

Common Advice Performance Management Framework Summary 2017/18

South Ayrshire Council



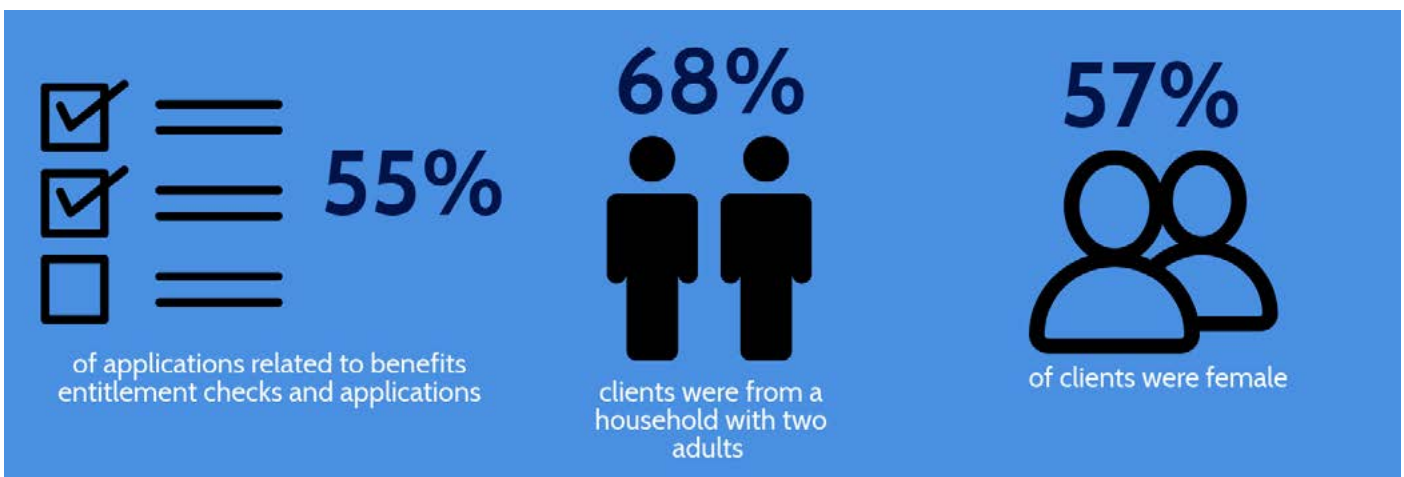
The Common Advice Performance Management Framework (CAPMF) has been developed in consultation with local authorities and other key stakeholders. It aims to measure key performance indicators for welfare and money advice services funded by local authorities on both an in-house and commissioned basis.

This is a summary of the key findings from the data returns for 2017/18 for the CAPMF for South Ayrshire 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

South Ayrshire’s money advice services helped a client to substantially increase her weekly benefit when she had to give up full time employment to care for her disabled daughter.

A client was referred to the Information and Advice Hub when she had to give up full time employment to care for her disabled daughter. Staff at the Information and Advice Hub completed a benefit check for the client and were able to assist her to make a claim for Disability Living Allowance for her daughter. The claim was successful, and the client was awarded £57.30 per week. Supported by staff at the advice service, the client was also able to apply for Carers Allowance and was subsequently awarded £64.20 per week.

The client then notified HMRC that a Disability Living Allowance had been awarded, which increased her weekly entitlement to Child Tax Credit by £62.98. In total, the service helped to increase the clients weekly benefit income by £184.48.

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	1	15
	External		
	Money advice	2	13
	Welfare rights	0	6
	Combined	0	66
	Case management system/s	Advice Pro, Signpost	-
I1	Number of FTE staff		
	In-House	7.5	486
	External	-	386
	Number of Volunteer FTE staff		
	In-House	0	0
External	-	412	
I2	Local Authority Funding		
	In-House	£262,619	£13.93m
	External	£0	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£0	£1,529,249
	Scottish Government	£0	£257,467
	Big Lottery Fund	£0	£44,759
European Social Fund	£0	£517,349	
A1	Volume ²		
	Contacts	4791	222,530
	Total Clients	5214	161,428
	New Clients	-	94,336
	Contacts by channel		
	Face-to-face	-	138,771
Telephone	-	72,999	
Email	-	15,948	
Web	-	2,051	
Webchat	-	0	

1 External: Ayr Housing Aid Centre; Seascope; Internal: Information and Advice Hub

2 'Contacts' include new contacts to the service and the 'Total clients' includes any clients carried forward from previous year.

