

Common Advice Performance Management Framework Summary 2017/18

East Dunbartonshire 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 East Dunbartonshire 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 38-year-old single woman with no dependents approached the service. She was in receipt of Employment and Support Allowance (ESA) and asked for help to complete a form. During the appointment, she advised that she has multiple debts and was struggling to maintain her mortgage payments, which her family were assisting her with.

On completing a full assessment with the client, the advisor identified that she could make a claim to help with the mortgage interest. The advisor also said that, as the client was suffering with depression and anxiety, she may qualify for Personal Independence Payment (PIP) and so helped her fill in an application. The client was also signposted to a money advisor and wellbeing advisor within the service to review the information available.

The mortgage interest was then covered at a rate of £120 per month. Following a full assessment, it was determined that the client could make token payments of

£1 per month to her four credit card accounts. Interest had also been stopped on all of these accounts. The client's PIP application was successful, resulting in receipt of a standard rate of daily living component of £55.10 per week. The overall financial gain secured for the client amounted to £340.40 each month.

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	0	12
	Combined	0	15
	External		
	Money advice	0	13
	Welfare rights	0	6
	Combined	1 ¹	66
	Case management system/s	CASTLE	-
I1	Number of FTE staff		
	In-House	0	486
	External	5.5	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	2	412
I2	Local Authority Funding		
	In-House	£0	£13.93m
	External	£276,295	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	-	£1,529,249
	Scottish Government	-	£257,467
	Big Lottery Fund	-	£44,759
European Social Fund	-	£517,349	
			£258,643
A1	Volume		
	Contacts	10910	222,530
	Total Clients	1668	161,428
	New Clients	561	94,336
	Contacts by channel		
	Face-to-face	9115	138,771
	Telephone	1588	72,999
	Email	207	15,948
	Web	0	2,051
	Webchat	0	0
	Referrals		
	Self-referral	111	67,313
	Local authority:		
	Housing	35	2,924
Social Services	130	6,933	
Revenues	0	1,946	
Employability	20	932	
Other	-	14,060	
Primary Health Care	226	11,179	
Third Sector	39	4,679	
Other	-	9,722	

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
A1	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	138	992
	Council Tax arrears	365	1964
	Credit, store and charge card debts	261	1767
	Catalogue debts	86	492
	PPI	26	106
	Payday Loan /High cost credit	36	476
	Unsecured personal loan	194	1026
	Bank and Building society overdrafts	72	528
	Mortgage arrears	97	515
	Rent arrears	224	3069
	Help with appealing welfare benefit decision	372	5433
Assistance with making initial benefit application	663	9467	
Sanctioned	19	317	
Benefits entitlement check	731	12162	
Issue relating to right to reside	14	185	
Seeking to access other funds (i.e. grants)	344	1415	
Other (Please specify)	-	11051	

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	308	54881
		Female	464	68109
		Don't know	22	26648
	Age	0-15	0	673
		16-24	32	7735
		25-34	130	19714
		35-44	209	16381
		45-59	268	29144
		60-74	109	22774
		75+	12	13408
Not Recorded		34	29031	
Ethnicity	White	734	87555	
	Any Mixed or Multiple Ethnic Groups	4	2073	
	Asian, Asian Scottish or Asian British	29	2038	
	African	2	401	
	Caribbean or Black	-	938	
	Other Ethnic Group	3	1305	
	Not Recorded	22	43064	
Disability or long-term condition	Yes	215	43318	
	No	535	41590	
	Not Recorded	44	16995	
Income	£6,000 or less	211	13678	
	£6,001-£10,000	108	12816	
	£10,001-£15,000	152	9983	
	£15,001-£20,000	49	5994	
	£20,001-£25,000	75	2769	
	£25,001-£30,000	52	1459	
	£30,001-£40,000	47	929	
	Over £40,000	4	501	
	Not Recorded	96	42990	
Economic Status	Self employed	35	1872	
	Employed full time	181	10569	
	Employed part time	114	8463	
	Looking after the home or family	53	4209	
	Permanently retired from work	79	11837	
	Unemployed and seeking work	131	8749	
	At school	0	751	
	In further / higher education	6	995	
	Gov't work or training scheme	0	99	
	Permanently sick or disabled	102	16387	
	Unable to work because of short-term illness or injury	46	14516	
	Other	47	3020	
	Don't know	-	54568	

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	233	13766
		Social rented	355	33282
		Private rented	69	9102
		Other ²	78	8037
		Don't know	59	39336
	Household Composition	Single adult (non-pensioner)	304	33285
		Single pensioner	36	2245
		Single parent (one or more children)	160	10532
		Family (two adults, and one or more children)	126	10097
		Adult family (two or more non-pensioners, and no children)	62	13333
		Older adult family (contains at least one pensioner)	50	4771
		Don't know	56	41346

