

Common Advice Performance Management
Framework Summary 2017/18

Dumfries & Galloway 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 Dumfries & Galloway 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

An individual presented for a benefit health check and the service noticed that the amount they receive in Pension Credit was incorrect. This was due to an annuity that had been taken into account which had ended in 2005. The service eventually convinced the Department for Work and Pensions (DWP) to recognise their error. This resulted in the DWP back-dating the claim for £54.35 per week, as well as the client receiving a lump sum of £26,000.

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
C1	Number of services in the LA area		
	In-House		
	Money advice	0	5
	Welfare rights	1 ¹	12
	Combined	0	15
	External		
	Money advice	0	13
	Welfare rights	0	6
	Combined	1 ²	66
	Case management system/s	Castle, Comino & Destin	-
I1	Number of FTE staff		
	In-House	11	486
	External	10.9	386
	Number of Volunteer FTE staff		
	In-House	0	0
External	0.3	412	
I2	Local Authority Funding		
	In-House	£458,000	£13.93m
	External	£340,000	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£0	£1,529,249
	Scottish Government	£55,000	£257,467
	Big Lottery Fund	£0	£44,759
European Social Fund	£0	£517,349	
A1	Volume		
	Contacts	14339	222,530
	Total Clients	13092	161,428
	New Clients	4680	94,336
	Contacts by channel		
	Face-to-face	8522	138,771
	Telephone	5187	72,999
	Email	630	15,948
	Web	0	2,051
	Webchat	0	0

1 Financial Inclusion and Welfare Support Team

2 Dumfries and Galloway Citizens Advice Service (DAGCAS)

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	6780	67,313	
	Local authority:			
	Housing	257	2,924	
	Social Services	750	6,933	
	Revenues	12	1,946	
	Employability	444	932	
	Other	0	14,060	
	Primary Health Care	2865	11,179	
	Third Sector	505	4,679	
	Other	1037	9,722	
	Open SNSIAP cases			
	Type I	-	3,959	
	Type II	-	27,117	
	Type III	-	7,505	
	Closed SNSIAP cases			
	Type I	-	9,796	
	Type II	-	33,046	
	Type III	-	4,877	
	First reason for contacting agency			
	Benefit Overpayment	120	992	
	Council Tax arrears	185	1964	
	Credit, store and charge card debts	115	1767	
	Catalogue debts	52	492	
	PPI	13	106	
	Payday Loan /High cost credit	34	476	
	Unsecured personal loan	98	1026	
	Bank and Building society overdrafts	57	528	
	Mortgage arrears	24	515	
	Rent arrears	221	3069	
	Help with appealing welfare benefit decision	725	5433	
	Assistance with making initial benefit application	348	9467	
Sanctioned	26	317		
Benefits entitlement check	961	12162		
Issue relating to right to reside	17	185		
Seeking to access other funds (i.e. grants)	336	1415		
Other (Please specify)	324	11051		

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	4724	54881
		Female	4614	68109
		Don't know	453	26648
	Age	0-15	0	673
		16-24	585	7735
		25-34	1134	19714
		35-44	1197	16381
		45-59	2457	29144
		60-74	1631	22774
		75+	2373	13408
Not Recorded		343	29031	
Ethnicity	White	8964	87555	
	Any Mixed or Multiple Ethnic Groups	26	2073	
	Asian, Asian Scottish or Asian British	50	2038	
	African	8	401	
	Caribbean or Black	4	938	
	Other Ethnic Group	17	1305	
	Not Recorded	583	43064	
Disability or long-term condition	Yes	3087	43318	
	No	1300	41590	
	Not Recorded	1106	16995	
Income ³	£6,000 or less	0	13678	
	£6,001-£10,000	111	12816	
	£10,001-£15,000	133	9983	
	£15,001-£20,000	84	5994	
	£20,001-£25,000	53	2769	
	£25,001-£30,000	29	1459	
	£30,001-£40,000	12	929	
	Over £40,000	4	501	
	Not Recorded	207	42990	
Economic Status	Self employed	142	1872	
	Employed full time	497	10569	
	Employed part time	514	8463	
	Looking after the home or family	175	4209	
	Permanently retired from work	737	11837	
	Unemployed and seeking work	562	8749	
	At school	0	751	
	In further / higher education	55	995	
	Gov't work or training scheme	0	99	
	Permanently sick or disabled	1661	16387	
	Unable to work because of short-term illness or injury	287	14516	
	Other	60	3020	
	Don't know	749	54568	

3 Data supplied in relation to money advice clients only

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	1022	13766
		Social rented	2009	33282
		Private rented	790	9102
		Other	642	8037
		Don't know	1030	39336
	Household Composition ⁴	Single adult (non-pensioner)	1800	33285
		Single pensioner	338	2245
		Single parent (one or more children)	573	10532
		Family (two adults, and one or more children)	707	10097
		Adult family (two or more non-pensioners, and no children)	959	13333
		Older adult family (contains at least one pensioner)	1469	4771
		Don't know	1239	41346

⁴ Includes data for DAGCAS only.