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
A1	Referrals		
	Self-referral	2491	67,313
	Local authority:		
	Housing	-	2,924
	Social Services	105	6,933
	Revenues	17	1,946
	Employability	4	932
	Other	1616	14,060
	Primary Health Care	98	11,179
	Third Sector	107	4,679
	Other ³	234	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	13	992
	Council Tax arrears	78	1964
	Credit, store and charge card debts	125	1767
	Catalogue debts	47	492
	PPI	0	106
	Payday Loan /High cost credit	45	476
	Unsecured personal loan	87	1026
	Bank and Building society overdrafts	58	528
	Mortgage arrears	5	515
	Rent arrears	13	3069
	Help with appealing welfare benefit decision	107	5433
	Assistance with making initial benefit application	480	9467
	Sanctioned	0	317
Benefits entitlement check	455	12162	
Issue relating to right to reside	2	185	
Seeking to access other funds (i.e. grants)	92	1415	
Other (Please specify) ⁴	95	11051	

3 Customer Services & Criminal Justice Team, other Website and DWP.

4 Business debts, court fines, income tax & NI debt, utility bills, mobile and telephone, student loans.

Client Demographics ⁵				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	733	54881
		Female	968	68109
		Don't know	-	26648
	Age	0-15	0	673
		16-24	65	7735
		25-34	182	19714
		35-44	235	16381
		45-59	361	29144
		60-74	378	22774
		75+	238	13408
Not Recorded		242	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	1701	43064	
Disability or long-term condition	Yes	1252	43318	
	No	432	41590	
	Not Recorded	316	16995	
Income	£6,000 or less	50	13678	
	£6,001-£10,000	52	12816	
	£10,001-£15,000	43	9983	
	£15,001-£20,000	21	5994	
	£20,001-£25,000	9	2769	
	£25,001-£30,000	4	1459	
	£30,001-£40,000	3	929	
	Over £40,000	61	501	
	Not Recorded	1458	42990	
Economic Status	Self employed	25	1872	
	Employed full time	88	10569	
	Employed part time	121	8463	
	Looking after the home or family	33	4209	
	Permanently retired from work	249	11837	
	Unemployed and seeking work	64	8749	
	At school	0	751	
	In further / higher education	1	995	
	Gov't work or training scheme	9	99	
	Permanently sick or disabled	0	16387	
	Unable to work because of short-term illness or injury	0	14516	
	Other	779	3020	
	Don't know	332	54568	

5 Figures include Borders CAB Consortium Money and Welfare Advice only.

Client Demographics ⁵				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	347	13766
		Social rented	661	33282
		Private rented	231	9102
		Other	127	8037
		Don't know	335	39336
	Household Composition	Single adult (non-pensioner)	294	33285
		Single pensioner	44	2245
		Single parent (one or more children)	77	10532
		Family (two adults, and one or more children)	34	10097
		Adult family (two or more non-pensioners, and no children)	1158	13333
		Older adult family (contains at least one pensioner)	86	4771
		Don't know	8	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18 ⁶	Scotland 2017/18
C3	Amount of debt owed by client	£3,480,560.93	£18,709,282.76	£16,898,850.51	£2,274,386.01	£204m
	Benefit Overpayment	n/a	£440,710.34	£458,611.81	£77,046.87	£9.3m
	Council Tax Arrears	n/a	£1,348,719.31	£1,183,026.96	£265,487.49	£21.8m
	Utility Arrears	n/a	£2,060,602.41	£1,040,354.11	£25,905.55	£3.6m
	Credit, Store and Charge debts Catalogue	n/a	£4,222,831.30	£4,661,058.94	£666,134.90	£39m
	Unsecured Personal Loan	n/a	£1,748,054.19	£1,335,955.29	£55,624.97	£4.4m
	Payday Loan High cost credit	n/a	£3,578,644.19	£1,923,765.72	£97,592.29	£30.1m
	Overdrafts	n/a	£1,136,143.93	£715,023.76	£528,649.95	£4m
	Mortgage arrears	n/a	£1,393,092.27	£1,217,099.95	£76,793.36	£5.3m
	Rent Arrears	n/a	£776,844.95	£295,048.55	£96,872.00	£30.4m
	Rent to own	n/a	£361,503.04	£173,207.98	£164,533.81	£9.4m
	Others ⁷	n/a	£78,917.49	£92,040.89	£31,007.36	£3m
			n/a	£1,563,219.34	£3,803,656.55	£188,737.22
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	48	33	8	8	1800
	Debt Arrangement Scheme	6	4	0	0	740
	Trust Deed	2	2	1	1	121
	Awaiting sequestration	7	2	2	2	276
	Token payments	85	41	27	16	1736
	Pro rata offers	5	30	0	41	2190
	Moratorium	6	5	1	33	411
	Debt written off	3	3	1	1	412
	Repayment plan	62	88	63	0	1752
	Nil Payments/Offer	n/a	8	5	4	593
	Consolidation Loan	n/a	0	0	0	41
	Mortgage to rent/Shared equity	n/a	1	1	1	67
	Did not agree a debt strategy	n/a	7	7	4	2883
Still awaiting outcome	n/a	0	0	156	1244	
Other: please specify	105	n/a	-	-	-	

