

Common Advice Performance Management Framework Summary 2017/18

East Renfrewshire 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 Renfrewshire 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 16-year old pregnant woman in need of financial support was referred to the Money Advice and Rights Team (MART) by the Family Nurse Partnership. The client was living with her mother, who had health issues, substantial debt, and was unable to provide financial support when the client's baby arrived.

MART helped the client apply for Income Support, Sure Start Maternity Grant and the Scottish Welfare Fund. Following the birth, applications were also completed for Child Tax Credit and Child Benefit. Due to this intervention, the client received £500 to purchase items for the baby and her home. She also had her own income, and so did not need to rely on her mother for this, therefore preventing the family from accumulating more debt.

The family were also referred to MART's money advisor, who assess their debts and formulated appropriate repayment options to take the pressure off of the family. A successful application was also made to the unpaid work team (under criminal justice), who tidied up the family's garden to make it more liveable for the baby's birth.

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	1 ¹	15
	External		
	Money advice	0	13
	Welfare rights	0	6
	Combined	1 ²	66
	Case management system/s	Advice Pro, CASTLE	-
I1	Number of FTE staff		
	In-House	18.5	486
	External	0.5	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	0	412
I2	Local Authority Funding		
	In-House	£697,411	£13.93m
	External	£12,500 ³	£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	
A1	Volume		
	Contacts	-	222,530
	Total Clients	3455	161,428
	New Clients	1987	94,336
	Contacts by channel ⁴		
	Face-to-face	280	138,771
	Telephone	182	72,999
Email	112	15,948	
Web	92	2,051	
	Webchat	-	0

1 Money Advice and Rights Team

2 East Renfrewshire CAB

3 Funding for money advice only.

4 Data provided by external service only.

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals ⁵			
	Self-referral	2638	67,313	
	Local authority:			
	Housing	86	2,924	
	Social Services	615	6,933	
	Revenues	50	1,946	
	Employability	0	932	
	Other	231	14,060	
	Primary Health Care	122	11,179	
	Third Sector	127	4,679	
	Other	66	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 ⁶			
	Benefit Overpayment	-	992	
	Council Tax arrears	2	1964	
	Credit, store and charge card debts	-	1767	
	Catalogue debts	-	492	
	PPI	-	106	
	Payday Loan /High cost credit	-	476	
	Unsecured personal loan	-	1026	
	Bank and Building society overdrafts	-	528	
	Mortgage arrears	-	515	
	Rent arrears	11	3069	
	Help with appealing welfare benefit decision	80	5433	
	Assistance with making initial benefit application	699	9467	
Sanctioned	-	317		
Benefits entitlement check	376	12162		
Issue relating to right to reside	-	185		
Seeking to access other funds (i.e. grants)	-	1415		
Other (Please specify)	199	11051		

5 Data provided by internal service only.

6 Data provided by internal service only.

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2 ⁷	Sex	Male	1094	54881
		Female	1492	68109
		Don't know	-	26648
	Age	0-15	42	673
		16-24	13	7735
		25-34	194	19714
		35-44	305	16381
		45-59	598	29144
		60-74	501	22774
		75+	599	13408
Not Recorded		134	29031	
Ethnicity	White	1854	87555	
	Any Mixed or Multiple Ethnic Groups	-	2073	
	Asian, Asian Scottish or Asian British	80	2038	
	African	2	401	
	Caribbean or Black	3	938	
	Other Ethnic Group	7	1305	
	Not Recorded	640	43064	
Disability or long-term condition	Yes	1050	43318	
	No	321	41590	
	Not Recorded	6	16995	
Income	£6,000 or less	124	13678	
	£6,001-£10,000	111	12816	
	£10,001-£15,000	139	9983	
	£15,001-£20,000	122	5994	
	£20,001-£25,000	60	2769	
	£25,001-£30,000	46	1459	
	£30,001-£40,000	38	929	
	Over £40,000	13	501	
	Not Recorded	1883	42990	
Economic Status	Self employed	37	1872	
	Employed full time	157	10569	
	Employed part time	104	8463	
	Looking after the home or family	14	4209	
	Permanently retired from work	58	11837	
	Unemployed and seeking work	85	8749	
	At school	-	751	
	In further / higher education	7	995	
	Gov't work or training scheme	-	99	
	Permanently sick or disabled	96	16387	
	Unable to work because of short-term illness or injury	49	14516	
	Other	8	3020	
	Don't know	2237	54568	

