

Common Advice Performance Management Framework Summary 2017/18

City of Edinburgh 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 Edinburgh City 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:



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	3 ²	66
	Case management system/s	MACS, Swift	-
I1	Number of FTE staff		
	In-House	24.8	486
	External	16.4	386
	Number of Volunteer FTE staff		
	In-House	0	0
External	2.5	412	
I2	Local Authority Funding		
	In-House	£686,978	£13.93m
	External	£563,889	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	-	£1,529,249
	Scottish Government	-	£257,467
	Big Lottery Fund	£100,000	£44,759
	European Social Fund	-	£517,349
Macmillan Cancer Support	£50,000	£258,643	
A1 ³	Volume		
	Contacts	25755	222,530
	Total Clients	-	161,428
	New Clients	-	94,336
A1 ³	Contacts by channel		
	Face-to-face	-	138,771
	Telephone	8099	72,999
	Email	432	15,948
	Web	254	2,051
	Webchat	0	0

1 Advice Shop

2 Community Help and Advice Initiative (CHAI), Citizens Advice Edinburgh, and Granton Information Centre

3 Includes data from the Advice Shop only

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	-	67,313	
	Local authority:			
	Housing	-	2,924	
	Social Services	-	6,933	
	Revenues	-	1,946	
	Employability	-	932	
	Other	-	14,060	
	Primary Health Care	-	11,179	
	Third Sector	-	4,679	
	Other	-	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	-	992	
	Council Tax arrears	-	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	-	3069	
	Help with appealing welfare benefit decision	-	5433	
	Assistance with making initial benefit application	-	9467	
Sanctioned	-	317		
Benefits entitlement check	-	12162		
Issue relating to right to reside	-	185		
Seeking to access other funds (i.e. grants)	-	1415		
Other (Please specify)	-	11051		

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2 ⁴	Sex	Male	4320	54881
		Female	4794	68109
		Don't know	5	26648
	Age	0-15	24	673
		16-24	295	7735
		25-34	980	19714
		35-44	2104	16381
		45-59	3310	29144
		60-74	1288	22774
		75+	282	13408
Not Recorded		8	29031	
Ethnicity	White	5892	87555	
	Any Mixed or Multiple Ethnic Groups	42	2073	
	Asian, Asian Scottish or Asian British	259	2038	
	African	3	401	
	Caribbean or Black	355	938	
	Other Ethnic Group	277	1305	
	Not Recorded	129	43064	
Disability or long-term condition ⁵	Yes	2610	43318	
	No	498	41590	
	Not Recorded	44	16995	
Income ⁶	£6,000 or less	280	13678	
	£6,001-£10,000	291	12816	
	£10,001-£15,000	195	9983	
	£15,001-£20,000	72	5994	
	£20,001-£25,000	37	2769	
	£25,001-£30,000	6	1459	
	£30,001-£40,000	1	929	
	Over £40,000	-	501	
	Not Recorded	879	42990	
Economic Status	Self employed	94	1872	
	Employed full time	747	10569	
	Employed part time	273	8463	
	Looking after the home or family	28	4209	
	Permanently retired from work	266	11837	
	Unemployed and seeking work	326	8749	
	At school	-	751	
	In further / higher education	37	995	
	Gov't work or training scheme	-	99	
	Permanently sick or disabled	1410	16387	
	Unable to work because of short-term illness or injury	246	14516	
	Other	100	3020	
	Don't know	476	54568	

4 Citizens Advice Edinburgh did not provide any demographic data

5 Includes data supplied by CHAI only

6 Limited data is gathered on Income by the agencies

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure ⁷	Owner occupied	25	13766
		Social rented	156	33282
		Private rented	21	9102
		Other	31	8037
		Don't know	-	39336
	Household Composition	Single adult (non-pensioner)	2288	33285
		Single pensioner	-	2245
		Single parent (one or more children)	675	10532
		Family (two adults, and one or more children)	524	10097
		Adult family (two or more non-pensioners, and no children)	483	13333
		Older adult family (contains at least one pensioner)	-	4771
		Don't know	22	41346

