

Common Advice Performance Management Framework Summary 2017/18

Fife 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 Fife 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

The client initially contacted the service on behalf of her son, who had been sectioned under the Mental Health Act and a Compulsory Treatment Order. Due to the severity of his illness, which had been ongoing for several years, he needed a clear routine to control his mood.

The client was receiving Carer's Allowance and had to sign on for Jobseekers' Allowance when her son was hospitalised. She was concerned about her son's debt of £1,500 for a bed bought from a local trader through a Finance Agreement, which she had been paying. There was also an overdraft in the region of £2,000, which continued to increase.

The service assisted the client to complete a Debt and Mental Health Evidence Form and drafted a letter from the client to send to creditors detailing her son's situation and asking for a cessation on collection activities. As a result of this assistance,

the finance company wrote off the £1,500 debt for the bed, while the bank wrote off the £2,078 overdraft. The bank also sent the client a compensation cheque of £200 and a bouquet of flowers. The client was also given separate welfare rights and money advice in relation to her own individual circumstances.

The client felt that, thanks to the help received from the service, she was much more in control of her financial situation. She also felt that her mental health had improved significantly since she'd been able to resolve her son's debts.

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
C1	Number of services in the LA area		
	In-House		
	Money advice	0	5
	Welfare rights	0	12
	Combined	0	15
	External		
	Money advice	0	13
	Welfare rights	0	6
	Combined	1 ¹	66
	Case management system/s	CASTLE, MAFICS	-
I1	Number of FTE staff		
	In-House	0	486
	External	25.3	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	2.7	412
I2	Local Authority Funding		
	In-House	£0	£13.93m
	External	£588,137	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£182,215	£1,529,249
	Scottish Government	-	£257,467
	Big Lottery Fund	-	£44,759
	European Social Fund	-	£517,349
	Greener Kirkcaldy	£45,560	-
Citizens Advice Scotland	£8,747	-	
Fife Gingerbread	£84,663	-	
A1	Volume ²		
	Contacts	6642	222,530
	Total Clients	4513	161,428
	New Clients	2492	94,336
A1	Contacts by channel ³		
	Face-to-face	561	138,771
	Telephone	1164	72,999
	Email	129	15,948
	Web	1095	2,051
	Webchat	-	0

1 Citizens Advice and Rights Fife (CARF)

2 Total and New Client figures includes period from April 2017 to September 2017 only, as CARF could no longer separate new from repeat clients from October 2017 to March 2018

3 Figures includes period from April 2017 to September 2017 only, as CARF could no longer separate contacts by channel

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	857	67,313	
	Local authority:			
	Housing	-	2,924	
	Social Services	-	6,933	
	Revenues	77	1,946	
	Employability	-	932	
	Other	55	14,060	
	Primary Health Care	-	11,179	
	Third Sector	252	4,679	
	Other	65	9,722	
	Open SNSIAP cases			
	Type I	-	3,959	
	Type II	519	27,117	
	Type III	-	7,505	
	Closed SNSIAP cases			
	Type I	-	9,796	
	Type II	892	33,046	
	Type III	-	4,877	
	First reason for contacting agency			
	Benefit Overpayment	32	992	
	Council Tax arrears	214	1964	
	Credit, store and charge card debts	126	1767	
	Catalogue debts	28	492	
	PPI	0	106	
	Payday Loan /High cost credit	32	476	
	Unsecured personal loan	76	1026	
	Bank and Building society overdrafts	20	528	
	Mortgage arrears	40	515	
	Rent arrears	349	3069	
	Help with appealing welfare benefit decision	0	5433	
	Assistance with making initial benefit application	0	9467	
	Sanctioned	0	317	
Benefits entitlement check	0	12162		
Issue relating to right to reside	0	185		
Seeking to access other funds (i.e. grants)	0	1415		
Other (Please specify)	387 ⁴	11051		

4 Contacted in relation to multiple debts and did not specify a primary reason

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	521	54881
		Female	785	68109
		Don't know	0	26648
	Age	0-15	1	673
		16-24	78	7735
		25-34	364	19714
		35-44	333	16381
		45-59	367	29144
		60-74	129	22774
		75+	31	13408
		Not Recorded	3	29031
	Ethnicity	White	1101	87555
Any Mixed or Multiple Ethnic Groups		2	2073	
Asian, Asian Scottish or Asian British		10	2038	
African		1	401	
Caribbean or Black		1	938	
Other Ethnic Group		25	1305	
Not Recorded		166	43064	
Disability or long-term condition	Yes	803	43318	
	No	503	41590	
	Not Recorded	0	16995	
Income	£6,000 or less	330	13678	
	£6,001-£10,000	220	12816	
	£10,001-£15,000	270	9983	
	£15,001-£20,000	227	5994	
	£20,001-£25,000	100	2769	
	£25,001-£30,000	63	1459	
	£30,001-£40,000	44	929	
	Over £40,000	16	501	
	Not Recorded	36	42990	
Economic Status	Self employed	37	1872	
	Employed full time	306	10569	
	Employed part time	225	8463	
	Looking after the home or family	98	4209	
	Permanently retired from work	62	11837	
	Unemployed and seeking work	222	8749	
	At school	0	751	
	In further / higher education	27	995	
	Gov't work or training scheme	3	99	
	Permanently sick or disabled	130	16387	
	Unable to work because of short-term illness or injury	123	14516	
	Other	73	3020	
	Don't know	0	54568	

