

Common Advice Performance Management Framework Summary 2017/18

Stirling 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 Stirling 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



Stirling’s Council’s Advice Services supported a client to write off his debt and enhance his rate for the mobility and daily living component of Personal Independence Payment (PIP), resulting in an increased income of £187 a week.

The client was referred to the service from social work, after it came to their attention that he had significant debts. Due to the client’s health condition he had a very poor memory, limited mobility and a care package in place. The client was offered full support by advice services, where an adviser considered the client’s debt options. Due to the client’s health, the adviser was able to provide enough medical evidence to persuade all creditors to write off his debts, totalling £2,084.25. The adviser also dealt with the client’s utility arrears, which were paid in full to a total of £1,390.91.

The adviser carried out a full benefit check and advised the client that he should be in receipt of higher rates of Disability Benefit, including enhanced rate for both mobility

and daily living components for PIP. After a process of mandatory reconsideration and appeal to an independent tribunal, the client was awarded the enhanced rate for both the mobility and daily living component of PIP. A backdated payment of £4,796.55 was made and the client is now entitled to £145.35 per week.

As a result of these changes, the client is also entitled to the severe disability premium. The adviser is currently assisting the client to apply for this. Once awarded, this should result in a backdated payment of £2,700.60 (totalled to date) and an additional £64.30 per week. As a direct result of the support provided by Stirling Council Advice Services, the client is now debt free and £187 better off per week.

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	0	66
	Case management system/s	Advice Pro	-
I1	Number of FTE staff		
	In-House	11.6	486
	External	0	386
	Number of Volunteer FTE staff		
	In-House	0	0
External	0	412	
I2	Local Authority Funding		
	In-House	£282,197	£13.93m
	External	£0	£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	£27,779.96	£517,349
	MacMillan	£17,462.61	£258,643
	Falkirk Council	£38,000	-
NHS Forth Valley	£32,000	-	
DWP	£25,482.31	-	
A1	Volume		
	Contacts	2162	222,530
	Total Clients	1947	161,428
	New Clients	-	94,336
	Contacts by channel ²		
	Face-to-face	106	138,771
	Telephone	1181	72,999
Email	653	15,948	
Web	7	2,051	
Webchat	0	0	

1 Internal: Stirling Council Advice Services. The council also have additional Income Maximisation Officers in Housing and Social Work Services but this data is not included in the report.

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	626	67,313	
	Local authority:			
	Housing	197	2,924	
	Social Services	62	6,933	
	Revenues	60	1,946	
	Employability	57	932	
	Other	44	14,060	
	Primary Health Care	451	11,179	
	Third Sector	181	4,679	
	Other	269	9,722	
	Open SNSIAP cases			
	Type I	0	3,959	
	Type II	512	27,117	
	Type III	45	7,505	
	Closed SNSIAP cases			
	Type I	0	9,796	
	Type II	3318	33,046	
	Type III	106	4,877	
	First reason for contacting agency ³			
	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		

3 Data is not specific to first contact but include all issues reported.

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	842	54881
		Female	1096	68109
		Don't know	9	26648
	Age	0-15	0	673
		16-24	67	7735
		25-34	181	19714
		35-44	225	16381
		45-59	573	29144
		60-74	516	22774
		75+	331	13408
Not Recorded		54	29031	
Ethnicity	White	1743	87555	
	Any Mixed or Multiple Ethnic Groups	0	2073	
	Asian, Asian Scottish or Asian British	5	2038	
	African	5	401	
	Caribbean or Black	2	938	
	Other Ethnic Group	6	1305	
	Not Recorded	186	43064	
Disability or long-term condition	Yes	310	43318	
	No	1637	41590	
	Not Recorded	-	16995	
Income	£6,000 or less	74	13678	
	£6,001-£10,000	135	12816	
	£10,001-£15,000	221	9983	
	£15,001-£20,000	154	5994	
	£20,001-£25,000	88	2769	
	£25,001-£30,000	33	1459	
	£30,001-£40,000	26	929	
	Over £40,000	19	501	
	Not Recorded	1197	42990	
Economic Status ⁴	Self employed	61	1872	
	Employed full time	126	10569	
	Employed part time	126	8463	
	Looking after the home or family	66	4209	
	Permanently retired from work	636	11837	
	Unemployed and seeking work	158	8749	
	At school	0	751	
	In further / higher education	8	995	
	Gov't work or training scheme	-	99	
	Permanently sick or disabled	449	16387	
	Unable to work because of short-term illness or injury	168	14516	
	Other	106	3020	
	Don't know	43	54568	