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£13,573,604.82	£10,734,156.18	£12,487,271		£204m
	Benefit Overpayment	n/a	£542,643.78	£524,527	£244,481	£9.3m
	Council Tax Arrears	n/a	£692,700.44	£577,794	£409,004	£21.8m
	Utility Arrears	n/a	£159,924.44	£154,354	£135,593	£3.6m
	Credit, Store and Charge debts	n/a	£2,729,291.88	£2,983,826	£2,121,988	£39m
	Catalogue	n/a	£312,946.96	£348,316	£248,226	£4.4m
	Unsecured Personal Loan	n/a	£2,093,829.20	£1,827,880	£1,553,572	£30.1m
	Payday Loan High cost credit	n/a	£122,466.56	£112,435	£126,284	£4m
	Overdrafts	n/a	£652,360.11	£533,173	£309,535	£5.3m
	Mortgage arrears	n/a	£1,099,309	£2,364,295	£2,733,627	£30.4m
	Rent Arrears	n/a	£196,336.37	£163,121	£125,658	£9.4m
	Rent to own	n/a	£106,670	£223,628	£119,260	£3m
	Others	n/a	£2,025,677.44	£2,673,922	£1,229,884	£43.7m
	OP1.1	Breakdown of debt strategy agreed with client				
Sequestration		96	53	81	17	1800
Debt Arrangement Scheme		123	99	93	26	740
Trust Deed		1	2	4	1	121
Awaiting sequestration		41	25	42	0	276
Token payments		151	170	135	26	1736
Pro rata offers		56	57	55	12	2190
Moratorium		4	7	11	7	411
Debt written off		4	9	13	8	412
Repayment plan		32	2	0	12	1752
Nil Payments/Offer		n/a	17	16	3	593
Consolidation Loan		n/a	0	0	1	41
Mortgage to rent/Shared equity		n/a	4	2	0	67
Did not agree a debt strategy		198	377	341	550	2883
Still awaiting outcome	41	74	69	0	1244	
Other: please specify	122	0	-	-	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	£1,566,546	£317.7m
	Unverified	-	-	-	-	£85.8m

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Disability Living Allowance		
	No. claims	-	1,720
	No. awards made/maintained	175	1,259
	Financial gain from awards made/maintained	£507,182.72	£5,551,809
	No. Mandatory Reconsiderations (MRs)	7	271
	No. appeals	20	337
	No. MRs/appeals won	12	163
	No. MRs/appeals lost	-	137
	Financial gain from MRs/appeals	£46,121	£1,119,251
	Personal Independence Payment		
	No. claims	-	11,765
	No. awards made/maintained	1036	7,837
	Financial gain from awards made/maintained	£3,711,748.20	£63,143,269
	No. Mandatory Reconsiderations (MRs)	127	2,457
	No. appeals	359	4,646
	No. MRs/appeals won	235	2,474
	No. MRs/appeals lost	-	1,516
	Financial gain from MRs/appeals	£821,556	£14,103,398
	Attendance Allowance		
	No. claims	-	5,158
	No. awards made/maintained	854	4,707
	Financial gain from awards made/maintained	£3,195,305.60	£18,330,956
	No. Mandatory Reconsiderations (MRs)	9	202
	No. appeals	2	45
	No. MRs/appeals won	3	65
	No. MRs/appeals lost	-	35
	Financial gain from MRs/appeals	£12,936	£584,332
	Severe Disablement Allowance		
No. claims	-	67	
No. awards made/maintained	0	5	
Financial gain from awards made/maintained	£0	£280,720	
No. Mandatory Reconsiderations (MRs)	0	10	
No. appeals	0	9	
No. MRs/appeals won	0	7	
No. MRs/appeals lost	0	1	
Financial gain from MRs/appeals	£0	£78,313	
Industrial Injuries Disablement Benefit			
No. claims	-	53	
No. awards made/maintained	0	5	
Financial gain from awards made/maintained	£0	£19,030	
No. Mandatory Reconsiderations (MRs)	1	18	
No. appeals	3	19	
No. MRs/appeals won	0	5	
No. MRs/appeals lost	-	10	
Financial gain from MRs/appeals	£0	£12,878.81	

