

Common Advice Performance Management Framework Summary 2017/18

Moray 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 Moray 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

Moray’s money advice services helped a distressed woman address the financial difficulty she was in following the breakdown of her marriage.

The client contacted the money advice services in February 2018, with a large amount of debt accrued due to the breakdown of her marriage. She was very distressed and anxious at the time and had not been sleeping or eating correctly due to worrying about her financial situation. The advisor discussed potential options with the client who decided to apply for bankruptcy under full administration. Once the bankruptcy was approved the client reported feeling that a huge weight had been lifted from her.

After receiving support from the advice service, the client said she “was drowning in letters and debt in a very dark place. The advisor, Juliet Taylor, was the woman who removed all the darkness. She was like a beacon of hope. She helped me tremendously with her caring personality and compassionate nature”

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
C1	Number of services in the LA area ¹		
	In-House		
	Money advice	0	5
	Welfare rights	0	12
	Combined	1	15
	External		
	Money advice	0	13
	Welfare rights	0	6
	Combined	1	66
	Case management system/s	AdvicePro	-
I1	Number of FTE staff		
	In-House	6	486
	External	-	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	1.5	412
I2	Local Authority Funding ²		
	In-House	£253,829.48	£13.93m
	External	£54,500	£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 ³		
	Contacts	1960	222,530
	Total Clients	1235	161,428
	New Clients	935	94,336
	Contacts by channel		
	Face-to-face	171	138,771
	Telephone	1695	72,999
	Email	94	15,948
	Web	-	2,051
	Webchat	-	0

1 Internal: Financial Inclusion Service; External: Moray Citizens Advice Bureau

2 Estimated proportion of funding provided to Moray CAB for Money Advice and Welfare Benefits.

3 These figures are Financial Inclusion Service only and do not include Moray CAB.

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	209	67,313	
	Local authority:			
	Housing	67	2,924	
	Social Services	34	6,933	
	Revenues	2	1,946	
	Employability	8	932	
	Other	-	14,060	
	Primary Health Care	30	11,179	
	Third Sector	20	4,679	
	Other	140	9,722	
	Open SNSIAP cases			
	Type I	-	3,959	
	Type II	520	27,117	
	Type III	-	7,505	
	Closed SNSIAP cases			
	Type I	-	9,796	
	Type II	767	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	1395	54881
		Female	1602	68109
		Don't know	24	26648
	Age	0-15	9	673
		16-24	179	7735
		25-34	333	19714
		35-44	392	16381
		45-59	869	29144
		60-74	916	22774
		75+	166	13408
Not Recorded		6	29031	
Ethnicity	White	1422	87555	
	Any Mixed or Multiple Ethnic Groups	3	2073	
	Asian, Asian Scottish or Asian British	8	2038	
	African	13	401	
	Caribbean or Black	-	938	
	Other Ethnic Group	-	1305	
	Not Recorded	185	43064	
Disability or long-term condition	Yes	1367	43318	
	No	1160	41590	
	Not Recorded	-	16995	
Income	£6,000 or less	189	13678	
	£6,001-£10,000	115	12816	
	£10,001-£15,000	90	9983	
	£15,001-£20,000	53	5994	
	£20,001-£25,000	29	2769	
	£25,001-£30,000	23	1459	
	£30,001-£40,000	9	929	
	Over £40,000	2	501	
	Not Recorded	-	42990	
Economic Status	Self employed	56	1872	
	Employed full time	550	10569	
	Employed part time	316	8463	
	Looking after the home or family	108	4209	
	Permanently retired from work	687	11837	
	Unemployed and seeking work	406	8749	
	At school	-	751	
	In further / higher education	43	995	
	Gov't work or training scheme	-	99	
	Permanently sick or disabled	518	16387	
	Unable to work because of short-term illness or injury	49	14516	
	Other	7	3020	
	Don't know	26	54568	

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	1059	13766
		Social rented	899	33282
		Private rented	430	9102
		Other	158	8037
		Don't know	37	39336
	Household Composition	Single adult (non-pensioner)	761	33285
		Single pensioner	228	2245
		Single parent (one or more children)	212	10532
		Family (two adults, and one or more children)	272	10097
		Adult family (two or more non-pensioners, and no children)	343	13333
		Older adult family (contains at least one pensioner)	497	4771
		Don't know	0	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£4,243,924.99	£3,646,556.89	£3,852,000	£3,817,696.64	£204m
	Benefit Overpayment	n/a	£198,900	£274,000	£209,754.97	£9.3m
	Council Tax Arrears	n/a	£443,200.65	£459,000	£480,753.18	£21.8m
	Utility Arrears	n/a	£108,300	£134,000	£85,101.75	£3.6m
	Credit, Store and Charge debts Catalogue	n/a	£666,600	£863,000	£886,939.93	£39m
	Unsecured Personal Loan	n/a	£129,000	£155,000	£149,104.84	£4.4m
	Payday Loan High cost credit	n/a	£30,800	£999,000	£989,745.40	£30.1m
	Overdrafts	n/a	-	-	-	£4m
	Mortgage arrears	n/a	£100,400	£232,000	£180,089.92	£5.3m
	Rent Arrears	n/a	£50,600	£104,000	£151,166.12	£30.4m
	Rent to own	n/a	£130,000	£137,000	£136,844.84	£9.4m
	Others ⁴	n/a	£48,700	£59,000	£0	£3m
			n/a	£1,246,200	£436,000	£548,195.69
OP1.1	Breakdown of debt strategy agreed with client ⁵					
	Sequestration	47	54	81	67	1800
	Debt Arrangement Scheme	38	50	45	31	740
	Trust Deed	1	0	3	1	121
	Awaiting sequestration	13	-	-	-	276
	Token payments	39	3	5	3	1736
	Pro rata offers	14	9	6	5	2190
	Moratorium	28	24	38	42	411
	Debt written off	9	3	3	11	412
	Repayment plan	10	-	26	46	1752
	Nil Payments/Offer	n/a	0	-	3	593
	Consolidation Loan	n/a	0	-	-	41
	Mortgage to rent/Shared equity	n/a	1	-	-	67
Did not agree a debt strategy	n/a	76	-	-	2883	
Still awaiting outcome	n/a	-	76	102	1244	
Other: please specify	42	0	3	-	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	£72,167.97	£317.7m
	Unverified	-	-	-	-	£85.8m

