

Common Advice Performance Management Framework Summary 2017/18

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 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. It should also be noted that there are some limitations with regards to the accuracy of some of the data that has been reported for the period 2017/2018. This is due to limitations of the current recording system. However, this issue has now been rectified and this will be reflected in future reporting.

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	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	MACS, SWIFT, BrightOffice, spreadsheets, PG Debt, CASTLE	-
I1	Number of FTE staff		
	In-House	38	486
	External	4.2	386
	Number of Volunteer FTE staff		
	In-House	0	0
External	6	412	
I2	Local Authority Funding		
	In-House	£930,300	£13.93m
	External	£156,000	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£109,360	£1,529,249
	Scottish Government	-	£257,467
	Big Lottery Fund	-	£44,759
European Social Fund	-	£517,349	
A1	Volume ²		
	Contacts	4602	222,530
	Total Clients	934	161,428
	New Clients	674	94,336
	Contacts by channel		
	Face-to-face	10118	138,771
	Telephone	2464	72,999
Email	821	15,948	
Web	134	2,051	
Webchat	-	0	
Other	422		

1 Internal: Advice Works; External: Renfrewshire Citizens Advice Bureau

2 These figures are Renfrewshire CAB only

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	5933	67,313	
	Local authority:			
	Housing	334	2,924	
	Social Services	269	6,933	
	Revenues	12	1,946	
	Employability	359	932	
	Other	244	14,060	
	Primary Health Care	724	11,179	
	Third Sector	379	4,679	
	Other	1810	9,722	
	Open SNSIAP cases ³			
	Type I	0	3,959	
	Type II	583	27,117	
	Type III	3697	7,505	
	Closed SNSIAP cases			
	Type I	73	9,796	
	Type II	830	33,046	
	Type III	322	4,877	
	First reason for contacting agency			
	Benefit Overpayment	129	992	
	Council Tax arrears	237	1964	
	Credit, store and charge card debts	123	1767	
	Catalogue debts	71	492	
	PPI	31	106	
	Payday Loan /High cost credit	159	476	
	Unsecured personal loan	102	1026	
	Bank and Building society overdrafts	33	528	
	Mortgage arrears	62	515	
	Rent arrears	252	3069	
	Help with appealing welfare benefit decision	269	5433	
	Assistance with making initial benefit application	216	9467	
	Sanctioned	18	317	
Benefits entitlement check	108	12162		
Issue relating to right to reside	69	185		
Seeking to access other funds (i.e. grants)	41	1415		
Other (Please specify)	-	11051		

3 Does not include data on Type I or II for Advice Works.

Client Demographics ⁴				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	4852	54881
		Female	5671	68109
		Don't know	910	26648
	Age	0-15	114	673
		16-24	437	7735
		25-34	1047	19714
		35-44	1264	16381
		45-59	2472	29144
60-74		1207	22774	
75+		423	13408	
Not Recorded		3155	29031	
Ethnicity	White	7728	87555	
	Any Mixed or Multiple Ethnic Groups	8	2073	
	Asian, Asian Scottish or Asian British	61	2038	
	African	39	401	
	Caribbean or Black	10	938	
	Other Ethnic Group	46	1305	
	Not Recorded	2258	43064	
Disability or long-term condition	Yes	3485	43318	
	No	377	41590	
	Not Recorded	6268	16995	
Income	£6,000 or less	795	13678	
	£6,001-£10,000	863	12816	
	£10,001-£15,000	532	9983	
	£15,001-£20,000	275	5994	
	£20,001-£25,000	150	2769	
	£25,001-£30,000	97	1459	
	£30,001-£40,000	96	929	
	Over £40,000	37	501	
	Not Recorded	7281	42990	
Economic Status	Self employed	95	1872	
	Employed full time	612	10569	
	Employed part time	620	8463	
	Looking after the home or family	401	4209	
	Permanently retired from work	1259	11837	
	Unemployed and seeking work	943	8749	
	At school	0	751	
	In further / higher education	92	995	
	Gov't work or training scheme	8	99	
	Permanently sick or disabled	3306	16387	
	Unable to work because of short-term illness or injury	976	14516	
	Other	149	3020	
	Don't know	1670	54568	

