

Common Advice Performance Management Framework Summary 2017/18

Shetland Islands Council



Shetland
Islands 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 Shetland 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:



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	0	15
	External		
	Money advice	0	13
	Welfare rights	0	6
	Combined	1	66
	Case management system/s ²	PG Debt, CASTLE, paper-based system	-
I1	Number of FTE staff		
	In-House	0	486
	External	1.2	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	-	412
I2	Local Authority Funding		
	In-House	£0	£13.93m
	External	£26,583	£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	£10,500	£517,349	
Shetland Charitable Trust	£13,226.50	-	
A1	Volume		
	Contacts	-	222,530
	Total Clients	-	161,428
	New Clients	-	94,336
A1	Contacts by channel		
	Face-to-face	-	138,771
	Telephone	-	72,999
	Email	-	15,948
	Web	-	2,051
	Webchat	-	0

1 External: Shetland Islands Citizens Advice Bureau

2 PG Debt was used until CASTLE was introduced in 2017/18. A paper-based case management system was used for welfare rights clients.

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

Client Demographics ³				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex ⁴	Male	63	54881
		Female	60	68109
		Don't know	0	26648
	Age	0-15	-	673
		16-24	-	7735
		25-34	-	19714
		35-44	-	16381
		45-59	-	29144
		60-74	-	22774
		75+	-	13408
		Not Recorded	-	29031
	Ethnicity	White	-	87555
		Any Mixed or Multiple Ethnic Groups	-	2073
		Asian, Asian Scottish or Asian British	-	2038
		African	-	401
		Caribbean or Black	-	938
		Other Ethnic Group	-	1305
		Not Recorded	-	43064
	Disability or long-term condition	Yes	-	43318
		No	-	41590
Not Recorded		-	16995	
Income	£6,000 or less	-	13678	
	£6,001-£10,000	-	12816	
	£10,001-£15,000	-	9983	
	£15,001-£20,000	-	5994	
	£20,001-£25,000	-	2769	
	£25,001-£30,000	-	1459	
	£30,001-£40,000	-	929	
	Over £40,000	-	501	
	Not Recorded	-	42990	
Economic Status	Self employed	-	1872	
	Employed full time	-	10569	
	Employed part time	-	8463	
	Looking after the home or family	-	4209	
	Permanently retired from work	-	11837	
	Unemployed and seeking work	-	8749	
	At school	-	751	
	In further / higher education	-	995	
	Gov't work or training scheme	-	99	
	Permanently sick or disabled	-	16387	
	Unable to work because of short-term illness or injury	-	14516	
	Other	-	3020	
	Don't know	-	54568	

3 It was not possible to collate demographic information for 2017/18 due to the use of different case management systems and CAPMF categories not matching those used by CAB network and Citizens Advice Scotland.

4 Data includes new debt clients only.

Client Demographics ³				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	-	13766
		Social rented	-	33282
		Private rented	-	9102
		Other	-	8037
		Don't know	-	39336
	Household Composition	Single adult (non-pensioner)	-	33285
		Single pensioner	-	2245
		Single parent (one or more children)	-	10532
		Family (two adults, and one or more children)	-	10097
		Adult family (two or more non-pensioners, and no children)	-	13333
		Older adult family (contains at least one pensioner)	-	4771
		Don't know	-	41346

Money Advice Indicators				
Ref	Indicator	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client ^{5 6}	£1,223,321.70		£204m
	Benefit Overpayment	£22,678.72	-	£9.3m
	Council Tax Arrears	£28,918.57	-	£21.8m
	Utility Arrears	£19,924.71	-	£3.6m
	Credit, Store and Charge debts	£234,427.84	-	£39m
	Catalogue	£35,436.45	-	£4.4m
	Unsecured Personal Loan	£15,997.63	-	£30.1m
	Payday Loan High cost credit	£0	-	£4m
	Overdrafts	£48,460.56	-	£5.3m
	Mortgage arrears	£220,113.49	-	£30.4m
	Rent Arrears	£24,387.93	-	£9.4m
	Rent to own	£55,937.09	-	£3m
	Others	£517,038.71	-	£43.7m
	OP1.1	Breakdown of debt strategy agreed with client		
Sequestration		4	13	1800
Debt Arrangement Scheme		1	0	740
Trust Deed		0	0	121
Awaiting sequestration		7	3	276
Token payments		24	31	1736
Pro rata offers		12	16	2190
Moratorium		6	0	411
Debt written off		1	4	412
Repayment plan		-	-	1752
Nil Payments/Offer		0	0	593
Consolidation Loan		2	4	41
Mortgage to rent/Shared equity		0	0	67
Did not agree a debt strategy		-	-	2883
Still awaiting outcome	-	-	1244	
Other: please specify	57	-	-	
OC1	Financial gain (relating to money advice) ⁷			
	Verified	-	-	£317.7m
	Unverified	-	-	£85.8m

5 PG Debt was used until CASTLE was introduced in 2017/18 and this has effected the statistics for debt by clients.

6 Not able to report on debt by clients in 2017/18.

7 Not able to report on financial gain in 2017/18 due to different recording system

Welfare Rights Advice Indicators				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	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		

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	-	
	Disagree	-	1,303
	I would be better able to cope if I had an unexpected expense		
Agree	-	6	
Disagree	-	147	
		-	17