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	164	13766
		Social rented	882	33282
		Private rented	186	9102
		Other	74	8037
		Don't know	0	39336
	Household Composition	Single adult (non-pensioner)	530	33285
		Single pensioner	0	2245
		Single parent (one or more children)	372	10532
		Family (two adults, and one or more children)	223	10097
		Adult family (two or more non-pensioners, and no children)	143	13333
		Older adult family (contains at least one pensioner)	38	4771
		Don't know	0	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client		£8,994,428	£6,992,946		£204m
	Benefit Overpayment	-	£420,897	£478,741	£361,786.06	£9.3m
	Council Tax Arrears	-	£1,092,438	£659,881	£1,708,309.65	£21.8m
	Utility Arrears	-	£127,546	£100,793	£46,8130.85	£3.6m
	Credit, Store and Charge debts	-	£1,697,089	£1,810,169	£2,894,170.90	£39m
	Catalogue	-	£317,949	£300,866	£527,887.52	£4.4m
	Unsecured Personal Loan	-	£1,978,262	£1,493,658	£623,325.97	£30.1m
	Payday Loan High cost credit	-	£270,258	£225,550	£2,918,548.39	£4m
	Overdrafts	-	£287,668	£288,211	£544,512.08	£5.3m
	Mortgage arrears	-	£994,669	£384,395	£473,344.54	£30.4m
	Rent Arrears	-	£365,760	£277,525	£862,462.20	£9.4m
	Rent to own	-	£185,281	£211,957	£930,590.72	£3m
	Others	-	£1,256,611	£761,200	£1,388,812	£43.7m
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	-	164	126	253	1800
	Debt Arrangement Scheme	-	149	88	105	740
	Trust Deed	-	3	1	2	121
	Awaiting sequestration	-	9	13	28	276
	Token payments	-	29	14	19	1736
	Pro rata offers	-	0	0	43	2190
	Moratorium	-	3	2	2	411
	Debt written off	-	1	8	7	412
	Repayment plan	-	59	29	21	1752
	Nil Payments/Offer	-	27	28	36	593
	Consolidation Loan	-	0	0	2	41
	Mortgage to rent/Shared equity	-	0	0	0	67
Did not agree a debt strategy	-	127	142	201	2883	
Still awaiting outcome	-	-	-	-	1244	
Other: please specify	-	64	57	-	-	
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	£4,543,338	£317.7m
	Unverified	-	-	-	-	£85.8m

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

5 Data provided for the number of claims, awards, MRs, and appeals submitted by the internal services only

Welfare Rights Advice Indicators				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Carers Allowance			
	No. claims	-	1,395	
	No. awards made/maintained	-	1,190	
	Financial gain from awards made/maintained	-	£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	-	£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	-	7,808	
	No. awards made/maintained	-	4,853	
	Financial gain from awards made/maintained	-	£29,695,875	
	No. Mandatory Reconsiderations (MRs)	-	2,788	
	No. appeals	-	4,073	
	No. MRs/appeals won	-	2,407	
	No. MRs/appeals lost	-	1,204	
	Financial gain from MRs/appeals	-	£14,167,381	
	Funeral Expenses			
No. claims	-	44		
No. awards made/maintained	-	30		
Financial gain from awards made/maintained	-	£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	-	1,803		
No. awards made/maintained	-	1,280		
Financial gain from awards made/maintained	-	£1,055,087		
No. Mandatory Reconsiderations (MRs)	-	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				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments			
	No. claims	-	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	-	915	
	No. awards made/maintained	-	773	
	Financial gain from awards made/maintained	-	£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	-	1,541	
	No. awards made/maintained	-	543	
	Financial gain from awards made/maintained	-	£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	-	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	-	307		
No. awards made/maintained	-	237		
Financial gain from awards made/maintained	-	£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				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Child Tax Credit			
	No. claims	-	600	
	No. awards made/maintained	-	483	
	Financial gain from awards made/maintained	-	£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	-	£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	-	220	
	No. awards made/maintained	-	128	
	Financial gain from awards made/maintained	-	£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	-	1,594		
No. awards made/maintained	-	1,518		
Financial gain from awards made/maintained	-	£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	-	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		

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	-	20,395
	No. awards made/maintained	-	14,264
	Financial gain from awards made/maintained	-	£52,638,347
	No. Mandatory Reconsiderations (MRs)	-	1,115
	No. appeals	-	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	-	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	-	1,303
	Disagree	-	6
	I would be better able to cope if I had an unexpected expense		
Agree	-	147	
Disagree	-	17	