

Common Advice Performance Management Framework Summary 2017/18

South Lanarkshire 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 South Ayrshire 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	1	
	In-House		
	Money advice	0	5
	Welfare rights	0	12
	Combined	1	15
	External		
	Money advice	4	13
	Welfare rights	0	6
	Combined	0	66
	Case management system/s	Merchant Software Limited, CASTLE	-
I1	Number of FTE staff		
	In-House	59.7	486
	External	3.6	386
	Number of Volunteer FTE staff		
	In-House	0.7	0
	External	6.9	412
I2	Local Authority Funding		
	In-House	£1,528,000	£13.93m
	External	£58,684	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£112,606	£1,529,249
	Scottish Government	-	£257,467
	Big Lottery Fund	-	£44,759
	European Social Fund	-	£517,349
A1	Volume ²		
	Contacts	13363	222,530
	Total Clients	11120	161,428
	New Clients	6611	94,336
A1	Contacts by channel		
	³ Face-to-face	7882	138,771
	Telephone	780	72,999
	Email	361	15,948
	Web	0	2,051
	Webchat	0	0

1 Internal: South Lanarkshire Council Money Matters Advice Service; External: Hamilton CAB; Clydesdale CAB; East Kilbride CAB; Rutherglen and Cambuslang CAB

2 Figures include Money Matters, East Kilbride CAB and Rutherglen and Cambuslang CAB only

3 Figures include Money Matters, East Kilbride CAB and Rutherglen and Cambuslang CAB only

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals ⁴			
	Self-referral	4632	67,313	
	Local authority:			
	Housing	74	2,924	
	Social Services	191	6,933	
	Revenues	12	1,946	
	Employability	2	932	
	Other	74	14,060	
	Primary Health Care	770	11,179	
	Third Sector	487	4,679	
	Other	139	9,722	
	Open SNSIAP cases ⁵			
	Type I	0	3,959	
	Type II ⁶	4330	27,117	
	Type III	-	7,505	
	Closed SNSIAP cases			
	Type I	3912	9,796	
	Type II	6593	33,046	
	Type III	-	4,877	
	First reason for contacting agency ⁷			
	Benefit Overpayment	3	992	
	Council Tax arrears	15	1964	
	Credit, store and charge card debts	20	1767	
	Catalogue debts	4	492	
	PPI	-	106	
	Payday Loan /High cost credit	10	476	
	Unsecured personal loan	30	1026	
	Bank and Building society overdrafts	3	528	
	Mortgage arrears	7	515	
	Rent arrears	20	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		

4 Figures include Money Matters and Rutherglen and Cambuslang CAB only

5 Figures include Money Matters and Rutherglen and Cambuslang CAB only

6 Figures include Money Matters TYPE II and I

7 Figures include Money Matters and Rutherglen and Cambuslang CAB only

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	2996	54881
		Female	4123	68109
		Don't know	101	26648
	Age ⁸	0-15	0	673
		16-24	14	7735
		25-34	56	19714
		35-44	73	16381
		45-59	141	29144
		60-74	77	22774
		75+	5	13408
Not Recorded		36	29031	
Ethnicity ⁹	White	443	87555	
	Any Mixed or Multiple Ethnic Groups	1	2073	
	Asian, Asian Scottish or Asian British	8	2038	
	African	5	401	
	Caribbean or Black	1	938	
	Other Ethnic Group	0	1305	
	Not Recorded	20	43064	
Disability or long-term condition ¹⁰	Yes	173	43318	
	No	247	41590	
	Not Recorded	58	16995	
Income ¹¹	£6,000 or less	265	13678	
	£6,001-£10,000	184	12816	
	£10,001-£15,000	192	9983	
	£15,001-£20,000	112	5994	
	£20,001-£25,000	52	2769	
	£25,001-£30,000	22	1459	
	£30,001-£40,000	8	929	
	Over £40,000	2	501	
	Not Recorded	208	42990	