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Carers Allowance		
	No. claims	-	1,395
	No. awards made/maintained	142	1,190
	Financial gain from awards made/maintained	£316,736.72	£2,888,922
	No. Mandatory Reconsiderations (MRs)	1	16
	No. appeals	0	5
	No. MRs/appeals won	1	6
	No. MRs/appeals lost	-	3
	Financial gain from MRs/appeals	£5,894	£65,003
	Sure Start Maternity Grant		
	No. claims	-	40
	No. awards made/maintained	4	24
	Financial gain from awards made/maintained	£2,000	£40,148
	No. Mandatory Reconsiderations (MRs)	0	1
	No. appeals	0	1
	No. MRs/appeals won	0	0
	No. MRs/appeals lost	0	1
	Financial gain from MRs/appeals	£0	£0
	Employment Support Allowance		
	No. claims	-	7,808
	No. awards made/maintained	508	4,853
	Financial gain from awards made/maintained	£2,298,663.02	£29,695,875
	No. Mandatory Reconsiderations (MRs)	168	2,788
	No. appeals	388	4,073
	No. MRs/appeals won	204	2,407
	No. MRs/appeals lost	-	1,204
	Financial gain from MRs/appeals	£1,416,464	£14,167,381
	Funeral Expenses		
No. claims	-	44	
No. awards made/maintained	5	30	
Financial gain from awards made/maintained	£3,700	£47,948	
No. Mandatory Reconsiderations (MRs)	1	4	
No. appeals	5	6	
No. MRs/appeals won	0	1	
No. MRs/appeals lost	-	0	
Financial gain from MRs/appeals	£0	£584	
Scottish Welfare Fund			
No. claims	-	1,803	
No. awards made/maintained	14	1,280	
Financial gain from awards made/maintained	£2,595	£1,055,087	
No. Mandatory Reconsiderations (MRs)	0	58	
No. appeals	0	4	
No. MRs/appeals won	0	10	
No. MRs/appeals lost	-	11	
Financial gain from MRs/appeals	£0	£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	-	29	
	No. awards made/maintained	1	20	
	Financial gain from awards made/maintained	£300	£11,670	
	No. Mandatory Reconsiderations (MRs)	0	1	
	No. appeals	0	0	
	No. MRs/appeals won	0	1	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	£0	£200	
	Discretionary Housing Payments			
	No. claims	-	915	
	No. awards made/maintained	7	773	
	Financial gain from awards made/maintained	£5,741.60	£796,242	
	No. Mandatory Reconsiderations (MRs)	0	30	
	No. appeals	0	4	
	No. MRs/appeals won	0	3	
	No. MRs/appeals lost	0	0	
	Financial gain from MRs/appeals	£0	£89,541	
	Universal Credit			
	No. claims	-	1,541	
	No. awards made/maintained	9	543	
	Financial gain from awards made/maintained	£23,851.36	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	18	349	
	No. appeals	7	78	
	No. MRs/appeals won	5	36	
	No. MRs/appeals lost	-	31	
	Financial gain from MRs/appeals	£13,287	£333,571	
	Contributory Benefits			
No. claims	-	108		
No. awards made/maintained	20	230		
Financial gain from awards made/maintained	£81,958.76	£1,194,341		
No. Mandatory Reconsiderations (MRs)	0	33		
No. appeals	0	17		
No. MRs/appeals won	0	10		
No. MRs/appeals lost	-	1		
Financial gain from MRs/appeal	£0	£293,650		
Child Benefit				
No. claims	-	307		
No. awards made/maintained	23	237		
Financial gain from awards made/maintained	-	£36,397		
No. Mandatory Reconsiderations (MRs)	7	38		
No. appeals	1	10		
No. MRs/appeals won	0	4		
No. MRs/appeals lost	-	0		
Financial gain from MRs/appeals	£0	£36,355		

Welfare Rights Advice Indicators				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Child Tax Credit			
	No. claims	-	600	
	No. awards made/maintained	63	483	
	Financial gain from awards made/maintained	£262,771.60	£2,823,786	
	No. Mandatory Reconsiderations (MRs)	17	160	
	No. appeals	2	31	
	No. MRs/appeals won	0	28	
	No. MRs/appeals lost	-	25	
	Financial gain from MRs/appeals	£0	£400,645	
	Maternity Allowance			
	No. claims	-	39	
	No. awards made/maintained	5	26	
	Financial gain from awards made/maintained	£24,492.22	£162,140	
	No. Mandatory Reconsiderations (MRs)	0	43	
	No. appeals	0	10	
	No. MRs/appeals won	0	0	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	£0	£0	
	State Pension			
	No. claims	-	220	
	No. awards made/maintained	18	128	
	Financial gain from awards made/maintained	£118,193.40	£898,329	
	No. Mandatory Reconsiderations (MRs)	0	2	
	No. appeals	0	0	
	No. MRs/appeals won	1	1	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	£10,110	£77,576	
	Pension Credit			
No. claims	-	1,594		
No. awards made/maintained	307	1,518		
Financial gain from awards made/maintained	£923,172.72	£5,688,937		
No. Mandatory Reconsiderations (MRs)	3	65		
No. appeals	0	10		
No. MRs/appeals won	2	24		
No. MRs/appeals lost	-	10		
Financial gain from MRs/appeals	£9,184	£171,245		
Bereavement Benefits				
No. claims	-	124		
No. awards made/maintained	10	81		
Financial gain from awards made/maintained	£24,717.76	£444,002		
No. Mandatory Reconsiderations (MRs)	0	1		
No. appeals	0	3		
No. MRs/appeals won	0	0		
No. MRs/appeals lost	-	2		
Financial gain from MRs/appeals	£0	£5,600		

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	-	20,395
	No. awards made/maintained	605	14,264
	Financial gain from awards made/maintained	£743,820.32	£52,638,347
	No. Mandatory Reconsiderations (MRs)	19	1,115
	No. appeals	14	377
	No. MRs/appeals won	2	346
	No. MRs/appeals lost	-	134
	Financial gain from MRs/appeals	£7,988	£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	