7 Data provided by external service includes money advice clients only.

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	250	13766
		Social rented	308	33282
		Private rented	101	9102
		Other	76	8037
		Don't know	1853	39336
	Household Composition	Single adult (non-pensioner)	32	33285
		Single pensioner	23	2245
		Single parent (one or more children)	133	10532
		Family (two adults, and one or more children)	117	10097
		Adult family (two or more non-pensioners, and no children)	171	13333
		Older adult family (contains at least one pensioner)	16	4771
		Don't know	1781	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£8,476,421.92	£8,732,565.98	£7,622,973.34		£204m
	Benefit Overpayment	n/a	£243,568.27	£207,992.02	£275,272.72	£9.3m
	Council Tax Arrears	n/a	£755,578.65	£551,265.85	£640,682.64	£21.8m
	Utility Arrears	n/a	£84,596.81	£63,776.64	£66,094.13	£3.6m
	Credit, Store and Charge debts	n/a	£3,385,267.33	£2,958,264.40	£2,654,549.20	£39m
	Catalogue	n/a	£153,928.80	£156,922.20	£157,810.11	£4.4m
	Unsecured Personal Loan	n/a	£1,693,479.74	£1,436,062.30	£1,236,137.40	£30.1m
	Payday Loan High cost credit	n/a	£97,755.13	£97,803.47	£92,216.68	£4m
	Overdrafts	n/a	£482,290.47	£428,907.49	£461,422.59	£5.3m
	Mortgage arrears	n/a	£288,085.05	£678,332.42	£423,324.98	£30.4m
	Rent Arrears	n/a	£91,996.34	£119,023.34	£125,076.91	£9.4m
	Rent to own	n/a	£100,849.15	£22,587	-	£3m
	Others	n/a	£1,355,170.24	£902,036.21	£673,715.45	£43.7m
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	45	24	29	29	1800
	Debt Arrangement Scheme	36	21	15	16	740
	Trust Deed	3	1	0	1	121
	Awaiting sequestration	1	2	1	0	276
	Token payments	59	41	26	14	1736
	Pro rata offers	111	58	37	14	2190
	Moratorium	7	10	3	3	411
	Debt written off	6	10	4	8	412
	Repayment plan	9	20	19	15	1752
	Nil Payments/Offer	n/a	2	2	1	593
	Consolidation Loan	n/a	1	1	1	41
	Mortgage to rent/Shared equity	n/a	3	3	0	67
Did not agree a debt strategy	-	17	25	46	2883	
Still awaiting outcome	13	13	2	0	1244	
Other: please specify	17	17	62	-	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	£2,601,049.44	£317.7m
	Unverified	-	-	-	-	£85.8m

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1 ⁸	Disability Living Allowance		
	No. claims	151	1,720
	No. awards made/maintained	54	1,259
	Financial gain from awards made/maintained	£179,899.60	£5,551,809
	No. Mandatory Reconsiderations (MRs)	10	271
	No. appeals	16	337
	No. MRs/appeals won	4	163
	No. MRs/appeals lost	3	137
	Financial gain from MRs/appeals	-	£1,119,251
	Personal Independence Payment		
	No. claims	676	11,765
	No. awards made/maintained	274	7,837
	Financial gain from awards made/maintained	£1,522,672.32	£63,143,269
	No. Mandatory Reconsiderations (MRs)	51	2,457
	No. appeals	73	4,646
	No. MRs/appeals won	50	2,474
	No. MRs/appeals lost	8	1,516
	Financial gain from MRs/appeals	-	£14,103,398
	Attendance Allowance		
	No. claims	685	5,158
	No. awards made/maintained	464	4,707
	Financial gain from awards made/maintained	£1,474,539.68	£18,330,956
	No. Mandatory Reconsiderations (MRs)	7	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	0	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	4	53	
No. awards made/maintained	1	5	
Financial gain from awards made/maintained	£4,288	£19,030	
No. Mandatory Reconsiderations (MRs)	1	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	58	1,395
	No. awards made/maintained	18	1,190
	Financial gain from awards made/maintained	£51,855.62	£2,888,922
	No. Mandatory Reconsiderations (MRs)	1	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	0	40
	No. awards made/maintained	-	24
	Financial gain from awards made/maintained	-	£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	453	7,808
	No. awards made/maintained	162	4,853
	Financial gain from awards made/maintained	£734,878.12	£29,695,875
	No. Mandatory Reconsiderations (MRs)	44	2,788
	No. appeals	68	4,073
	No. MRs/appeals won	51	2,407
	No. MRs/appeals lost	7	1,204
	Financial gain from MRs/appeals	-	£14,167,381
	Funeral Expenses		
No. claims	2	44	
No. awards made/maintained	2	30	
Financial gain from awards made/maintained	£2,647	£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	93	1,803	
No. awards made/maintained	34	1,280	
Financial gain from awards made/maintained	£23,569.91	£1,055,087	
No. Mandatory Reconsiderations (MRs)	6	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	0	29	
	No. awards made/maintained	-	20	
	Financial gain from awards made/maintained	-	£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		915	
	No. awards made/maintained	26	773	
	Financial gain from awards made/maintained	9	£796,242	
	No. Mandatory Reconsiderations (MRs)	£6,991.67	30	
	No. appeals	2	4	
	No. MRs/appeals won	-	3	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	-	£89,541	
	Universal Credit			
	No. claims	7	1,541	
	No. awards made/maintained	0	543	
	Financial gain from awards made/maintained	-	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	3	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	0	108		
No. awards made/maintained	-	230		
Financial gain from awards made/maintained	-	£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	14	307		
No. awards made/maintained	8	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	57	600
	No. awards made/maintained	19	483
	Financial gain from awards made/maintained	£74,237.65	£2,823,786
	No. Mandatory Reconsiderations (MRs)	5	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	2	39
	No. awards made/maintained	1	26
	Financial gain from awards made/maintained	-	£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	3	220
	No. awards made/maintained	1	128
	Financial gain from awards made/maintained	£11,533	£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	63	1,594	
No. awards made/maintained	36	1,518	
Financial gain from awards made/maintained	£118,185.88	£5,688,937	
No. Mandatory Reconsiderations (MRs)	1	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	6	124	
No. awards made/maintained	4	81	
Financial gain from awards made/maintained	£12,991.28	£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	454	20,395
	No. awards made/maintained	242	14,264
	Financial gain from awards made/maintained	£1,651,373.80	£52,638,347
	No. Mandatory Reconsiderations (MRs)	29	1,115
	No. appeals	6	377
	No. MRs/appeals won	4	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	