4 The data combine training and education.

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
	Housing Tenure	Owner occupied	554	13766
		Social rented	745	33282
		Private rented	131	9102
		Other ⁵	131	8037
		Don't know	386	39336
	Household Composition	Single adult (non-pensioner)	451	33285
		Single pensioner	-	2245
		Single parent (one or more children)	178	10532
		Family (two adults, and one or more children)	130	10097
		Adult family (two or more non-pensioners, and no children)	631	13333
		Older adult family (contains at least one pensioner)	-	4771
		Don't know	557	41346

5 Other includes homeless, living with friends or family, living with parents, supported accommodation and tied accommodation.

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£179,958.06	£3,350,074	£929,130.66	£1,015,674.25	£204m
	Benefit Overpayment	n/a	£153,006.48	£21,418.68	£53,093.79	£9.3m
	Council Tax Arrears	n/a	£391,594.11	£132,424.98	£149,883.28	£21.8m
	Utility Arrears	n/a	£159,300.22	£45,370.29	£51,377.01	£3.6m
	Credit, Store and Charge debts Catalogue	n/a	£558,316.57	£171,426.17	£201,834.62	£39m
	Unsecured Personal Loan	n/a	£304,435.17	£16,210.07	£39,860.75	£4.4m
	Payday Loan High cost credit	n/a	£485,551.92	£159,988.53	£150,481.38	£30.1m
	Overdrafts	n/a	£207,647.15	£22,095.38	£79,474.02	£4m
	Mortgage arrears	n/a	£511,858.59	£16,207.20	£35,348.86	£5.3m
	Rent Arrears	n/a	£4,658.17	£175,143.58	£13,376.80	£30.4m
	Rent to own	n/a	£139,966.57	£27,898.03	£87,933.03	£9.4m
	Others ⁶	n/a	£7,647.00	£3,000	£22,662.15	£3m
			n/a	£426,092.17	£137,947.75	£130,348.36
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	-	24	23	16	1800
	Debt Arrangement Scheme	-	22	24	13	740
	Trust Deed	-	0	8	0	121
	Awaiting sequestration	-	2	0	0	276
	Token payments	-	7	12	9	1736
	Pro rata offers	-	3	12	7	2190
	Moratorium	-	4	5	5	411
	Debt written off	-	10	7	15	412
	Repayment plan	-	5	9	12	1752
	Nil Payments/Offer	n/a	0	-	2	593
	Consolidation Loan	n/a	0	1	0	41
	Mortgage to rent/Shared equity	n/a	7	6	3	67
Did not agree a debt strategy	n/a	-	7	29	2883	
Still awaiting outcome	n/a	3	-	7	1244	
Other: please specify	-	164	89	-	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	£1,590,001.54	£317.7m
	Unverified	-	-	-	-	£85.8m

6 Other includes child care fees, family debt, income tax and NI debt, Inland Revenue, parking penalty charges, social fund, unpaid car insurance, vehicle tax debt and other secured loans.

