

# Common Advice Performance Management Framework Summary 2017/18

## West Lothian 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 West Lothian 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

West Lothian’s Money Advice Service helped a client suffering from mental health problems to reclaim the benefits he was entitled to via strong partnership-working.

The client first came in contact with the service after a prolonged period of psychosis that caused him to believe that someone was stealing his identity. During the psychotic episode, the client had called Department for Work and Pensions (DWP) to close all of his Employment Support Allowance (ESA) claims. He also attempted to give up his tenancy. The client had been taken into the intensive care psychiatric unit at St John’s Hospital and was very hostile and paranoid when he first met with the advice service.

The advice service contacted the DWP to advise that the clients’ accounts would not be closed in the future. With the support of the advice service, a mandatory

reconsideration on the decision to close the ESA claim was submitted and the decision-maker re-opened the claim.

The client had been in the support group with a Severe Disability Premium for years, so his original claim was reinstated, and a £3150 backdated payment was made with ongoing payments of £175.05 per week. Following this, the client accepted support with less hesitance. In partnership with the Mental Health Advocacy Project, he stayed in hospital by his own choice. As his Housing Benefit was suspended when the ESA had stopped, the client was assisted with a backdate request. A late reconsideration was done for the Housing Benefit decision and a backdated payment of £576.32 was made, clearing all of the client's rent arrears. As the client had also switched off his water and electricity supply, as well as disconnected all of his radiators, the advice support worker worked closely with his housing office to ensure all repairs were completed.

The client is now preparing to go back home, and onward support referrals are being considered as part of the discharge process. The advice services will continue to support the client as his long-term goal is to retrain and get back into work. He will be looking for help via a referral to Access2Employment when he is well enough.

Services, Investment and Volume <sup>1</sup>			
Ref	Indicator	2017/18	Scotland 2017/18
C1	Number of services in the LA area	2	
	In-House		
	Money advice	0	5
	Welfare rights	0	12
	Combined	1	15
	External		
	Money advice	0	13
	Welfare rights	1	6
	Combined	1	66
	Case management system/s	Advicepro, CRM, Money Matters, Open Housing, Open Vision, CARS, Cedar, CASTLE	-
I1	Number of FTE staff		
	In-House	40.8	486
	External	10	386
	Number of Volunteer FTE staff		
In-House	0	0	
External	25	412	
I2	Local Authority Funding		
	In-House	£1,074,826	£13.93m
	External	£101,688	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£127,559	£1,529,249
	Scottish Government	£0	£257,467
Big Lottery Fund	£0	£44,759	
European Social Fund	-	£517,349	
A1	Volume		
	Contacts	34379	222,530
	Total Clients	17738	161,428
	New Clients	-	94,336
	Contacts by channel <sup>3</sup>		
	Face-to-face	16050	138,771
	Telephone	14930	72,999
	Email	3592	15,948
	Web	31	2,051
Webchat	0	0	

1 Figures include partial data.

2 Internal: Advice Shop; Corporate Advice Team; External: Court Advice Team and MacMillan

3 The implementation of new systems has enabled channel shift, with the majority of contacts now being via telephone.

Services, Investment and Volume <sup>1</sup>				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	21942	67,313	
	Local authority:			
	Housing	1078	2,924	
	Social Services	676	6,933	
	Revenues	143	1,946	
	Employability	3	932	
	Other	10366	14,060	
	Primary Health Care	2209	11,179	
	Third Sector	151	4,679	
	Other	740	9,722	
	Open SNSIAP cases			
	Type I	-	3,959	
	Type II	10590	27,117	
	Type III	1912	7,505	
	Closed SNSIAP cases			
	Type I	-	9,796	
	Type II	9340	33,046	
	Type III	1745	4,877	
	First reason for contacting agency			
	Benefit Overpayment	91	992	
	Council Tax arrears	44	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	1302	3069	
	Help with appealing welfare benefit decision	2305	5433	
	Assistance with making initial benefit application	6287	9467	
	Sanctioned	-	317	
Benefits entitlement check	9013	12162		
Issue relating to right to reside	-	185		
Seeking to access other funds (i.e. grants)	405	1415		
Other (Please specify) <sup>4</sup>	9786	11051		

4 Others include: energy advice, not recorded, call back, budgeting, food vouchers, buddy service, blue badge, 3rd party and taxi card.

