Common Advice Performance Management Reporting Framework (CAPMRF)

Indicator Guide v8

Contents

Introduction

The Common Advice Performance Management Reporting Framework (CAPMRF) seeks to capture key performance data for money and welfare rights advice services funded by local authorities on both an in-house and commissioned basis. By collecting this information, it is intended to achieve a consistent approach to reporting and measuring the performance of these services. The framework is co-ordinated by the Improvement Service (IS) but relies on the support and commitment of local authorities.

This is the eighth iteration of the Indicator Guide, and the fifth in which the framework has been known as the 'Common Advice Performance Management Reporting Framework (CAPMRF)'. The name change resulted from the inclusion of indicators relating to welfare rights advice and was formerly known as the 'Money Advice Performance Management Framework (MAPMF)'.

The CAPMRF sets out the measures used to demonstrate the nature and extent of money and welfare rights advice activities. These measures also form the basis for assessing performance. This Guide provides a definition and, where appropriate, simple guidance concerning how the data for each indicator should be recorded and reported. The framework has been revised following workshops, consultations and discussions with local authorities and other strategic partners.

Considerable support and commitment have been demonstrated by local authorities throughout the various iterations of the Framework. This has resulted in marked annual improvements in the consistency and accuracy of reporting.

Scope and aim

The aim of the CAPMRF is to support local authorities to measure and report on the contribution they make to money and welfare rights advice services in Scotland. Ultimately, the focus of the framework is on the identification of the benefits the services deliver for their users. In the current context of financial constraint, the framework can play a key role in assisting local authorities to assess and evidence the contribution their investment makes at both local and national levels. Ownership of the framework rests with local authorities, and the role of the IS is to facilitate and enable its use.

The IS recognise the importance of co-ordinating the CAPMRF in line with the reporting requirements of other national funders of money and welfare rights advice, as well as key stakeholders, to ensure the widest possible consensus in relation to its key indicators. By adopting this approach, it is hoped to encourage consistency and establish common reporting requirements from funders. In the long run, this should reduce the overall data collection workload for local authorities.

It is essential to note, from the outset, that there are considerable variations as to how money and welfare rights advice services are delivered by local authorities. It is important to account for local needs, geography, and differing priorities. Consequentially, direct comparisons between one area and another are not always possible or sensible, due to the different contexts in which the services operate.

Future Developments

This is the eighth version of the Indicator Guide for the performance framework. It will continue to be reviewed on an annual basis to ensure that it reflects continuous improvement, and that the indicators remain robust and relevant. A balance must be struck between stability and certainty in relation to data collection, and the need to reflect changes in policy and practice.

As the CAPMRF is being developed through an iterative process, it relies on ongoing commitment and support from all local authorities. There is an acceptance and acknowledgement that the goal should be consistent reporting on all the agreed indicators. The IS will continue to work closely with key stakeholders to achieve this. Significant progress has already been made to date.

Changes to Reporting

In the previous 2020/21 iteration of the framework, several changes were made to the reporting process. The current 2021/22 iteration of the framework will continue with this adapted reporting process, as outlined below.

Following engagement with stakeholders, including a feedback survey in December 2020 and a stakeholder workshop in January 2021, it was agreed that the indicators included in the framework need to be refined to ensure relevance and consistency in reporting. Due to the different operational structures in different services and the different case management systems used, the framework must align with what the majority of services can report consistently. Considering this, it was agreed that going forward the framework should take a priority vs. non-priority approach to reporting. Indicators which are identified as being more consistently reported across services and important to the framework, are included as priority for reporting by all services. Other indicators, which whilst important to understand, cannot be reported consistently by all services, are included as non-priority and therefore need only be reported by those services which are able to include these consistently. It is hoped this approach will provide focus for services on ensuring consistent reporting on the same measures whilst allowing room for more detail where this is possible. The aim is for these priority indicators to remain stable over time to allow services to implement reporting processes that align with these indicators, therefore ensuring consistency across this more refined selection of indicators. This is the second iteration of the framework to take this approach.

Discussions during the stakeholder workshop highlighted that whilst most of the indicators in the framework were deemed relevant, detailed breakdowns of indicators are generally less consistently reported. Therefore, across most indicator groups, aggregate indicators have been included as priority indicators, whereas detailed breakdowns are included as non-priority. Any new indicators that are added will be included as non-priority, to reflect that not all services will have collected these measures. All services should aim to report priority indicators and ensure these are reported in line with the indicator guide. Non-priority indicators should be recorded by the service if the data is available, but it is understood this may not be possible for all services. The indicator list below details which indicators are marked as priority and which are marked as non-priority.