7 Includes data supplied by the Advice Shop in relation to money advice clients only

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£15,735,490.67	£13,665,165	£2,731,672.91		£204m
	Benefit Overpayment	n/a	-	£242,682.61	£420,752	£9.3m
	Council Tax Arrears	n/a	-	£421,596.41	£1,048,698	£21.8m
	Utility Arrears	n/a	-	£5,629.86	-	£3.6m
	Credit, Store and Charge debts	n/a	-	£600,011	£1,606,586	£39m
	Catalogue	n/a	-	£40,539.21	-	£4.4m
	Unsecured Personal Loan	n/a	-	£53,676.43	£729,540	£30.1m
	Payday Loan High cost credit	n/a	-	£67,938.48	£31,641	£4m
	Overdrafts	n/a	-	£11,129.30	£148,396	£5.3m
	Mortgage arrears	n/a	-	£87,412.74	£875,410	£30.4m
	Rent Arrears	n/a	-	£27,722.51	£396,476	£9.4m
	Rent to own	n/a	-	£182,122.55	-	£3m
	Others	n/a	-	£991,211.81	£1,321,037	£43.7m
OP1.1 ⁸	Breakdown of debt strategy agreed with client					
	Sequestration	104	102	30	66	1800
	Debt Arrangement Scheme	61	40	7	68	740
	Trust Deed	3	3	-	17	121
	Awaiting sequestration	1	0	-	-	276
	Token payments	89	163	12	95	1736
	Pro rata offers	3	44	1	135	2190
	Moratorium	45	74	2	25	411
	Debt written off	13	13	2	31	412
	Repayment plan	135	213	32	162	1752
	Nil Payments/Offer	n/a	-	2	-	593
	Consolidation Loan	n/a	-	2	-	41
	Mortgage to rent/Shared equity	n/a	-	-	-	67
Did not agree a debt strategy	n/a	-	42	-	2883	
Still awaiting outcome	204	137	18	8	1244	
Other: please specify	694 ⁹	501	3	355	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	-	£317.7m
	Unverified	-	-	-	£18,414,620	£85.8m

8 2017/18 figures include data from external agencies only

9 Includes mortgage to rent, direct deductions, other option, undecided

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1 ¹⁰ 11	Disability Living Allowance		
	No. claims	805	1,720
	No. awards made/maintained	24	1,259
	Financial gain from awards made/maintained	£498,418.76	£5,551,809
	No. Mandatory Reconsiderations (MRs)	5	271
	No. appeals	14	337
	No. MRs/appeals won	6	163
	No. MRs/appeals lost	8	137
	Financial gain from MRs/appeals	£123,531	£1,119,251
	Personal Independence Payment		
	No. claims	5648	11,765
	No. awards made/maintained	544	7,837
	Financial gain from awards made/maintained	£3,077,923	£63,143,269
	No. Mandatory Reconsiderations (MRs)	139	2,457
	No. appeals	289	4,646
	No. MRs/appeals won	180	2,474
	No. MRs/appeals lost	51	1,516
	Financial gain from MRs/appeals	£2,133,367	£14,103,398
	Attendance Allowance		
	No. claims	1200	5,158
	No. awards made/maintained	242	4,707
	Financial gain from awards made/maintained	£996,911	£18,330,956
	No. Mandatory Reconsiderations (MRs)	10	202
	No. appeals	1	45
	No. MRs/appeals won	-	65
	No. MRs/appeals lost	1	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	£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	-	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	

10 Data supplied in relation to the number of MRs/appeals won and lost relate only to appeals

11 GIC and CHAI only supplied financial gain figures, which include financial gain from both awards made in relation to claims and MRs/appeals

