

Money Advice Performance Management Summary

Aberdeenshire Council



The Money Advice Performance Management Framework (MAPMF) has been developed in consultation with local authorities and other key stakeholders. It aims to measure key performance indicators for 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 2016/17 for the MAPMF for Aberdeenshire Council.

As this is the third year in which data returns have been provided, it is possible to begin to identify emerging trends at both local and national levels. The information received from individual local authorities has been collated in order to produce a Scotland-wide analysis reflecting the significant impact of money advice services at a national level. This should be considered in conjunction with this local summary.

While the MAPMF provides a structure from which it is possible to benchmark and target services, as well as identify and share areas of good practice, it is an iterative process. The current framework does not reflect the full complexity of cases or the many positive outcomes that money advice clients experience in addition to financial gain. Development is currently underway regarding improvements to the framework that will address these issues in time for reporting on the 2017/18 financial year.

To ensure services are delivered in a way that best meets client needs and improves efficiency, consideration is currently being given to a service delivery model which embeds advice workers in medical practices.

The key findings in comparison to the reported position in 2014/15 and 2015/16 are detailed below:



- Investment in the internal service remained steady at £120,000 between 2014/15 and 2015/16, before decreasing by 25% between 2015/16 and 2016/17 to £90,000
- European Social Fund investment in external services has been matched by the local authority, increasing Aberdeenshire's investment by 210% between 2015/16 and 2016/17, to £477,966¹
- Half of those accessing the services in 2016/17 were in employment or permanently retired²
- The average client financial gain for service users in 2016/17 was £6,935³

1. This level of investment will be maintained for a limited period
 2. Excludes 'Don't Know' category from analysis
 3. Calculated by dividing total financial gain by total clients

Aberdeenshire						
Ref	Demographic	Categories	2014/15	2015/16	2016/17	Scotland 2016/17
C2	Sex	Male	14	175	542	23,094
		Female	21	188	616	27,304
		Don't know	1,048	1,046	102	1,029
	Age	0-15	-	0	4	218
		16-24	3	22	77	4,015
		25-34	10	101	162	9,057
		35-44	8	103	205	9,771
		45-59	9	110	201	12,274
		60-74	3	55	110	6,287
		75+	2	12	16	4,860
		Not Recorded	1,038	1,006	485	2,166
	Ethnicity	White	47	318	658	41,767
		Any Mixed or Multiple Ethnic Groups	0	2	2	601
		Asian, Asian Scottish or Asian British	1	2	8	2,253
		African	1	4	2	1,315
		Caribbean or Black	0	0	4	346
		Other Ethnic Group	0	5	18	680
		Not Recorded	1,025	1,078	568	4,559
	Disability or long-term condition	Yes	20	203	370	23,308
		No	24	188	312	20,830
		Not Recorded	1,006	1,018	578	5,366
	Income	£6,000 or less	17	57	62	13,325
		£6,001-£10,000	9	38	26	12,538
£10,001-£15,000		7	41	42	8,372	
£15,001-£20,000		4	27	37	4,683	
£20,001-£25,000		5	12	27	1,964	
£25,001-£30,000		2	13	15	1,131	
£30,001-£40,000		1	6	14	689	
Over £40,000		1	4	5	362	
Not Recorded		1,027	1,211	1,032	5,685	
Economic Status	Self employed	3	11	42	1,301	
	Employed full time	12	147	225	7,646	
	Employed part time	7	50	95	5,726	
	Looking after the home or family	2	13	26	3,098	
	Permanently retired from work	4	30	50	4,796	
	Unemployed and seeking work	6	94	178	6,872	
	At school	-	0	1	619	
	In further/higher education	1	3	11	231	
	Gov't work or training scheme	-	31	0	141	
	Permanently sick or disabled	9	0	81	15,605	
	Unable to work because of short-term illness or injury	9	24	48	1,107	
	Other	1	0	21	1,501	
	Don't know	1,021	1,007	482	2,921	

Aberdeenshire						
Ref	Demographic	Categories	2014/15	2015/16	2016/17	Scotland 2016/17
	Housing Tenure	Owner occupied	7	85	254	8,720
		Social rented	28	261	643	25,651
		Private rented	5	77	201	7,153
		Other	5	68	87	7,113
		Don't know	1,027	918	75	2,777
	Household Composition ⁴	Single adult (non pensioner)	22	97	391	23,194
		Single pensioner	n/a	n/a	25	620
		Single parent (one or more children)	10	34	186	7,818
		Family (two adults, and one or more children)	1.6	34	138	6,815
		Adult family (two or more non-pensioners, and no children)	1	34	119	6,507
	Older adult family (contains at least one pensioner)	n/a	n/a	27	462	
	Don't know	1,039	1,210	374	5,472	

4. Until 2016/17, MAPMF did not separate 'single pensioner' from the 'single adult' category, nor 'older adult family' from the 'adult family' category

