MRs/appeals won	-	65
	No. MRs/appeals lost	-	35
	Financial gain from MRs/appeals	-	£584,332
	Severe Disablement Allowance		
No. claims	-	67	
No. awards made/maintained	-	5	
Financial gain from awards made/maintained	-	£280,720	
No. Mandatory Reconsiderations (MRs)	-	10	
No. appeals	-	9	
No. MRs/appeals won	-	7	
No. MRs/appeals lost	-	1	
Financial gain from MRs/appeals	-	£78,313	
Industrial Injuries Disablement Benefit			
No. claims	15	53	
No. awards made/maintained	-	5	
Financial gain from awards made/maintained	£0	£19,030	
No. Mandatory Reconsiderations (MRs)	-	18	
No. appeals	-	19	
No. MRs/appeals won	-	5	
No. MRs/appeals lost	-	10	
Financial gain from MRs/appeals	-	£12,878.81	

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Carers Allowance		
	No. claims	70	1,395
	No. awards made/maintained	-	1,190
	Financial gain from awards made/maintained	£40,698.70	£2,888,922
	No. Mandatory Reconsiderations (MRs)	-	16
	No. appeals	-	5
	No. MRs/appeals won	-	6
	No. MRs/appeals lost	-	3
	Financial gain from MRs/appeals	-	£65,003
	Sure Start Maternity Grant		
	No. claims	4	40
	No. awards made/maintained	-	24
	Financial gain from awards made/maintained	£500	£40,148
	No. Mandatory Reconsiderations (MRs)	-	1
	No. appeals	-	1
	No. MRs/appeals won	-	0
	No. MRs/appeals lost	-	1
	Financial gain from MRs/appeals	-	£0
	Employment Support Allowance		
	No. claims	388	7,808
	No. awards made/maintained	-	4,853
	Financial gain from awards made/maintained	£174,308.93	£29,695,875
	No. Mandatory Reconsiderations (MRs)	-	2,788
	No. appeals	13	4,073
	No. MRs/appeals won	9	2,407
	No. MRs/appeals lost	4	1,204
	Financial gain from MRs/appeals	-	£14,167,381
	Funeral Expenses		
No. claims	4	44	
No. awards made/maintained	-	30	
Financial gain from awards made/maintained	£3,700	£47,948	
No. Mandatory Reconsiderations (MRs)	-	4	
No. appeals	-	6	
No. MRs/appeals won	-	1	
No. MRs/appeals lost	-	0	
Financial gain from MRs/appeals	-	£584	
Scottish Welfare Fund			
No. claims	123	1,803	
No. awards made/maintained	-	1,280	
Financial gain from awards made/maintained	£1,500	£1,055,087	
No. Mandatory Reconsiderations (MRs)	-	58	
No. appeals	-	4	
No. MRs/appeals won	-	10	
No. MRs/appeals lost	-	11	
Financial gain from MRs/appeals	-	£10,237	

Welfare Rights Advice Indicators				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments			
	No. claims	1	29	
	No. awards made/maintained	-	20	
	Financial gain from awards made/maintained	£0	£11,670	
	No. Mandatory Reconsiderations (MRs)	-	1	
	No. appeals	-	0	
	No. MRs/appeals won	-	1	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	-	£200	
	Discretionary Housing Payments			
	No. claims	0	915	
	No. awards made/maintained	0	773	
	Financial gain from awards made/maintained	£0	£796,242	
	No. Mandatory Reconsiderations (MRs)	-	30	
	No. appeals	-	4	
	No. MRs/appeals won	-	3	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	-	£89,541	
	Universal Credit			
	No. claims	38	1,541	
	No. awards made/maintained	-	543	
	Financial gain from awards made/maintained	£21,896.68	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	2	349	
	No. appeals	2	78	
	No. MRs/appeals won	1	36	
	No. MRs/appeals lost	1	31	
	Financial gain from MRs/appeals	-	£333,571	
	Contributory Benefits			
No. claims	0	108		
No. awards made/maintained	0	230		
Financial gain from awards made/maintained	£80,005.38	£1,194,341		
No. Mandatory Reconsiderations (MRs)	-	33		
No. appeals	-	17		
No. MRs/appeals won	-	10		
No. MRs/appeals lost	-	1		
Financial gain from MRs/appeal	-	£293,650		
Child Benefit				
No. claims	21	307		
No. awards made/maintained	-	237		
Financial gain from awards made/maintained	£0	£36,397		
No. Mandatory Reconsiderations (MRs)	-	38		
No. appeals	-	10		
No. MRs/appeals won	-	4		
No. MRs/appeals lost	-	0		
Financial gain from MRs/appeals	-	£36,355		