In previous iterations of the CAPMRF data has been presented nationally and at a local authority level with both in-house (local authority delivered) and externally commissioned services presented together. During stakeholder workshops in January 2021, the possibility of presenting these separately was discussed. It was noted that the CAPMRF is one of the only national datasets which presents data on local authority delivered money and welfare rights advice services. However, because this data is presented as an aggregate of all local authority funded money and welfare rights advice, including externally commissioned services, there is no understanding of the value of locally authority delivered services specifically. Therefore, it was agreed that data for each service would be collected individually so that the report can include a supplementary section which focuses on local authority delivered services.
It is recognised that not all local authority areas have an internally delivered service, and most local authorities fund both internally delivered services and externally delivered services, therefore externally commissioned services play a vital role in delivery of local authority funded advice. The framework will continue to focus on local authority funded advice in its entirety, recognising that all types of delivery contribute to the overall value of this sector both locally and nationally. However, by collecting data for services individually, this enables the framework to both demonstrate the overall impact of local authority funded advice as well as explore the specific impact of delivery within local authorities. The supplement pulls out key findings relating to local authority delivered provision, however this is analysed as a singular entity and not analysed comparatively with externally delivered services. A comparative analysis would be unreasonable as the local authority funding for externally commissioned services, often only covers part of what the overall service delivers, and therefore these services deliver additional value over and above what is covered in the framework. Therefore, within this framework, the focus on these services, is in analysing what they contribute as part of the overall local authority funded money and advice sector, not on how this compares to internally delivered provision.

Changes to Indicators

As part of the efforts to set out priorities for reporting in the framework, several changes were made to indicators in the previous 2020/21 iteration of the framework, such as including several aggregate categories and updating breakdown categories. These changes improved the consistency of reporting with more services able to provide data for aggregate categories where previously no data was provided. Following these significant changes, it was agreed through discussions at a stakeholder workshop in February 2022 that the current 2021/22 iteration of the framework would not include any changes to the indicators. It is hoped that maintaining stability with the current set of indicators would allow greater consistency of reporting as services will have had a chance to embed the previous years changes within their reporting systems. It is also hoped this will enable more significant time series comparisons to be made.

Nevertheless, the suite of indicators included in the framework will continue to be reviewed. At the stakeholder workshop in February 2022, several areas were identified as being in need of review, including the definitions of financial gain and how non-financial gains and softer outcomes can be recorded. The Improvement Service will review these areas with stakeholders throughout the following year to identify whether there is scope to make changes to future iterations of the framework.

Ensuring Consistency

This is the third year in which services will be asked to confirm that the data included reflects only activity funded by the local authority. This follows discussions at stakeholder workshops in December 2019. There was a concern that within some areas the data provided, included all activity from these advice services, including activity funded from other funding streams. Given the focus of the framework is on local authority funded activity it was agreed that there was a need to ensure that this is the case going forward.

A sheet called ‘Adjustments’ is included in the template to help capture which approach services take to ensure that data accurately reflects only local authority funded activity. The template first asks the user to confirm whether the data includes local authority funded activity only. If this is the case, the user is asked to provide details on how this is achieved, e.g. through apportioning data or only recording activity from a local authority funded post. If users can’t confirm that the data includes local authority funded activity only, they are asked how they would like to proceed. It is recommended that the data is adjusted to reflect the proportion of funding received from the local authority. If the service is happy for their data to be adjusted, they can select whether to do this themselves or if they would prefer for the IS to do this on their behalf. If the service does not want their data to be adjusted, then a caveat will be included in the local authority report to highlight that the data may include activity not funded by the local authority.

If adjustments are made, these are to be made across all indicators. Adjustments will be based on the proportion of total funding which comes from the local authority. For example, if a service receives 50% of its total funding from the local authority, then each indicator would be adjusted by 50% to reflect the proportion of activity supported by investment from the local authority:

Total Clients = 1,000	Adjust by 50%	Report Total Clients = 500
Clients aged 25-30 = 60	Adjust by 50%	Report Clients aged 25-30 = 30
Financial gain from awards = £5,000	Adjust by 50%	Report Financial gain from awards = £2,500

If services choose to make these adjustments themselves, they must confirm on the 'Adjustments' sheet once this has been done. If the service would like the IS to make these adjustments, then they must provide a figure for the proportion of total funding which comes from the local authority. This figure will be used by the IS to adjust the data.
The national report will highlight how this process has worked and it will be reviewed going forward to ensure consistency can be introduced over time.