8 Figures include East Kilbride CAB and Rutherglen and Cambuslang CAB only

9 Figures include Hamilton CAB, East Kilbride CAB and Rutherglen and Cambuslang CAB only

10 Figures include Hamilton CAB, East Kilbride CAB and Rutherglen and Cambuslang CAB only

11 Figures include Money Matters, Hamilton CAB and Rutherglen and Cambuslang CAB only

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Economic Status ¹²	Self employed	73	1872
		Employed full time	575	10569
		Employed part time	477	8463
		Looking after the home or family	346	4209
		Permanently retired from work	1503	11837
		Unemployed and seeking work	229	8749
		At school	0	751
		In further / higher education	329	995
		Gov't work or training scheme	4	99
		Permanently sick or disabled	2911	16387
		Unable to work because of short-term illness or injury	28	14516
		Other	189	3020
		Don't know	119	54568
C2	Housing Tenure ¹³	Owner occupied	275	13766
		Social rented	623	33282
		Private rented	180	9102
		Other	131	8037
		Don't know	31	39336
C2	Household Composition ¹⁴	Single adult (non-pensioner)	3304	33285
		Single pensioner	27	2245
		Single parent (one or more children)	704	10532
		Family (two adults, and one or more children)	582	10097
		Adult family (two or more non-pensioners, and no children)	1596	13333
		Older adult family (contains at least one pensioner)	26	4771
		Don't know	177	41346

12 Figures include Money Matters, East Kilbride CAB, Hamilton CAB and Rutherglen and Cambuslang CAB only

13 Figures include Money Matters, East Kilbride CAB, Hamilton CAB and Rutherglen and Cambuslang CAB only

14 Figures include Money Matters, East Kilbride CAB and Rutherglen and Cambuslang CAB 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	£18,869,526	£15,887,077.70	£17,898,856.13	£13,104,413.5	£204m
	Benefit Overpayment	n/a	£869,229.33	£1,107,552.91	£824,653.87	£9.3m
	Council Tax Arrears	n/a	£1,794,059.76	£1,763,999.70	£1,328,111.28	£21.8m
	Utility Arrears	n/a	£415,906.46	£533,111.45	£415,092.42	£3.6m
	Credit, Store and Charge debts Catalogue	n/a	£2,898,040.75	£2,970,474.58	£3,161,342.56	£39m
	Unsecured Personal Loan	n/a	£430,170.01	£380,549.38	£381,337.05	£4.4m
	Payday Loan High cost credit	n/a	£2,324,223.87	£2,135,948.05	£2,151,093.72	£30.1m
	Overdrafts	n/a	£448,982.94	£384,714.39	£318,432.41	£4m
	Mortgage arrears	n/a	£476,447.73	£342,098.35	£311,872.11	£5.3m
	Rent Arrears	n/a	£1,391,999.96	£1,220,727.74	£908,022.57	£30.4m
	Rent to own	n/a	£376,545.76	£486,143.52	£343,373.75	£9.4m
	Others ¹⁶	n/a	£366,242	£285,910.91	£321,180.04	£3m
			n/a	£4,095,229.13	£6,287,625.15	£2,639,901.73
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	157	180	144	145	1800
	Debt Arrangement Scheme	131	105	96	68	740
	Trust Deed	2	2	4	3	121
	Awaiting sequestration	7	55	45	16	276
	Token payments	85	309	322	225	1736
	Pro rata offers	5	189	182	235	2190
	Moratorium	6	96	29	32	411
	Debt written off	3	49	46	49	412
	Repayment plan	62	0	0	55	1752
	Nil Payments/Offer	n/a	0	1	25	593
	Consolidation Loan	n/a	3	0	1	41
	Mortgage to rent/Shared equity	n/a	0	16	17	67
Did not agree a debt strategy	n/a	73	118	46	2883	
Still awaiting outcome	n/a	280	310	276	1244	
Other: please specify	105	47	64	-	-	

15 Figures include Money Matters, East Kilbride CAB, Clydesdale CAB and Rutherglen and Cambuslang CAB only

16 Internal service: business debt, child care arrears, fines, funeral bill, income tax, insurance premiums (cancelled policy), legal costs/legal aid bill/, mortgage repossession (shortfall), NI contributions, other, other housing costs, other secured loan, repairs and maintenance, student debt and vet bills etc.

