

Common Advice Performance Management Framework Summary 2017/18

Falkirk Council



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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 Falkirk 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 married man with a three-year old son self-referred to the service. Both his wife and he worked full-time. He had kept multiple debts totalling £26,049 hidden from his family, and they had spiralled out of control. At the point of his self-referral, he was unable to make minimum payments on his debts.

Fortunately, he had a good disposable income and so was able to be placed on a Debt Arrangement Scheme, where he would pay one affordable payment each month. These payments are still being made, with £10,258 outstanding.

The help received allowed the client and his family to move to more suitable accommodation. It also helped to save his marriage.

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	1 ²	12
	Combined	0	15
	External		
	Money advice	0	13
	Welfare rights	0	6
	Combined	3 ³	66
	Case management system/s	Advice Pro, Castle	-
I1	Number of FTE staff		
	In-House	20	486
	External	9.7	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	7.4	412
I2	Local Authority Funding		
	In-House	£240,000	£13.93m
	External	£260,000	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£40,000	£1,529,249
	Scottish Government	-	£257,467
	Big Lottery Fund	-	£44,759
European Social Fund	-	£517,349	
Macmillan Cancer Support	£60,322	£258,643	
A1 ⁴	Volume		
	Contacts	-	222,530
	Total Clients	-	161,428
	New Clients	3754	94,336
A1 ⁴	Contacts by channel		
	Face-to-face	579	138,771
	Telephone	102	72,999
	Email	75	15,948
	Web	-	2,051
	Webchat	-	0

1 Debt Advice Team

2 Welfare Benefits Team

3 Denny, Grangemouth and Falkirk CABx

4 CAB provided data for only the new clients and face-to-face contact indicators

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
A1	Referrals		
	Self-referral	142	67,313
	Local authority:		
	Housing	60	2,924
	Social Services	54	6,933
	Revenues	135	1,946
	Employability	-	932
	Other	46	14,060
	Primary Health Care	-	11,179
	Third Sector	-	4,679
	Other	-	9,722
	Open SNSIAP cases		
	Type I	320	3,959
	Type II	566	27,117
	Type III	-	7,505
	Closed SNSIAP cases		
	Type I	251	9,796
	Type II	443	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	Sex	Male	423	54881
		Female	583	68109
		Don't know	144	26648
	Age	0-15	3	673
		16-24	67	7735
		25-34	256	19714
		35-44	272	16381
		45-59	270	29144
		60-74	263	22774
		75+	19	13408
Not Recorded		0	29031	
Ethnicity	White	1107	87555	
	Any Mixed or Multiple Ethnic Groups	2	2073	
	Asian, Asian Scottish or Asian British	20	2038	
	African	0	401	
	Caribbean or Black	4	938	
	Other Ethnic Group	17	1305	
	Not Recorded	-	43064	
Disability or long-term condition	Yes	441	43318	
	No	707	41590	
	Not Recorded	2	16995	
Income	£6,000 or less	551	13678	
	£6,001-£10,000	167	12816	
	£10,001-£15,000	193	9983	
	£15,001-£20,000	114	5994	
	£20,001-£25,000	62	2769	
	£25,001-£30,000	31	1459	
	£30,001-£40,000	27	929	
	Over £40,000	5	501	
	Not Recorded	-	42990	
Economic Status	Self employed	37	1872	
	Employed full time	229	10569	
	Employed part time	139	8463	
	Looking after the home or family	44	4209	
	Permanently retired from work	66	11837	
	Unemployed and seeking work	206	8749	
	At school	6	751	
	In further / higher education	6	995	
	Gov't work or training scheme	3	99	
	Permanently sick or disabled	50	16387	
	Unable to work because of short-term illness or injury	336	14516	
	Other	26	3020	
	Don't know	-	54568	