Data Collection Process

As with data collection for 2019/20 and 2020/21, data will continue to be collected online using SharePoint. Those with responsibility for providing data will be granted access to the relevant online template for their service and will input data using this. If necessary, multiple contacts can be granted access to the one template and can upload data and make changes as needed.
The data collection template will remain the same as the 2020/21 version to help ensure consistency of reporting. This includes:

- A statement that the guidance has been followed. At the front of the template services will be asked to confirm that they have read and understood this indicator guide and that they have noted anywhere where this guidance could not be followed. This guidance sets out what should be included under each indicator; therefore, by encouraging people to read this this should support a more consistent approach to recording across services.
- Additional pop-up guidance notes to provide further information. All cells containing guidance have been highlighted in yellow and will display the guidance when selected.
- Additional aggregate categories for some indicators where breakdowns may not be possible, e.g. the aggregate category "Total Local Authority referrals" has been included, to allow services to complete this indicator if they do not have the more detailed breakdown by the specific local authority department. These aggregate categories will allow a greater number of services to complete data for indicators where the total information may be available but further detail is not.

Consultation

Following their involvement in its initial development, local authorities, their partners, and other stakeholders are regularly invited to contribute to the revision and improvement of the CAPMRF. Each iteration of the framework is subject to in-depth discussion on identified areas via workshops, to which all local authorities and key stakeholders are invited. Whilst frequent opportunities are offered for feedback, the workshops provide the main platform via which any difficulties regarding the current framework can be expressed and possible solutions explored. Additional feedback is then sought prior to the implementation of any changes. All comments and contributions are considered and, where consensus is not possible, the majority view prevails.

The draft annual overview report is circulated among local authorities and key stakeholders prior to publication, providing a further opportunity for comment. All comments and contributions are considered and, where consensus is not possible, the majority view prevails.

In addition to a national overview report, individual local authorities are provided with area reports which set out the position at a local level. Local authorities are given the opportunity to review and highlight key information in their individual area reports. In many instances case studies, which provide additional information are also included

Data returns submitted by each Local Authority

Following successful data collection in 2019/20 and 2020/21, data will continue to be collected online using SharePoint. The data is collected using an excel workbook hosted online using SharePoint. Each local authority will be sent an email with access to their template and will complete this online, eliminating the need for them to complete the template and then return it via email. This reduces the chances of error that comes with having multiple versions of files and helps to incorporate changes more quickly. Guidance on this process has been developed and shared with local authority colleagues.
A separate template is created for each individual service funded by the local authority. The lead contact for the local authority will specify which individuals are responsible for completing each of these templates, in some cases this will be external colleagues and may include multiple colleagues. Each contact will complete the template for the service they have responsibility for, detailing the performance information for this service that is funded and/or provided by the local authority. These templates will then be combined to create overall figures for the local authority. Data for local authority delivered services will also be presented separately.

Ongoing support will be available to colleagues throughout the data collection period, to answer any queries on how to complete the template or what data should be included.
The period covered by the current return is 1st April 2021 – 31st March 2022. Data returns should be completed no later than **1st July 2022.** Individual links to the online templates, and further guidance will be issued to colleagues in April.

Any queries relating to the data returns can be discussed further with:

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Indicators included within the framework

There are five types of indicator included within the CAPMRF:

- Context
- Input
- Activity
- Output
- Outcome

While not measuring performance directly, the context indicators are required to collect essential information on the composition of services and types of clients within each local authority area. In simple terms, local authorities rely on inputs (e.g. budgets) to deliver money and welfare rights advice services. These inputs allow a range of activities to take place (e.g. meetings with clients). In turn, these activities will deliver a range of outputs (e.g. the debt strategy agreed with a client, benefit checks). These outputs may result in a range of outcomes for individuals, communities and the economy (e.g. client financial gain, improved health and wellbeing).

The Appendix of this Indicator Guide defines and summarises each indicator in the CAPMRF.

Supporting information

In addition to the data provided by local authorities, the IS will consult national datasets and other sources of information. The inclusion of this additional data, where appropriate, will strengthen the report analysis and contextualise the findings.