Client Demographics <sup>5</sup>				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	1044	54881
		Female	727	68109
		Don't know	208	26648
	Age	0-15	0	673
		16-24	189	7735
		25-34	486	19714
		35-44	464	16381
		45-59	487	29144
		60-74	148	22774
		75+	77	13408
Not Recorded		128	29031	
Ethnicity	White	418	87555	
	Any Mixed or Multiple Ethnic Groups	-	2073	
	Asian, Asian Scottish or Asian British	5	2038	
	African	1	401	
	Caribbean or Black	-	938	
	Other Ethnic Group	2	1305	
	Not Recorded	1545	43064	
Disability or long-term condition	Yes	111	43318	
	No	103	41590	
	Not Recorded	241	16995	
Income	£6,000 or less	0	13678	
	£6,001-£10,000	0	12816	
	£10,001-£15,000	0	9983	
	£15,001-£20,000	0	5994	
	£20,001-£25,000	0	2769	
	£25,001-£30,000	0	1459	
	£30,001-£40,000	0	929	
	Over £40,000	0	501	
	Not Recorded	0	42990	
Economic Status	Self employed	50	1872	
	Employed full time	382	10569	
	Employed part time	315	8463	
	Looking after the home or family	57	4209	
	Permanently retired from work	122	11837	
	Unemployed and seeking work	192	8749	
	At school	-	751	
	In further / higher education	30	995	
	Gov't work or training scheme	-	99	
	Permanently sick or disabled <sup>6</sup>	337	16387	
	Unable to work because of short-term illness or injury	5	14516	
	Other	243	3020	
	Don't know	246	54568	

5 Figures include money advice for the Advice Shop and Corporate Debt Team and Welfare Rights for the Debt Team only.

6 Figure includes those unable to work because of short-term illness or injury.

Client Demographics <sup>5</sup>				
Ref	Demographic	Categories	2017/18	Scotland
	Housing Tenure	Owner occupied	65	13766
		Social rented	117	33282
		Private rented	25	9102
		Other	28	8037
		Don't know	220	39336
	Household Composition	Single adult (non-pensioner)	857	33285
		Single pensioner	11	2245
		Single parent (one or more children)	393	10532
		Family (two adults, and one or more children)	233	10097
		Adult family (two or more non-pensioners, and no children)	177	13333
		Older adult family (contains at least one pensioner)	11	4771
		Don't know	242	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£14,161,684	£11,705,774	£29,333,774	£36,281,386.3	£204m
	Benefit Overpayment	n/a	-	£1,419,660	£1,897,522.92	£9.3m
	Council Tax Arrears	n/a	-	£2,700,730	£3,891,796.35	£21.8m
	Utility Arrears	n/a	-	£563,799	£343,570.81	£3.6m
	Credit, Store and Charge debts Catalogue	n/a	-	£3,221,061	£4,109,101.93	£39m
	Unsecured Personal Loan	n/a	-	£526,635	£754,397.98	£4.4m
	Payday Loan High cost credit	n/a	-	£3,732,883	£4,934,238.49	£30.1m
	Overdrafts	n/a	-	£831,984	£1,035,599.62	£4m
	Mortgage arrears	n/a	-	£515,366	£639,233.14	£5.3m
	Rent Arrears	n/a	-	£10,597,127	£11,335,972.41	£30.4m
	Rent to own	n/a	-	£2,030,916	£917,987.58	£9.4m
	Others <sup>7</sup>	n/a	-	£716,504	£1,163,528	£3m
					£2,477,109	£5,258,437.10
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	121	114	128	205	1800
	Debt Arrangement Scheme	16	31	36	39	740
	Trust Deed	3	4	6	8	121
	Awaiting sequestration	27	-	20	15	276
	Token payments	41	63	40	40	1736
	Pro rata offers	31	78	58	59	2190
	Moratorium	6	5	3	11	411
	Debt written off	-	11	12	7	412
	Repayment plan	82	272	5	18	1752
	Nil Payments/Offer	n/a	4	7	4	593
	Consolidation Loan	n/a	3	4	0	41
	Mortgage to rent/Shared equity	n/a	26	13	10	67
Did not agree a debt strategy	70	349	109	365	2883	
Still awaiting outcome	122	-	170	11	1244	
Other: please specify	30	5	-	-	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	£28,730,361.45	£317.7m
	Unverified	-	-	-	-	£85.8m

<sup>7</sup> Others includes fines, insurance premiums, legal costs, mobile phone, landline, cable/satellite, National insurance, income tax, child maintenance, childcare arrears, funeral bill, other housing costs, student debt, vet bills, other secured loans, professional fees, business debt, DAS.