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Carers Allowance		
	No. claims	590	1,395
	No. awards made/maintained	52	1,190
	Financial gain from awards made/maintained	£175,902	£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	£12,515	£65,003
	Sure Start Maternity Grant		
	No. claims	5	40
	No. awards made/maintained	6	24
	Financial gain from awards made/maintained	£300	£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	4006	7,808
	No. awards made/maintained	229	4,853
	Financial gain from awards made/maintained	£1,215,473.84	£29,695,875
	No. Mandatory Reconsiderations (MRs)	218	2,788
	No. appeals	440	4,073
	No. MRs/appeals won	294	2,407
	No. MRs/appeals lost	105	1,204
	Financial gain from MRs/appeals	£2,104,783	£14,167,381
	Funeral Expenses		
No. claims	-	44	
No. awards made/maintained	-	30	
Financial gain from awards made/maintained	£0	£47,948	
No. Mandatory Reconsiderations (MRs)	2	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	269	1,803	
No. awards made/maintained	14	1,280	
Financial gain from awards made/maintained	£704	£1,055,087	
No. Mandatory Reconsiderations (MRs)	7	58	
No. appeals	-	4	
No. MRs/appeals won	-	10	
No. MRs/appeals lost	-	11	
Financial gain from MRs/appeals	£608	£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	-	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	197	915	
	No. awards made/maintained	93	773	
	Financial gain from awards made/maintained	£203,813	£796,242	
	No. Mandatory Reconsiderations (MRs)	19	30	
	No. appeals	-	4	
	No. MRs/appeals won	-	3	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	£19,993	£89,541	
	Universal Credit			
	No. claims	517	1,541	
	No. awards made/maintained	5	543	
	Financial gain from awards made/maintained	£26,634	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	14	349	
	No. appeals	8	78	
	No. MRs/appeals won	6	36	
	No. MRs/appeals lost	2	31	
	Financial gain from MRs/appeals	£63,538	£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	729	307		
No. awards made/maintained	38	237		
Financial gain from awards made/maintained	£0	£36,397		
No. Mandatory Reconsiderations (MRs)	9	38		
No. appeals	2	10		
No. MRs/appeals won	2	4		
No. MRs/appeals lost	2	0		
Financial gain from MRs/appeals	£16,309	£36,355		

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Child Tax Credit		
	No. claims	1363	600
	No. awards made/maintained	74	483
	Financial gain from awards made/maintained	£370,085	£2,823,786
	No. Mandatory Reconsiderations (MRs)	12	160
	No. appeals	3	31
	No. MRs/appeals won	3	28
	No. MRs/appeals lost	-	25
	Financial gain from MRs/appeals	£196,528	£400,645
	Maternity Allowance		
	No. claims	120	39
	No. awards made/maintained	3	26
	Financial gain from awards made/maintained	£39,669.92	£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	-	220
	No. awards made/maintained	5	128
	Financial gain from awards made/maintained	£31,253	£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	590	1,594	
No. awards made/maintained	71	1,518	
Financial gain from awards made/maintained	£287,790.49	£5,688,937	
No. Mandatory Reconsiderations (MRs)	6	65	
No. appeals	-	10	
No. MRs/appeals won	-	24	
No. MRs/appeals lost	-	10	
Financial gain from MRs/appeals	£27,274	£171,245	
Bereavement Benefits			
No. claims	100	124	
No. awards made/maintained	7	81	
Financial gain from awards made/maintained	£31,560	£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	7756	20,395
	No. awards made/maintained	984	14,264
	Financial gain from awards made/maintained	£2,854,473.19	£52,638,347
	No. Mandatory Reconsiderations (MRs)	-	1,115
	No. appeals	63	377
	No. MRs/appeals won	52	346
	No. MRs/appeals lost	11	134
	Financial gain from MRs/appeals	£355,201	£1,471,74

Softer Outcomes ¹²			
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	63	177
	Disagree	0	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	96	433	
Disagree	0	0	

12 Data supplied by Granton Information Centre only

Softer Outcomes ¹²			
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	79	
	Disagree	1	1,303
	I would be better able to cope if I had an unexpected expense		
Agree	-	147	
Disagree	-	17	