

# Money Advice Performance Management Framework (MAPMF)

*Sandra Sankey, William Mckinnon and Karen Carrick  
The Improvement Service*

# Purpose of the Workshop

- Raise awareness of the work around the **Money Advice Performance Management Framework**
- Learn about the key findings to date – 1<sup>st</sup> year returns
- Help influence and shape future work and direction

# MAPMF

- Aim is to improve data quality, enable services to articulate the contribution they are making and help identify good practice & areas for improvement
- Initially focusing on a relatively small numbers of indicators and limited to Local Authority delivered / funded activities
- Scope for widening the parameters of the work would be considered following the first annual report

# Framework development – to now

- Call for evidence and literature review
- Actively engaging with MAO advisory board (representation across sectors)
- Survey with Steering group members – 12 responses
  - Largely in agreement with the indicators
  - Many suggestions around clarification of indicators
  - Comments around which indicators are appropriate and which are not
- Survey to all 32 councils – 19 responses
  - Again, largely consistent agreement
  - Comments around clarity (who is collecting the data, what are we asking for)
  - Follow-up telephone calls with non-steering group contacts; overall very positive feedback

# Framework Development - Publication

- Final draft of the MAPMF guide has been compiled with the feedback received from both surveys, including:-
  - Background information (Purpose/Introduction/Scope & Aims/Benefits/Limitations/Steering Group/
  - How data is to be collated and returned
  - What we will do with the data
  - The Indicator guide
- Creation of an FAQ document, made up of:-
  - Questions we received during the survey
  - Anticipatory questions

# Framework Data Returns

- Data return template emailed to all 32 councils 29<sup>th</sup> May
- Data return deadline for submissions 29<sup>th</sup> June
- Analysis of data to take place once all data received, including:
  - Compilation of national figures and statistics
  - Analysis of data returns with nationally collected statistics (e.g. Scottish Household Study)
    - This allowed us to look for any trends in the data in line with national findings
  - Comparison of specific indicators (e.g. Demographic data with outcome indicators – i.e. Ethnicity vs financial gain)

# Response Rates

- Eighteen councils (56.25%) submitted data for all the indicators (100% completion);
- Five councils (15.6%) submitted data for all bar one indicator (88.9%);
- Two councils (6.25%) submitted data for 7 out of 9 indicators (77.8%);
- Three councils (9.4%) submitted data for 4 out of 9 indicators (44.4%);
- Three councils (9.4%) were unable to submit any data\*;
- One council (3.1%) did not submit any data, as they currently do not have an internal or externally funded money advice service.

\* all have actively engaged

# Number of services

The number of money advice services funded and provided by the Council.

Councils require to provide the total number of:-

- In-house money advice services
- Externally funded money advice providers

	Number reported	Number of services	Average
<b>In-house Service</b>	28	24	1
<b>External Service</b>	28	67	2
<b>Scotland</b>	-	91	1.6



# FTE

The total number of full-time equivalent (FTE) staff involved in the delivery of money advice, including admin support per financial year. In case of a staff member with a multiple role, contacts were asked to indicate the proportion of time that member of staff spent with money advice activity (i.e. 0.3 FTE staff).

Councils require to provide the total number of FTE staff:-

- In-house: Paid & volunteer FTE
- External: Paid & Volunteer FTE

FTE	Total reported	Total	Min	Max
Internal	28	135	1	32
Internal Volunteer	27	5	0	5
External	21	222	0.4	102
External Volunteer	19	312	0.4	150
<b>Scotland</b>	-	<b>674</b>	<b>0</b>	<b>150</b>

# Demographics

The demographic information of all clients accessing the service(s) for money advice per financial year.

We have used the Scottish Household Survey categories where possible.

Councils were asked to submit data on;

- Sex
- Age
- Ethnicity
- Marital status
- Disability or long term condition
- Income
- Economic Status
- Housing Tenure
- Household Composition

	Number reported	Total	Average
Male Clients	25	29,361.00	1,174.44
Female Clients	25	38,329.00	1,533.16
Don't Know	26	7,388.00	284.15
<b>Total</b>	-	<b>75,078.00</b>	<b>987.87</b>

# Debt and financial gain

The total amount of debts owed that all existing clients presented with to the money advice service per financial year. This includes the total sum of the debt (e.g. mortgage debt including arrears, personal loan including arrears). The sum should be the debt a client presented with to the debt adviser before a debt strategy is chosen.

	Total reported	Total	Average
Debt Owed	25	245,190,000	9,810,000
Verified Gain	19	56,870,000	2,990,000
Estimated Gain	9	79,260,000	8,810,000

# Next Steps

- Build on existing work using partnership approach
- Review indicators and definitions
- Identify and share good practice and assess areas for improvement
- Explore ways of measuring impact on service users
- Consider possible ways of expanding the focus
- And for now.....