Aberdeenshire					
Ref	Indicator	2014/15	2015/16	2016/17	Scotland 2016/17
C1	Number of money advice services in the LA area			⁵	
	In-house	1	1	1	20
	Externally funded	5	4	6	76
	Case management system/s	n/a-	n/a	AdvicePro, CASTLE, PG Debt	-
C3	Amount of debt owed by client	-	£16,809,998.45	£11,981,973.63	£231.6m
	Benefit overpayment	n/a	£276,054.43	£256,477.84	£10.47m
	Council Tax arrears	n/a	£1,259,759.66	£677,614.43	£20.75m
	Utility arrears	n/a	£233,474.91	£103,133.89	£4.4m
	Credit, store and charge debts	n/a	£130,771.50	£2,207,789.18	£40.7m
	Catalogue	n/a	£3,572,522.53	£188,132.62	£5.45m
	Unsecured personal loan	n/a	£3,613,448.07	£1,401,348.97	£27.48m
	Payday loan high cost credit	n/a	£120,300	£56,394.30	£3.56m
	Overdrafts	n/a	£1,130,935.93	£284,988.90	£7.29m
	Mortgage arrears	n/a	£1,784,052.18	£1,442,025.81	£29.83m
	Rent arrears	n/a	£317,946.49	£496,900.41	£8.62m
	Rent to own	n/a	£340,732.28	£317,943.34	£54.69m
Others ⁶	n/a	£4,030,000.47	£4,549,223.94	£3.67m	
I1	Number of FTE staff				
	In-House	4	3	2	94.14
	External	12	3.2	5.45	211.07
	Number of Volunteer FTE staff				
In-House	0	0	0	0	
External	6	0.25	0.3	130.05	
I2	Local Authority Funding				
	In-House	£120,000	£120,000	£90,000 ⁶	£4.1m
	External	£139,411	£153,352	£477,966 ⁷	£7.62m
	Other Sources of Funding				
	Scottish Legal Aid Board	n/a	n/a	-	£555,116
	Scottish Government	n/a	n/a	£0	£38,517
	Big Lottery Fund	n/a	n/a	-	£138,421
Housing Associations	n/a	n/a	£0	£0	
European Social Fund	n/a	n/a	£440,607	-	
A1	Volume				
	Contacts	5,363	5,409	4,850	111,231
	Total clients	438	-	1,178	59,641
	New clients	329	1,269	1,071	49,565

5. Internal: Aberdeenshire Support and Advice team; external: Banff and Buchan CAB, Gordan Rural Action, Kincardine and Mearns CAB, South West Aberdeenshire CAB, Turriff and District CAB, People First's Lend a Hand project
6. Reduction in allocated budget due to recruitment challenges, however the available budget remains unchanged in comparison to previous years
7. Funding increase is due to Aberdeenshire Council matching European Social Fund funding

Aberdeenshire					
Ref	Indicator	2014/15	2015/16	2016/17	Scotland 2016/17
A1	Contacts by channel				
	Face-to-face	n/a	n/a	2,613	57,660
	Telephone	n/a	n/a	1,463	15,553
	Email	n/a	n/a	774	7,599
	Web	n/a	n/a	0	1,544
	Webchat	n/a	n/a	0	0
	Referrals				
	Health	n/a	n/a	12	633
	Social Care	n/a	n/a	16	498
	Third Sector	n/a	n/a	95	1,118
	Other ⁸	n/a	n/a	655	4,678
	Open SNSIAP cases				
	Type I	-	764	0	2,581
	Type II	-	367	422	5,197
	Type III	-	221	0	1,604
	Closed SNSIAP cases				
	Type I	-	0	0	3,499
	Type II	-	40	69	5,209
	Type III	-	17	1	3,294
	First reason for contacting agency				
	Benefit overpayment	n/a	140	12	1,186
	Council Tax arrears	n/a	479	42	2,949
	Credit, store and charge card debts	n/a	535	26	2,707
	Catalogue debts	n/a	172	29	871
	PPI	n/a	0	0	107
	Payday loan/high cost credit	n/a	66	23	571
	Unsecured personal loan (except payday loans)	n/a	311	2	1,551
Bank and building society overdrafts	n/a	155	37	1,117	
Mortgage arrears	n/a	77	14	198	
Rent arrears	n/a	231	42	1,722	
Other (Please specify) ⁹	n/a	227	405	2,740	

8. Includes self-referrals, referrals from other departments in Aberdeenshire Council, referrals from community groups etc.

9. Includes Income Tax, water/sewage charge, hire purchase, Maintenance/Child support, court fines, fuel debt, realisation they have debt management problems

Aberdeenshire					
Ref	Indicator	2014/15	2015/16	2016/17	Scotland 2016/17
OP 1.1	Breakdown of debt strategy agreed with client				
	Sequestration	-	56	39	1,833
	Debt Arrangement Scheme	-	25	42	903
	Trust Deed	-	0	0	102
	Awaiting sequestration	-	22	33	547
	Token payments	-	15	15	1,917
	Pro rata offers	-	109	5	3,091
	Moratorium	-	0	2	389
	Debt written off	-	6	1	736
	Repayment plan	-	0	3	1,161
	Nil Payments/offers	-	3	3	436
	Consolidation loan	-	2	0	28
	Mortgage to rent/shared equity	-	1	2	125
	Did not agree a debt strategy	-	-	21	2,103
	Still awaiting outcome	-	176	121	2,196
Other: please specify	-	-	-	757	
OC1	Financial gain				
	Verified	£6,632,661	£9,678,878.81	£2,648,095	£50.1m
	Unverified	-	-	£5,522,351	£50.5m