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
OC1	Financial gain (relating to money advice) ¹⁷					
	Verified	-	-	-	£851,915.28	£317.7m
	Unverified	-	-	-	-	£85.8m

Welfare Rights Advice Indicators ¹⁸				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Disability Living Allowance			
	No. claims	446	1,720	
	No. awards made/maintained	249	1,259	
	Financial gain from awards made/maintained	£1,383,716.48	£5,551,809	
	No. Mandatory Reconsiderations (MRs)	87	271	
	No. appeals	88	337	
	No. MRs/appeals won	42	163	
	No. MRs/appeals lost	67	137	
	Financial gain from MRs/appeals	£137,074.45	£1,119,251	
	Personal Independence Payment			
	No. claims	2551	11,765	
	No. awards made/maintained	1505	7,837	
	Financial gain from awards made/maintained	£7,518,120.54	£63,143,269	
	No. Mandatory Reconsiderations (MRs)	703	2,457	
	No. appeals	872	4,646	
	No. MRs/appeals won	491	2,474	
	No. MRs/appeals lost	571	1,516	
	Financial gain from MRs/appeals	£2,295,852.10	£14,103,398	
	Attendance Allowance			
	No. claims	1176	5,158	
	No. awards made/maintained	845	4,707	
	Financial gain from awards made/maintained	£3,501,185.74	£18,330,956	
	No. Mandatory Reconsiderations (MRs)	66	202	
	No. appeals	8	45	
	No. MRs/appeals won	38	65	
	No. MRs/appeals lost	18	35	
	Financial gain from MRs/appeals	£154,151.30	£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)	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	0	5		
Financial gain from awards made/maintained	£0	£19,030		
No. Mandatory Reconsiderations (MRs)	7	18		
No. appeals	7	19		
No. MRs/appeals won	3	5		
No. MRs/appeals lost	9	10		
Financial gain from MRs/appeals	£10,672.71	£12,878.81		

¹⁸ Figures include Money Matters, East Kilbride CAB and Rutherglen and Cambuslang CAB only

Welfare Rights Advice Indicators ¹⁸				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Carers Allowance			
	No. claims	461	1,395	
	No. awards made/maintained	349	1,190	
	Financial gain from awards made/maintained	£639,361.44	£2,888,922	
	No. Mandatory Reconsiderations (MRs)	7	16	
	No. appeals	2	5	
	No. MRs/appeals won	4	6	
	No. MRs/appeals lost	2	3	
	Financial gain from MRs/appeals	£31,630.80	£65,003	
	Sure Start Maternity Grant			
	No. claims	9	40	
	No. awards made/maintained	2	24	
	Financial gain from awards made/maintained	£3,500	£40,148	
	No. Mandatory Reconsiderations (MRs)	1	1	
	No. appeals	1	1	
	No. MRs/appeals won	0	0	
	No. MRs/appeals lost	1	1	
	Financial gain from MRs/appeals	£0	£0	
	Employment Support Allowance			
	No. claims	2072	7,808	
	No. awards made/maintained	1096	4,853	
	Financial gain from awards made/maintained	£6,268,517.03	£29,695,875	
	No. Mandatory Reconsiderations (MRs)	657	2,788	
	No. appeals	887	4,073	
	No. MRs/appeals won	487	2,407	
	No. MRs/appeals lost	507	1,204	
	Financial gain from MRs/appeals	£2,309,339.65	£14,167,381	
	Funeral Expenses			
No. claims	8	44		
No. awards made/maintained	5	30		
Financial gain from awards made/maintained	£11,242	£47,948		
No. Mandatory Reconsiderations (MRs)	0	4		
No. appeals	1	6		
No. MRs/appeals won	1	1		
No. MRs/appeals lost	0	0		
Financial gain from MRs/appeals	£584.68	£584		
Scottish Welfare Fund				
No. claims	179	1,803		
No. awards made/maintained	105	1,280		
Financial gain from awards made/maintained	£41,513.81	£1,055,087		
No. Mandatory Reconsiderations (MRs)	22	58		
No. appeals	2	4		
No. MRs/appeals won	9	10		
No. MRs/appeals lost	10	11		
Financial gain from MRs/appeals	£2,524.87	£10,237		