4 Does not include figures for clients seen for welfare rights for Renfrewshire CAB.

Client Demographics ⁴				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	726	13766
		Social rented	1753	33282
		Private rented	319	9102
		Other	314	8037
		Don't know	7018	39336
	Household Composition	Single adult (non-pensioner)	1235	33285
		Single pensioner	213	2245
		Single parent (one or more children)	368	10532
		Family (two adults, and one or more children)	464	10097
		Adult family (two or more non-pensioners, and no children)	666	13333
		Older adult family (contains at least one pensioner)	167	4771
		Don't know	7037	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client ⁵	-	£4,814,384.84	£5,069,609.67	£6,137,474	£204m
	Benefit Overpayment	n/a	£220,749.06	£244,382.72	£188,509.71	£9.3m
	Council Tax Arrears	n/a	£279,549.67	£826,465.58	£459,527.66	£21.8m
	Utility Arrears	n/a	£73,326.82	£67,893.31	£61,130.62	£3.6m
	Credit, Store and Charge debts Catalogue	n/a	£320,894.24	£727,661.87	£2,426,287.47	£39m
	Unsecured Personal Loan	n/a	£48,405.59	£97,497.42	£59,890.99	£4.4m
	Payday Loan High cost credit	n/a	£140,218.02	£311,279	£178,356.11	£30.1m
	Overdrafts	n/a	£25,153.07	£39,905.34	£1,173,741.82	£4m
	Mortgage arrears	n/a	£53,499.39	£305,484.25	£123,575.35	£5.3m
	Rent Arrears	n/a	£454,780.66	£798,146.84	£351,272.85	£30.4m
	Rent to own	n/a	£81,112.97	£288,884.71	£696,536.60	£9.4m
	Others ⁶	n/a	£833.35	£27,054.54	£110,287.95	£3m
			n/a	£3,115,862	£1,334,954.09	£308,356.87
OP1.1	Breakdown of debt strategy agreed with client ⁷					
	Sequestration	123	36	199	133	1800
	Debt Arrangement Scheme	92	102	115	61	740
	Trust Deed	8	5	38	25	121
	Awaiting sequestration	25	22	42	26	276
	Token payments	166	51	157	94	1736
	Pro rata offers	220	247	160	31	2190
	Moratorium	14	6	6	5	411
	Debt written off	34	44	67	18	412
	Repayment plan	76	3	116	117	1752
	Nil Payments/Offer	n/a	8	0	8	593
	Consolidation Loan	n/a	3	5	0	41
	Mortgage to rent/Shared equity	n/a	17	28	10	67
Did not agree a debt strategy	n/a	246	156	53	2883	
Still awaiting outcome	n/a	90	4	184	1244	
Other: please specify	240	-	8	-	-	

5 Does not include number of clients from Advice Works.

6 Includes other housing costs, fines etc.

7 A new case management system was introduced part-way through the financial year which have an impact on the data presented for this year.

Money Advice Indicators

Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	£177,875,732.81	£317.7m
	Unverified	-	-	-	-	£85.8m

Welfare Rights Advice Indicators ^{8 9}				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Disability Living Allowance			
	No. claims	94	1,720	
	No. awards made/maintained	-	1,259	
	Financial gain from awards made/maintained	£166,074.92	£5,551,809	
	No. Mandatory Reconsiderations (MRs)	14	271	
	No. appeals	18	337	
	No. MRs/appeals won	5	163	
	No. MRs/appeals lost	1	137	
	Financial gain from MRs/appeals	£44,993.61	£1,119,251	
	Personal Independence Payment			
	No. claims	569	11,765	
	No. awards made/maintained	-	7,837	
	Financial gain from awards made/maintained	£22,461,741.79	£63,143,269	
	No. Mandatory Reconsiderations (MRs)	156	2,457	
	No. appeals	123	4,646	
	No. MRs/appeals won	64	2,474	
	No. MRs/appeals lost	10	1,516	
	Financial gain from MRs/appeals	-	£14,103,398	
	Attendance Allowance			
	No. claims	333	5,158	
	No. awards made/maintained	-	4,707	
	Financial gain from awards made/maintained	£679,614.2	£18,330,956	
	No. Mandatory Reconsiderations (MRs)	16	202	
	No. appeals	5	45	
	No. MRs/appeals won	0	65	
	No. MRs/appeals lost	1	35	
	Financial gain from MRs/appeals	£0	£584,332	
	Severe Disablement Allowance			
No. claims	0	67		
No. awards made/maintained	-	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	8	53		
No. awards made/maintained	-	5		
Financial gain from awards made/maintained	£2,036.40	£19,030		
No. Mandatory Reconsiderations (MRs)	1	18		
No. appeals	1	19		
No. MRs/appeals won	1	5		
No. MRs/appeals lost	0	10		
Financial gain from MRs/appeals	£2,206.10	£12,878.81		