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	139	13766
		Social rented	784	33282
		Private rented	111	9102
		Other	116	8037
		Don't know	-	39336
	Household Composition	Single adult (non-pensioner)	757	33285
		Single pensioner	-	2245
		Single parent (one or more children)	166	10532
		Family (two adults, and one or more children)	107	10097
		Adult family (two or more non-pensioners, and no children)	115	13333
		Older adult family (contains at least one pensioner)	-	4771
		Don't know	5	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£19,434,801.25	£7,775,300	£7,979,213.36		£204m
	Benefit Overpayment	n/a	£629,100	£464,213.22	£523,298.42	£9.3m
	Council Tax Arrears	n/a	£853,250	£819,670.42	£966,454.04	£21.8m
	Utility Arrears	n/a	£157,000	£231,199.39	£113,678.41	£3.6m
	Credit, Store and Charge debts Catalogue	n/a	£1,504,300	£1,760,451.20	£1,882,181.94	£39m
	Unsecured Personal Loan	n/a	£237,800	£378,409.43	£248,328.54	£4.4m
	Payday Loan High cost credit	n/a	£1,949,400	£1,412,298.50	£1,352,073.40	£30.1m
	Overdrafts	n/a	£418,200	£108,666.57	£128,477.11	£4m
	Mortgage arrears	n/a	£206,600	£237,477.35	£212,478.33	£5.3m
	Rent Arrears	n/a	£423,700	£1,030,286.42	£371,710.82	£30.4m
	Rent to own	n/a	£612,900	£635,317.29	£859,908.32	£9.4m
	Others	n/a	£319,300	£517,356.30	£0	£3m
			n/a	£463,750	£383,867.27	£772,202.94
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	91	68	76	80	1800
	Debt Arrangement Scheme	42	33	16	16	740
	Trust Deed	4	3	3	3	121
	Awaiting sequestration	106	83	93	58	276
	Token payments	166	162	133	117	1736
	Pro rata offers	244	155	252	212	2190
	Moratorium	17	7	11	12	411
	Debt written off	36	38	24	34	412
	Repayment plan	0	48	38	-	1752
	Nil Payments/Offer	n/a	5	0	13	593
	Consolidation Loan	n/a	3	8	5	41
	Mortgage to rent/Shared equity	n/a	5	4	-	67
Did not agree a debt strategy	0	0	0	398	2883	
Still awaiting outcome	250	317	343	98	1244	
Other: please specify	9	0	0	97	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	-	£317.7m
	Unverified	-	-	-	-	£85.8m

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1 ⁵	Disability Living Allowance		
	No. claims	56	1,720
	No. awards made/maintained	40	1,259
	Financial gain from awards made/maintained	£104,071.55	£5,551,809
	No. Mandatory Reconsiderations (MRs)	17	271
	No. appeals	7	337
	No. MRs/appeals won	5	163
	No. MRs/appeals lost	2	137
	Financial gain from MRs/appeals	£40,598.50	£1,119,251
	Personal Independence Payment		
	No. claims	699	11,765
	No. awards made/maintained	557	7,837
	Financial gain from awards made/maintained	£2,153,598.43	£63,143,269
	No. Mandatory Reconsiderations (MRs)	144	2,457
	No. appeals	171	4,646
	No. MRs/appeals won	127	2,474
	No. MRs/appeals lost	44	1,516
	Financial gain from MRs/appeals	£681,125.31	£14,103,398
	Attendance Allowance		
	No. claims	6	5,158
	No. awards made/maintained	4	4,707
	Financial gain from awards made/maintained	£17,223.75	£18,330,956
	No. Mandatory Reconsiderations (MRs)	2	202
	No. appeals	1	45
	No. MRs/appeals won	0	65
	No. MRs/appeals lost	1	35
	Financial gain from MRs/appeals	£6,320.60	£584,332
	Severe Disablement Allowance		
No. claims	0	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	2	53	
No. awards made/maintained	1	5	
Financial gain from awards made/maintained	£1,747.20	£19,030	
No. Mandatory Reconsiderations (MRs)	2	18	
No. appeals	0	19	
No. MRs/appeals won	0	5	
No. MRs/appeals lost	0	10	
Financial gain from MRs/appeals	£0	£12,878.81	