Welfare Rights Advice Indicators <sup>8</sup>				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Disability Living Allowance			
	No. claims	2	1,720	
	No. awards made/maintained	-	1,259	
	Financial gain from awards made/maintained	£8,948.20	£5,551,809	
	No. Mandatory Reconsiderations (MRs)	2	271	
	No. appeals	18	337	
	No. MRs/appeals won	-	163	
	No. MRs/appeals lost	-	137	
	Financial gain from MRs/appeals	-	£1,119,251	
	Personal Independence Payment			
	No. claims	47	11,765	
	No. awards made/maintained	-	7,837	
	Financial gain from awards made/maintained	£212,338.65	£63,143,269	
	No. Mandatory Reconsiderations (MRs)	3	2,457	
	No. appeals	276	4,646	
	No. MRs/appeals won	-	2,474	
	No. MRs/appeals lost	-	1,516	
	Financial gain from MRs/appeals	£33,285.29	£14,103,398	
	Attendance Allowance			
	No. claims	24	5,158	
	No. awards made/maintained	-	4,707	
	Financial gain from awards made/maintained	£21,485	£18,330,956	
	No. Mandatory Reconsiderations (MRs)	1	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	£873.60	£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		

8 Figures for OP2, OC1, OP3, OC1, appeal percentages for all appeals and mandatory reconsiderations for the Advice Shop are included under other.

Welfare Rights Advice Indicators <sup>8</sup>			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Carers Allowance		
	No. claims	25	1,395
	No. awards made/maintained	-	1,190
	Financial gain from awards made/maintained	£20,594.04	£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	£23,500	£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	67	7,808
	No. awards made/maintained	-	4,853
	Financial gain from awards made/maintained	£78,355.65	£29,695,875
	No. Mandatory Reconsiderations (MRs)	2	2,788
	No. appeals	222	4,073
	No. MRs/appeals won	-	2,407
	No. MRs/appeals lost	-	1,204
	Financial gain from MRs/appeals	£37,498.38	£14,167,381
	Funeral Expenses		
No. claims	-	44	
No. awards made/maintained	-	30	
Financial gain from awards made/maintained	£3,000	£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	19	1,803	
No. awards made/maintained	-	1,280	
Financial gain from awards made/maintained	£340	£1,055,087	
No. Mandatory Reconsiderations (MRs)	1	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 <sup>8</sup>				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments			
	No. claims	3	29	
	No. awards made/maintained	-	20	
	Financial gain from awards made/maintained	-	£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	54	915	
	No. awards made/maintained	-	773	
	Financial gain from awards made/maintained	£791.93	£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	7	1,541	
	No. awards made/maintained	-	543	
	Financial gain from awards made/maintained	£14,245.56	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	-	349	
	No. appeals	-	78	
	No. MRs/appeals won	-	36	
	No. MRs/appeals lost	-	31	
	Financial gain from MRs/appeals	-	£333,571	
	Contributory Benefits			
No. claims	9	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	4	307		
No. awards made/maintained	-	237		
Financial gain from awards made/maintained	£61,873	£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 <sup>8</sup>				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Child Tax Credit			
	No. claims	5	600	
	No. awards made/maintained	-	483	
	Financial gain from awards made/maintained	£228,753.40	£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	£21,992.44	£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	15	220	
	No. awards made/maintained	-	128	
	Financial gain from awards made/maintained	£2,254.60	£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	34	1,594		
No. awards made/maintained	-	1,518		
Financial gain from awards made/maintained	£2,633.28	£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	9	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		

<b>Welfare Rights Advice Indicators<sup>8</sup></b>			
<b>Ref</b>	<b>Indicator</b>	<b>2017/18</b>	<b>Scotland 2017/18</b>
	Other		
	No. claims	8867	20,395
	No. awards made/maintained	5260	14,264
	Financial gain from awards made/maintained	£31,105,401.56	£52,638,347
	No. Mandatory Reconsiderations (MRs)	530	1,115
	No. appeals	25	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	929	1,154
	Disagree	-	0
	I've been feeling physically better		
	Agree	-	177
	Disagree	-	89
	I've been feeling better about myself		
	Agree	1110	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	991	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	929	
	Disagree	-	1,303
	I would be better able to cope if I had an unexpected expense		
Agree	-	147	
Disagree	-	17	