8 Number of awards includes Renfrewshire CAB only.

9 Outcomes includes Advice Works only.

Welfare Rights Advice Indicators ^{8 9}				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Carers Allowance			
	No. claims	92	1,395	
	No. awards made/maintained	-	1,190	
	Financial gain from awards made/maintained	£75,888.77	£2,888,922	
	No. Mandatory Reconsiderations (MRs)	2	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	8	40	
	No. awards made/maintained	-	24	
	Financial gain from awards made/maintained	£0	£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	343	7,808	
	No. awards made/maintained	-	4,853	
	Financial gain from awards made/maintained	£1,240,065.33	£29,695,875	
	No. Mandatory Reconsiderations (MRs)	225	2,788	
	No. appeals	128	4,073	
	No. MRs/appeals won	64	2,407	
	No. MRs/appeals lost	11	1,204	
	Financial gain from MRs/appeals	-	£14,167,381	
	Funeral Expenses			
No. claims	7	44		
No. awards made/maintained	-	30		
Financial gain from awards made/maintained	£0	£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	151	1,803		
No. awards made/maintained	-	1,280		
Financial gain from awards made/maintained	£10,200.11	£1,055,087		
No. Mandatory Reconsiderations (MRs)	2	58		
No. appeals	1	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 ^{8 9}			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments		
	No. claims	5	29
	No. awards made/maintained	-	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	63	915
	No. awards made/maintained	-	773
	Financial gain from awards made/maintained	£10,857.01	£796,242
	No. Mandatory Reconsiderations (MRs)	5	30
	No. appeals	3	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	32	1,541
	No. awards made/maintained	-	543
	Financial gain from awards made/maintained	£29,162.05	£2,460,408
	No. Mandatory Reconsiderations (MRs)	12	349
	No. appeals	7	78
	No. MRs/appeals won	2	36
	No. MRs/appeals lost	0	31
	Financial gain from MRs/appeals	£1,466.40	£333,571
	Contributory Benefits		
No. claims	2	108	
No. awards made/maintained	-	230	
Financial gain from awards made/maintained	£0	£1,194,341	
No. Mandatory Reconsiderations (MRs)	6	33	
No. appeals	5	17	
No. MRs/appeals won	0	10	
No. MRs/appeals lost	0	1	
Financial gain from MRs/appeal	£0	£293,650	
Child Benefit			
No. claims	42	307	
No. awards made/maintained	-	237	
Financial gain from awards made/maintained	£0	£36,397	
No. Mandatory Reconsiderations (MRs)	18	38	
No. appeals	6	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 ^{8 9}				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Child Tax Credit			
	No. claims	101	600	
	No. awards made/maintained	-	483	
	Financial gain from awards made/maintained	£281,572.55	£2,823,786	
	No. Mandatory Reconsiderations (MRs)	11	160	
	No. appeals	1	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	14	39	
	No. awards made/maintained	-	26	
	Financial gain from awards made/maintained	£0	£162,140	
	No. Mandatory Reconsiderations (MRs)	6	43	
	No. appeals	10	10	
	No. MRs/appeals won	0	0	
	No. MRs/appeals lost	0	0	
	Financial gain from MRs/appeals	£0	£0	
	State Pension			
	No. claims	30	220	
	No. awards made/maintained	-	128	
	Financial gain from awards made/maintained	£14,672.32	£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	62	1,594		
No. awards made/maintained	-	1,518		
Financial gain from awards made/maintained	£62,743.81	£5,688,937		
No. Mandatory Reconsiderations (MRs)	0	65		
No. appeals	1	10		
No. MRs/appeals won	1	24		
No. MRs/appeals lost	0	10		
Financial gain from MRs/appeals	£5,337.08	£171,245		
Bereavement Benefits				
No. claims	14	124		
No. awards made/maintained	-	81		
Financial gain from awards made/maintained	£2,000	£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^{8 9}

Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	480	20,395
	No. awards made/maintained	-	14,264
	Financial gain from awards made/maintained	£332,609.46	£52,638,347
	No. Mandatory Reconsiderations (MRs)	48	1,115
	No. appeals	16	377
	No. MRs/appeals won	0	346
	No. MRs/appeals lost	0	134
	Financial gain from MRs/appeals	£0	£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	