5 Data provided for the number of claims, awards, MRs, and appeals submitted by the internal services only

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Carers Allowance		
	No. claims	43	1,395
	No. awards made/maintained	37	1,190
	Financial gain from awards made/maintained	£134,226.90	£2,888,922
	No. Mandatory Reconsiderations (MRs)	0	16
	No. appeals	0	5
	No. MRs/appeals won	0	6
	No. MRs/appeals lost	0	3
	Financial gain from MRs/appeals	£0	£65,003
	Sure Start Maternity Grant		
	No. claims	1	40
	No. awards made/maintained	1	24
	Financial gain from awards made/maintained	£500	£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	313	7,808
	No. awards made/maintained	260	4,853
	Financial gain from awards made/maintained	£2,259,779.17	£29,695,875
	No. Mandatory Reconsiderations (MRs)	107	2,788
	No. appeals	122	4,073
	No. MRs/appeals won	90	2,407
	No. MRs/appeals lost	32	1,204
	Financial gain from MRs/appeals	£763,312.72	£14,167,381
	Funeral Expenses		
No. claims	7	44	
No. awards made/maintained	5	30	
Financial gain from awards made/maintained	£5,395	£47,948	
No. Mandatory Reconsiderations (MRs)	0	4	
No. appeals	0	6	
No. MRs/appeals won	0	1	
No. MRs/appeals lost	0	0	
Financial gain from MRs/appeals	£0	£584	
Scottish Welfare Fund			
No. claims	36	1,803	
No. awards made/maintained	24	1,280	
Financial gain from awards made/maintained	£3,998.26	£1,055,087	
No. Mandatory Reconsiderations (MRs)	0	58	
No. appeals	0	4	
No. MRs/appeals won	0	10	
No. MRs/appeals lost	0	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	0	29	
	No. awards made/maintained	0	20	
	Financial gain from awards made/maintained	£0	£11,670	
	No. Mandatory Reconsiderations (MRs)	0	1	
	No. appeals	0	0	
	No. MRs/appeals won	0	1	
	No. MRs/appeals lost	0	0	
	Financial gain from MRs/appeals	£0	£200	
	Discretionary Housing Payments			
	No. claims	7	915	
	No. awards made/maintained	7	773	
	Financial gain from awards made/maintained	£4,000.52	£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	8	1,541	
	No. awards made/maintained	8	543	
	Financial gain from awards made/maintained	£37,425.40	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	5	349	
	No. appeals	2	78	
	No. MRs/appeals won	2	36	
	No. MRs/appeals lost	0	31	
	Financial gain from MRs/appeals	£3,814.74	£333,571	
	Contributory Benefits			
No. claims	64	108		
No. awards made/maintained	45	230		
Financial gain from awards made/maintained	£302,607.96	£1,194,341		
No. Mandatory Reconsiderations (MRs)	14	33		
No. appeals	11	17		
No. MRs/appeals won	10	10		
No. MRs/appeals lost	1	1		
Financial gain from MRs/appeal	£91,895.80	£293,650		
Child Benefit				
No. claims	7	307		
No. awards made/maintained	5	237		
Financial gain from awards made/maintained	£0	£36,397		
No. Mandatory Reconsiderations (MRs)	0	38		
No. appeals	0	10		
No. MRs/appeals won	0	4		
No. MRs/appeals lost	0	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	5	600
	No. awards made/maintained	5	483
	Financial gain from awards made/maintained	£41,326.79	£2,823,786
	No. Mandatory Reconsiderations (MRs)	6	160
	No. appeals	0	31
	No. MRs/appeals won	0	28
	No. MRs/appeals lost	0	25
	Financial gain from MRs/appeals	£0	£400,645
	Maternity Allowance		
	No. claims	0	39
	No. awards made/maintained	0	26
	Financial gain from awards made/maintained	£0	£162,140
	No. Mandatory Reconsiderations (MRs)	0	43
	No. appeals	0	10
	No. MRs/appeals won	0	0
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£0	£0
	State Pension		
	No. claims	2	220
	No. awards made/maintained	2	128
	Financial gain from awards made/maintained	£17,494.75	£898,329
	No. Mandatory Reconsiderations (MRs)	0	2
	No. appeals	0	0
	No. MRs/appeals won	0	1
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£0	£77,576
	Pension Credit		
No. claims	7	1,594	
No. awards made/maintained	6	1,518	
Financial gain from awards made/maintained	£35,679.42	£5,688,937	
No. Mandatory Reconsiderations (MRs)	1	65	
No. appeals	0	10	
No. MRs/appeals won	0	24	
No. MRs/appeals lost	0	10	
Financial gain from MRs/appeals	£0	£171,245	
Bereavement Benefits			
No. claims	8	124	
No. awards made/maintained	8	81	
Financial gain from awards made/maintained	£39,314.15	£444,002	
No. Mandatory Reconsiderations (MRs)	0	1	
No. appeals	0	3	
No. MRs/appeals won	0	0	
No. MRs/appeals lost	0	2	
Financial gain from MRs/appeals	£0	£5,600	

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	78	20,395
	No. awards made/maintained	72	14,264
	Financial gain from awards made/maintained	£221,821.54	£52,638,347
	No. Mandatory Reconsiderations (MRs)	14	1,115
	No. appeals	6	377
	No. MRs/appeals won	4	346
	No. MRs/appeals lost	2	134
	Financial gain from MRs/appeals	£24,605.24	£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	