4 Others include business debts, child support arrears, court fine arrears, Hp arrears, tax & NI debt, mobile Phones, social fund loans and student debt etc.

5 Data provided for Financial Inclusion Service only and do not include Moray CAB.

Welfare Rights Advice Indicators ⁶			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Disability Living Allowance		
	No. claims	1	1,720
	No. awards made/maintained	-	1,259
	Financial gain from awards made/maintained	£14,211.90	£5,551,809
	No. Mandatory Reconsiderations (MRs)	-	271
	No. appeals	-	337
	No. MRs/appeals won	-	163
	No. MRs/appeals lost	-	137
	Financial gain from MRs/appeals	-	£1,119,251
	Personal Independence Payment		
	No. claims	12	11,765
	No. awards made/maintained	-	7,837
	Financial gain from awards made/maintained	£437,719.41	£63,143,269
	No. Mandatory Reconsiderations (MRs)	-	2,457
	No. appeals	-	4,646
	No. MRs/appeals won	-	2,474
	No. MRs/appeals lost	-	1,516
	Financial gain from MRs/appeals	-	£14,103,398
	Attendance Allowance		
	No. claims	1	5,158
	No. awards made/maintained	-	4,707
	Financial gain from awards made/maintained	£487.80	£18,330,956
	No. Mandatory Reconsiderations (MRs)	-	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	-	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	-	53	
No. awards made/maintained	-	5	
Financial gain from awards made/maintained	-	£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	

6 These figures are Financial Inclusion Service only and do not include Moray CAB.

Welfare Rights Advice Indicators ⁶				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Carers Allowance			
	No. claims	-	1,395	
	No. awards made/maintained	-	1,190	
	Financial gain from awards made/maintained	-	£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	-	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	39	7,808	
	No. awards made/maintained	-	4,853	
	Financial gain from awards made/maintained	£571,981.65	£29,695,875	
	No. Mandatory Reconsiderations (MRs)	-	2,788	
	No. appeals	-	4,073	
	No. MRs/appeals won	-	2,407	
	No. MRs/appeals lost	-	1,204	
	Financial gain from MRs/appeals	-	£14,167,381	
	Funeral Expenses			
No. claims	-	44		
No. awards made/maintained	-	30		
Financial gain from awards made/maintained	-	£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	-	1,803		
No. awards made/maintained	-	1,280		
Financial gain from awards made/maintained	-	£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		

Welfare Rights Advice Indicators ⁶				
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	£200	£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	22	915	
	No. awards made/maintained	20	773	
	Financial gain from awards made/maintained	£64,422.51	£796,242	
	No. Mandatory Reconsiderations (MRs)	-	30	
	No. appeals	-	4	
	No. MRs/appeals won	-	3	
	No. MRs/appeals lost	-	0	
	Financial gain from MRs/appeals	-	£89,541	
	Universal Credit			
	No. claims	42	1,541	
	No. awards made/maintained	77	543	
	Financial gain from awards made/maintained	£585,485.24	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	-	349	
	No. appeals	1	78	
	No. MRs/appeals won	-	36	
	No. MRs/appeals lost	0	31	
	Financial gain from MRs/appeals	-	£333,571	
	Contributory Benefits			
	No. claims	-	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	-	307		
No. awards made/maintained	-	237		
Financial gain from awards made/maintained	-	£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 ⁶				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Child Tax Credit			
	No. claims	-	600	
	No. awards made/maintained	-	483	
	Financial gain from awards made/maintained	-	£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	-	39	
	No. awards made/maintained	-	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	-	220	
	No. awards made/maintained	-	128	
	Financial gain from awards made/maintained	£15,051.15	£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	2	1,594		
No. awards made/maintained	-	1,518		
Financial gain from awards made/maintained	-	£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	-	124		
No. awards made/maintained	-	81		
Financial gain from awards made/maintained	-	£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 ⁶			
Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	-	20,395
	No. awards made/maintained	-	14,264
	Financial gain from awards made/maintained	-	£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	