6 Data cleansing and changes to recording system has resulted in considerable lower levels of debt reported in 2017/18.

7 Other include: Not Specified, Business debts, Court fines, Creditor with Court Action, Income Tax and NI Debt, Mobile Phone, Other Secured Loan, Social Fund and student loan.

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18 ⁶	Scotland 2017/18
OC1	Financial gain (relating to money advice)					
	Verified	-	-	-	-	£317.7m
	Unverified	-	-	-	-	£85.8m

Welfare Rights Advice Indicators				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Disability Living Allowance			
	No. claims	5	1,720	
	No. awards made/maintained	4	1,259	
	Financial gain from awards made/maintained	£25,359.10	£5,551,809	
	No. Mandatory Reconsiderations (MRs)	1	271	
	No. appeals	4	337	
	No. MRs/appeals won	2	163	
	No. MRs/appeals lost	2	137	
	Financial gain from MRs/appeals	£187,267.42	£1,119,251	
	Personal Independence Payment			
	No. claims	87	11,765	
	No. awards made/maintained	78	7,837	
	Financial gain from awards made/maintained	£458,651.90	£63,143,269	
	No. Mandatory Reconsiderations (MRs)	41	2,457	
	No. appeals	62	4,646	
	No. MRs/appeals won	47	2,474	
	No. MRs/appeals lost	15	1,516	
	Financial gain from MRs/appeals	£245,138.38	£14,103,398	
	Attendance Allowance			
	No. claims	38	5,158	
	No. awards made/maintained	36	4,707	
	Financial gain from awards made/maintained	£167,913	£18,330,956	
	No. Mandatory Reconsiderations (MRs)	3	202	
	No. appeals	0	45	
	No. MRs/appeals won	0	65	
	No. MRs/appeals lost	0	35	
	Financial gain from MRs/appeals	£18,513.20	£584,332	
	Severe Disablement Allowance			
	No. claims	3	67	
	No. awards made/maintained	3	5	
	Financial gain from awards made/maintained	£9,648.60	£280,720	
	No. Mandatory Reconsiderations (MRs)	0	10	
No. appeals	0	9		
No. MRs/appeals won	0	7		
No. MRs/appeals lost	0	1		
Financial gain from MRs/appeals	£0	£78,313		
Industrial Injuries Disablement Benefit				
No. claims	0	53		
No. awards made/maintained	0	5		
Financial gain from awards made/maintained	£0	£19,030		
No. Mandatory Reconsiderations (MRs)	0	18		
No. appeals	0	19		
No. MRs/appeals won	0	5		
No. MRs/appeals lost	0	10		
Financial gain from MRs/appeals	£0	£12,878.81		