2 Includes clients who are homeless, in temporary accommodation, in prison, and those in refuge

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£2,347,102.20	£3,099,900.70	£6,045,004.49		£204m
	Benefit Overpayment	n/a	£287,780.97	£352,671.04	£347,263.97	£9.3m
	Council Tax Arrears	n/a	£426,091.83	£405,839.77	£530,297.43	£21.8m
	Utility Arrears	n/a	£52,205.31	£134,574.04	£58,625.54	£3.6m
	Credit, Store and Charge debts	n/a	£704,442.43	£1,705,879.70	£1,051,886.20	£39m
	Catalogue	n/a	£70,714.87	£123,648.38	£78,503.72	£4.4m
	Unsecured Personal Loan	n/a	£308,815.21	£1,049,400.60	£808,010.92	£30.1m
	Payday Loan High cost credit	n/a	£54,881.10	£26,726.94	£35,159.46	£4m
	Overdrafts	n/a	£475,232.68	£237,197.90	£59,966.90	£5.3m
	Mortgage arrears	n/a	£187,886.04	£1,078,197.10	£1,259,794.20	£30.4m
	Rent Arrears	n/a	£138,131.22	£293,928.67	£381,541	£9.4m
	Rent to own	n/a	£17,822.25	£55,185.54	£86,879.81	£3m
	Others	n/a	£375,896.79	£581,754.81	£512,032.79	£43.7m
	OP1.1	Breakdown of debt strategy agreed with client				
Sequestration		8	5	7	6	1800
Debt Arrangement Scheme		31	19	36	27	740
Trust Deed		0	-	1	1	121
Awaiting sequestration		0	6	6	4	276
Token payments		44	13	128	221	1736
Pro rata offers		52	42	230	127	2190
Moratorium		1	-	37	0	411
Debt written off		2	2	27	1	412
Repayment plan		0	-	31	14	1752
Nil Payments/Offer		n/a	24	14	37	593
Consolidation Loan		n/a	-	0	0	41
Mortgage to rent/Shared equity		n/a	-	4	2	67
Did not agree a debt strategy		36	4	0	4	2883
Still awaiting outcome	0	-	26	11	1244	
Other: please specify	2	-	-	-	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	£306,469.80	£317.7m
	Unverified	-	-	-	£0	£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	34	1,259
	Financial gain from awards made/maintained	£126,721.96	£5,551,809
	No. Mandatory Reconsiderations (MRs)	10	271
	No. appeals	5	337
	No. MRs/appeals won	5	163
	No. MRs/appeals lost	0	137
	Financial gain from MRs/appeals	£14,938.50	£1,119,251
	Personal Independence Payment		
	No. claims	819	11,765
	No. awards made/maintained	373	7,837
	Financial gain from awards made/maintained	£1,172,275.30	£63,143,269
	No. Mandatory Reconsiderations (MRs)	58	2,457
	No. appeals	389	4,646
	No. MRs/appeals won	184	2,474
	No. MRs/appeals lost	88	1,516
	Financial gain from MRs/appeals	322,222.17	£14,103,398
	Attendance Allowance		
	No. claims	185	5,158
	No. awards made/maintained	185	4,707
	Financial gain from awards made/maintained	£1,041,736.90	£18,330,956
	No. Mandatory Reconsiderations (MRs)	2	202
	No. appeals	1	45
	No. MRs/appeals won	1	65
	No. MRs/appeals lost	0	35
	Financial gain from MRs/appeals	£21,840.60	£584,332
	Severe Disablement Allowance		
No. claims	1	67	
No. awards made/maintained	-	5	
Financial gain from awards made/maintained	£0	£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	1	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 ³			
	No. claims	42	1,395	
	No. awards made/maintained	42	1,190	
	Financial gain from awards made/maintained	£23,799.80	£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	13	40	
	No. awards made/maintained	9	24	
	Financial gain from awards made/maintained	£4,500	£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 ⁴			
	No. claims	125	7,808	
	No. awards made/maintained	87	4,853	
	Financial gain from awards made/maintained	£351,968.79	£29,695,875	
	No. Mandatory Reconsiderations (MRs)	-	2,788	
	No. appeals	36	4,073	
	No. MRs/appeals won	38	2,407	
	No. MRs/appeals lost	-	1,204	
	Financial gain from MRs/appeals	£145,900.40	£14,167,381	
	Funeral Expenses			
No. claims	1	44		
No. awards made/maintained	1	30		
Financial gain from awards made/maintained	£1,236.62	£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 ⁵				
No. claims	-	1,803		
No. awards made/maintained	48	1,280		
Financial gain from awards made/maintained	£14,746.43	£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		

3 110 enquiries were received

4 380 enquiries were received

5 168 enquiries were received

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	6	20	
	Financial gain from awards made/maintained	£4,250.12	£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	57	915	
	No. awards made/maintained	54	773	
	Financial gain from awards made/maintained	£35,927.57	£796,242	
	No. Mandatory Reconsiderations (MRs)	1	30	
	No. appeals	1	4	
	No. MRs/appeals won	1	3	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	-	£89,541	
	Universal Credit ⁶			
	No. claims	158	1,541	
	No. awards made/maintained	18	543	
	Financial gain from awards made/maintained	£59,320.76	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	-	349	
	No. appeals	-	78	
	No. MRs/appeals won	-	36	
	No. MRs/appeals lost	-	31	
	Financial gain from MRs/appeals	-	£333,571	
	Contributory Benefits			
No. claims	-	108		
No. awards made/maintained	-	230		
Financial gain from awards made/maintained	£0	£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	52	307		
No. awards made/maintained	23	237		
Financial gain from awards made/maintained	£8,247.20	£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 ⁷			
	No. claims	52	600	
	No. awards made/maintained	52	483	
	Financial gain from awards made/maintained	£50,496.44	£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	5	39	
	No. awards made/maintained	5	26	
	Financial gain from awards made/maintained	£5,498.22	£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	44	220	
	No. awards made/maintained	15	128	
	Financial gain from awards made/maintained	£27,760.28	£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 ⁸			
No. claims	26	1,594		
No. awards made/maintained	26	1,518		
Financial gain from awards made/maintained	£28,034.68	£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	11	124		
No. awards made/maintained	3	81		
Financial gain from awards made/maintained	£6,000	£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		

7 110 enquiries were received

8 100 enquiries were received

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	-	20,395
	No. awards made/maintained	6	14,264
	Financial gain from awards made/maintained	£8,475.72	£52,638,347
	No. Mandatory Reconsiderations (MRs)	-	1,115
	No. appeals	-	377
	No. MRs/appeals won	-	346
	No. MRs/appeals lost	-	134
	Financial gain from MRs/appeals	-	£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	