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Disability Living Allowance		
	No. claims	26	1,720
	No. awards made/maintained	23	1,259
	Financial gain from awards made/maintained	£70,670.20	£5,551,809
	No. Mandatory Reconsiderations (MRs)	0	271
	No. appeals	0	337
	No. MRs/appeals won	0	163
	No. MRs/appeals lost	0	137
	Financial gain from MRs/appeals	£0	£1,119,251
	Personal Independence Payment		
	No. claims	200	11,765
	No. awards made/maintained	150	7,837
	Financial gain from awards made/maintained	£944,678.53	£63,143,269
	No. Mandatory Reconsiderations (MRs)	12	2,457
	No. appeals	10	4,646
	No. MRs/appeals won	13	2,474
	No. MRs/appeals lost	9	1,516
	Financial gain from MRs/appeals	£74,951.84	£14,103,398
	Attendance Allowance		
	No. claims	243	5,158
	No. awards made/maintained	214	4,707
	Financial gain from awards made/maintained	£896,967.10	£18,330,956
	No. Mandatory Reconsiderations (MRs)	2	202
	No. appeals	0	45
	No. MRs/appeals won	2	65
	No. MRs/appeals lost	0	35
	Financial gain from MRs/appeals	£7,215.00	£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	0	53	
No. awards made/maintained	0	5	
Financial gain from awards made/maintained	£0	£19,030	
No. Mandatory Reconsiderations (MRs)	0	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	

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Carers Allowance		
	No. claims	54	1,395
	No. awards made/maintained	42	1,190
	Financial gain from awards made/maintained	£78,072.24	£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	0	40
	No. awards made/maintained	0	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	62	7,808
	No. awards made/maintained	46	4,853
	Financial gain from awards made/maintained	£293,347.29	£29,695,875
	No. Mandatory Reconsiderations (MRs)	13	2,788
	No. appeals	11	4,073
	No. MRs/appeals won	11	2,407
	No. MRs/appeals lost	7	1,204
	Financial gain from MRs/appeals	£77,236.90	£14,167,381
	Funeral Expenses		
No. claims	4	44	
No. awards made/maintained	0	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	54	1,803	
No. awards made/maintained	45	1,280	
Financial gain from awards made/maintained	£9,9145.25	£1,055,087	
No. Mandatory Reconsiderations (MRs)	1	58	
No. appeals	0	4	
No. MRs/appeals won	1	10	
No. MRs/appeals lost	0	11	
Financial gain from MRs/appeals	£150.70	£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	19	915	
	No. awards made/maintained	14	773	
	Financial gain from awards made/maintained	£9,519.17	£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	32	1,541	
	No. awards made/maintained	22	543	
	Financial gain from awards made/maintained	£151,424.76	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	3	349	
	No. appeals	1	78	
	No. MRs/appeals won	4	36	
	No. MRs/appeals lost	0	31	
	Financial gain from MRs/appeals	£3,703.52	£333,571	
	Contributory Benefits			
No. claims	17	108		
No. awards made/maintained	11	230		
Financial gain from awards made/maintained	£56,366.74	£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	1	307		
No. awards made/maintained	1	237		
Financial gain from awards made/maintained	£712.40	£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	1	600
	No. awards made/maintained	1	483
	Financial gain from awards made/maintained	£1,591.20	£2,823,786
	No. Mandatory Reconsiderations (MRs)	1	160
	No. appeals	0	31
	No. MRs/appeals won	1	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	0	220
	No. awards made/maintained	0	128
	Financial gain from awards made/maintained	£0	£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	46	1,594	
No. awards made/maintained	39	1,518	
Financial gain from awards made/maintained	£153,653.65	£5,688,937	
No. Mandatory Reconsiderations (MRs)	0	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	9	124	
No. awards made/maintained	8	81	
Financial gain from awards made/maintained	£35,005.95	£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	154	20,395
	No. awards made/maintained	108	14,264
	Financial gain from awards made/maintained	£161,513.95	£52,638,347
	No. Mandatory Reconsiderations (MRs)	8	1,115
	No. appeals	0	377
	No. MRs/appeals won	5	346
	No. MRs/appeals lost	0	134
	Financial gain from MRs/appeals	£31,420.81	£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	-	
	Disagree	-	1,303
	I would be better able to cope if I had an unexpected expense		
Agree	-	6	
Disagree	-	147	
		-	17