Welfare Rights Advice Indicators				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Carers Allowance			
	No. claims	13	1,395	
	No. awards made/maintained	13	1,190	
	Financial gain from awards made/maintained	£50,965.70	£2,888,922	
	No. Mandatory Reconsiderations (MRs)	0	16	
	No. appeals	0	5	
	No. MRs/appeals won	0	6	
	No. MRs/appeals lost	0	3	
	Financial gain from MRs/appeals	£0	£65,003	
	Sure Start Maternity Grant			
	No. claims	0	40	
	No. awards made/maintained	0	24	
	Financial gain from awards made/maintained	£0	£40,148	
	No. Mandatory Reconsiderations (MRs)	0	1	
	No. appeals	0	1	
	No. MRs/appeals won	0	0	
	No. MRs/appeals lost	0	1	
	Financial gain from MRs/appeals	£0	£0	
	Employment Support Allowance			
	No. claims	155	7,808	
	No. awards made/maintained	43	4,853	
	Financial gain from awards made/maintained	£162,909.78	£29,695,875	
	No. Mandatory Reconsiderations (MRs)	64	2,788	
	No. appeals	98	4,073	
	No. MRs/appeals won	69	2,407	
	No. MRs/appeals lost	29	1,204	
	Financial gain from MRs/appeals	£260,425.80	£14,167,381	
	Funeral Expenses			
No. claims	0	44		
No. awards made/maintained	0	30		
Financial gain from awards made/maintained	£0	£47,948		
No. Mandatory Reconsiderations (MRs)	0	4		
No. appeals	0	6		
No. MRs/appeals won	0	1		
No. MRs/appeals lost	0	0		
Financial gain from MRs/appeals	£0	£584		
Scottish Welfare Fund				
No. claims	2	1,803		
No. awards made/maintained	2	1,280		
Financial gain from awards made/maintained	£748	£1,055,087		
No. Mandatory Reconsiderations (MRs)	0	58		
No. appeals	0	4		
No. MRs/appeals won	0	10		
No. MRs/appeals lost	0	11		
Financial gain from MRs/appeals	£0	£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	0	29
	No. awards made/maintained	0	20
	Financial gain from awards made/maintained	£0	£11,670
	No. Mandatory Reconsiderations (MRs)	0	1
	No. appeals	0	0
	No. MRs/appeals won	0	1
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£0	£200
	Discretionary Housing Payments		
	No. claims	0	915
	No. awards made/maintained	0	773
	Financial gain from awards made/maintained	£0	£796,242
	No. Mandatory Reconsiderations (MRs)	0	30
	No. appeals	0	4
	No. MRs/appeals won	0	3
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£0	£89,541
	Universal Credit		
	No. claims	5	1,541
	No. awards made/maintained	5	543
	Financial gain from awards made/maintained	£16,798.10	£2,460,408
	No. Mandatory Reconsiderations (MRs)	0	349
	No. appeals	0	78
	No. MRs/appeals won	0	36
	No. MRs/appeals lost	0	31
	Financial gain from MRs/appeals	£0	£333,571
	Contributory Benefits		
No. claims	4	108	
No. awards made/maintained	4	230	
Financial gain from awards made/maintained	£11,644.40	£1,194,341	
No. Mandatory Reconsiderations (MRs)	0	33	
No. appeals	0	17	
No. MRs/appeals won	0	10	
No. MRs/appeals lost	0	1	
Financial gain from MRs/appeal	£0	£293,650	
Child Benefit			
No. claims	6	307	
No. awards made/maintained	6	237	
Financial gain from awards made/maintained	£0	£36,397	
No. Mandatory Reconsiderations (MRs)	0	38	
No. appeals	0	10	
No. MRs/appeals won	0	4	
No. MRs/appeals lost	0	0	
Financial gain from MRs/appeals	£0	£36,355	

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Child Tax Credit		
	No. claims	12	600
	No. awards made/maintained	12	483
	Financial gain from awards made/maintained	£8,948.36	£2,823,786
	No. Mandatory Reconsiderations (MRs)	7	160
	No. appeals	7	31
	No. MRs/appeals won	6	28
	No. MRs/appeals lost	1	25
	Financial gain from MRs/appeals	£16,500.20	£400,645
	Maternity Allowance		
	No. claims	2	39
	No. awards made/maintained	2	26
	Financial gain from awards made/maintained	£890	£162,140
	No. Mandatory Reconsiderations (MRs)	0	43
	No. appeals	0	10
	No. MRs/appeals won	0	0
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£0	£0
	State Pension		
	No. claims	3	220
	No. awards made/maintained	3	128
	Financial gain from awards made/maintained	£16,578.25	£898,329
	No. Mandatory Reconsiderations (MRs)	0	2
	No. appeals	0	0
	No. MRs/appeals won	0	1
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£0	£77,576
	Pension Credit		
No. claims	4	1,594	
No. awards made/maintained	4	1,518	
Financial gain from awards made/maintained	£19,788.92	£5,688,937	
No. Mandatory Reconsiderations (MRs)	0	65	
No. appeals	0	10	
No. MRs/appeals won	0	24	
No. MRs/appeals lost	0	10	
Financial gain from MRs/appeals	£0	£171,245	
Bereavement Benefits			
No. claims	0	124	
No. awards made/maintained	0	81	
Financial gain from awards made/maintained	£0	£444,002	
No. Mandatory Reconsiderations (MRs)	0	1	
No. appeals	0	3	
No. MRs/appeals won	0	0	
No. MRs/appeals lost	0	2	
Financial gain from MRs/appeals	£0	£5,600	

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	141	20,395
	No. awards made/maintained	141	14,264
	Financial gain from awards made/maintained	£457,475.26	£52,638,347
	No. Mandatory Reconsiderations (MRs)	18	1,115
	No. appeals	34	377
	No. MRs/appeals won	9	346
	No. MRs/appeals lost	8	134
	Financial gain from MRs/appeals	£127,659.68	£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
OC3	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
	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