Welfare Rights Advice Indicators				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Child Tax Credit			
	No. claims	76	600	
	No. awards made/maintained	-	483	
	Financial gain from awards made/maintained	£254,161.18	£2,823,786	
	No. Mandatory Reconsiderations (MRs)	-	160	
	No. appeals	-	31	
	No. MRs/appeals won	-	28	
	No. MRs/appeals lost	-	25	
	Financial gain from MRs/appeals	-	£400,645	
	Maternity Allowance			
	No. claims	0	39	
	No. awards made/maintained	0	26	
	Financial gain from awards made/maintained	£5,560.98	£162,140	
	No. Mandatory Reconsiderations (MRs)	-	43	
	No. appeals	-	10	
	No. MRs/appeals won	-	0	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	-	£0	
	State Pension			
	No. claims	49	220	
	No. awards made/maintained	-	128	
	Financial gain from awards made/maintained	£30,905.42	£898,329	
	No. Mandatory Reconsiderations (MRs)	-	2	
	No. appeals	-	0	
	No. MRs/appeals won	-	1	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	-	£77,576	
	Pension Credit			
No. claims	73	1,594		
No. awards made/maintained	-	1,518		
Financial gain from awards made/maintained	£49,855.69	£5,688,937		
No. Mandatory Reconsiderations (MRs)	-	65		
No. appeals	-	10		
No. MRs/appeals won	-	24		
No. MRs/appeals lost	-	10		
Financial gain from MRs/appeals	-	£171,245		
Bereavement Benefits				
No. claims	0	124		
No. awards made/maintained	0	81		
Financial gain from awards made/maintained	£0	£444,002		
No. Mandatory Reconsiderations (MRs)	-	1		
No. appeals	-	3		
No. MRs/appeals won	-	0		
No. MRs/appeals lost	-	2		
Financial gain from MRs/appeals	-	£5,600		

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	292	20,395
	No. awards made/maintained	-	14,264
	Financial gain from awards made/maintained	£446,542.85	£52,638,347
	No. Mandatory Reconsiderations (MRs)	-	1,115
	No. appeals	56	377
	No. MRs/appeals won	48	346
	No. MRs/appeals lost	9	134
	Financial gain from MRs/appeals	£292,861.37	£1,471,74

Softer Outcomes			
Ref	Indicator	2017/18	Scotland 2017/18
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	-	1,154
	Disagree	-	0
	I've been feeling physically better		
	Agree	-	177
	Disagree	-	89
	I've been feeling better about myself		
	Agree	-	1,390
	Disagree	-	20
	I've been feeling more optimistic about the future		
	Agree	-	285
Disagree	-	15	
I've been getting on better with others			
Agree	-	185	
Disagree	-	10	
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	-	295
	Disagree	-	5
	I feel more in control of my life		
	Agree	-	300
	Disagree	-	0
	I am more able to make decisions		
	Agree	-	1,277
	Disagree	-	14
	I am more able to cope with day to day issues/problems		
	Agree	-	281
Disagree	-	19	
I know when to seek support and where to get it			
Agree	-	433	
Disagree	-	0	

Softer Outcomes			
Ref	Indicator	2017/18	Scotland 2017/18
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	-	300
	Disagree	-	0
	I am confident that I am getting all the benefits/help to which I am legally entitled		
	Agree	-	294
	Disagree	-	16
	I know how much money I have to spend		
	Agree	-	290
	Disagree	-	10
	I can better manage my money		
	Agree	-	1,303
	Disagree	-	6
	I would be better able to cope if I had an unexpected expense		
Agree	-	147	
Disagree	-	17	