Welfare Rights Advice Indicators ¹⁸			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments		
	No. claims	7	29
	No. awards made/maintained	0	20
	Financial gain from awards made/maintained	£0	£11,670
	No. Mandatory Reconsiderations (MRs)	1	1
	No. appeals	0	0
	No. MRs/appeals won	1	1
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£200	£200
	Discretionary Housing Payments		
	No. claims	110	915
	No. awards made/maintained	72	773
	Financial gain from awards made/maintained	£90,664.49	£796,242
	No. Mandatory Reconsiderations (MRs)	2	30
	No. appeals	0	4
	No. MRs/appeals won	2	3
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£7,451.64	£89,541
	Universal Credit		
	No. claims	199	1,541
	No. awards made/maintained	36	543
	Financial gain from awards made/maintained	£165,412.69	£2,460,408
	No. Mandatory Reconsiderations (MRs)	25	349
	No. appeals	11	78
	No. MRs/appeals won	5	36
	No. MRs/appeals lost	5	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)	0	33	
No. appeals	0	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	34	307	
No. awards made/maintained	20	237	
Financial gain from awards made/maintained	-	£36,397	
No. Mandatory Reconsiderations (MRs)	2	38	
No. appeals	0	10	
No. MRs/appeals won	1	4	
No. MRs/appeals lost	0	0	
Financial gain from MRs/appeals	£10,500	£36,355	

Welfare Rights Advice Indicators ¹⁸			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Child Tax Credit		
	No. claims	75	600
	No. awards made/maintained	62	483
	Financial gain from awards made/maintained	£342,452.83	£2,823,786
	No. Mandatory Reconsiderations (MRs)	31	160
	No. appeals	7	31
	No. MRs/appeals won	14	28
	No. MRs/appeals lost	11	25
	Financial gain from MRs/appeals	£69,769.06	£400,645
	Maternity Allowance		
	No. claims	9	39
	No. awards made/maintained	3	26
	Financial gain from awards made/maintained	£14,470.96	£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	26	220
	No. awards made/maintained	17	128
	Financial gain from awards made/maintained	£156,840.66	£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	439	1,594	
No. awards made/maintained	303	1,518	
Financial gain from awards made/maintained	£1,162,677.44	£5,688,937	
No. Mandatory Reconsiderations (MRs)	28	65	
No. appeals	4	10	
No. MRs/appeals won	18	24	
No. MRs/appeals lost	7	10	
Financial gain from MRs/appeals	£34,494.75	£171,245	
Bereavement Benefits			
No. claims	11	124	
No. awards made/maintained	6	81	
Financial gain from awards made/maintained	£35,728.99	£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 Indicators¹⁸

Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	1692	20,395
	No. awards made/maintained	1214	14,264
	Financial gain from awards made/maintained	£1,986,629.37	£52,638,347
	No. Mandatory Reconsiderations (MRs)	212	1,115
	No. appeals	53	377
	No. MRs/appeals won	139	346
	No. MRs/appeals lost	60	134
	Financial gain from MRs/appeals	£277,193.79	£1,471,74

Softer Outcomes ¹⁹			
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	165	1,154
	Disagree	0	0
	I've been feeling physically better		
	Agree	76	177
	Disagree	89	89
	I've been feeling better about myself		
	Agree	145	1,390
	Disagree	20	20
	I've been feeling more optimistic about the future		
	Agree	150	285
Disagree	15	15	
I've been getting on better with others			
Agree	155	185	
Disagree	10	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	160	295
	Disagree	5	5
	I feel more in control of my life		
	Agree	165	300
	Disagree	0	0
	I am more able to make decisions		
	Agree	151	1,277
	Disagree	14	14
	I am more able to cope with day to day issues/problems		
	Agree	146	281
Disagree	19	19	
I know when to seek support and where to get it			
Agree	165	433	
Disagree	0	0	

¹⁹ Figures include Rutherglen and Cambuslang CAB only

Softer Outcomes ¹⁹			
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	165	300
	Disagree	0	0
	I am confident that I am getting all the benefits/help to which I am legally entitled		
	Agree	149	294
	Disagree	16	16
	I know how much money I have to spend		
	Agree	155	290
	Disagree	10	10
	I can better manage my money		
	Agree	160	1,303
	Disagree	5	6
	I would be better able to cope if I had an unexpected expense		
Agree	147	147	
Disagree	17	17	