Appendix:

Definition of money and welfare rights advice

Money and welfare rights advice, in the context of this framework, refers to free-to-client advice. Most free-to-client money advice providers describe the service they offer as money or debt advice with some elements of budgeting support, income maximisation, financial inclusion and financial education. Most free-to-client welfare rights advice providers offer assistance with questions regarding entitlement to benefits, benefit checks, help completing application forms, and advice on challenging unfair decisions.

It is recognised that service delivery models vary across local authorities in Scotland and therefore the interpretation of what constitutes money and welfare rights advice varies. This framework aims to record the performance of all the main services provided and funded by local authorities under the umbrella of money and welfare rights advice.

Overarching key outcomes for money and welfare rights advice

Effectiveness and client outcomes:
The client's situation has improved as a direct or indirect result of the money and/or welfare rights advice service's intervention.

Operational and service delivery outcomes:
All citizens requiring it can access good quality money and/or welfare rights advice via the channel that best meets their needs and preferences. Those who require face-to-face advice have access to it.

Efficiency outcomes:
The money and/or welfare rights advice service delivers good value for the resources invested in it.

Strategic outcomes:
The money and/or welfare rights advice service contributes to relevant local and national strategic outcomes.

Community and economic outcomes:
The money and/or welfare rights advice service contributes to outcomes which benefit the community and local economy.

CAPMRF indicators and definitions

Indicator list

The indicators are categorised following a logic chain model of INPUT (I), ACTIVITY (A), OUTPUT (OP) and OUTCOME (OC) indicators. We have also included some CONTEXT (C) indicators.
Indicators are marked as priority or non-priority. Priority indicators are identified as most relevant and most reliably recorded and therefore all services should aim to report priority indicators and ensure these are reported in line with the indicator guide. Non-priority indicators include indicators that have historically been difficult for all services to record, these indicators should be recorded by the service if the data is available, but it is understood this may not be possible for all services.

Context indicators

The context indicators are used to understand the make-up of money and welfare rights advice services and the people who access them within each local authority area. These indicators do not provide performance information but will help to explain the complexities surrounding money and welfare rights advice service delivery across local authorities in Scotland.

Ref	Indicator	Definition	Notes	Priority vs Non-Priority
C2	Total Number of clients per demographic measure	Local authorities are required to provide the total number of clients dealt with per financial year, broken down into the following categories:	The figures provided for this measure should include the total clients supported during the financial year, including those whose support has continued from the previous financial year. Below each recording category, a data check box has been provided which calculates the total number listed within the demographic category. If data is complete, this number should be the same under each demographic category and should match with the total number of clients provided in the sheet A1. If there are figures	

				missing for a demographic category, e.g. one service cannot provide data for household income, the missing clients should be included under not recorded or this should be noted in the additional information box. A number of 'Alternative Category' options are included. These categories are aggregated versions of some of the sub-categories which a number of services have indicated could not be captured. These aggregated categories were introduced to enable those services who cannot provide a breakdown of the sub-categories to include a total figure, ensuring that the overall demand is captured. This category should only be completed by services who cannot provide a breakdown. Options for 'Not recorded' and 'Prefer not to say' are included. 'Not recorded' refers to data, which is not collected, whilst 'Prefer not to say' means that the individual does not wish to disclose information. If recording in the 'Other' category please provide descriptions, and numbers for each in the additional information box. For example, 11 students and 15 not seeking work.	
		Sex	Male Female Not Recorded Prefer not to answer		Priority

		Year of Birth	1937 and earlier List of all years in between 2001 and later Not Recorded	Services should provide either year of birth or clients by age-bandings but not both. Reporting by year of birth was introduced as it was suggested that this offered the easiest and most consistent way of recording age. Age bandings should be used by those who cannot provide data year of birth	Priority
		Optional: Age	0-15 16-24 25-34 35-44 45-59 60-64 65-70 71+ Alternative Category: 60+ Not Recorded Prefer not to say	The alterative category 60+ should only be completed by services who cannot provide a breakdown for 60-64, 65-70 and 71+	
		Ethnicity	• White • Mixed or Multiple Ethnic Groups • Asian, Asian Scottish or Asian British • African • Caribbean or Black • Other Ethnic Group • Not recorded • Prefer not to say		Priority
		Household Composition	A **single adult household** contains one adult (non-pensioner) and no children	An adult is anyone over the age of 16	Priority
			A **single pensioner household** contains one pensioner and no children	The definition of a 'pensioner' is a person for whom the majority of their income is derived from pension payments	
			A **small single parent household** contains one adult and one or two dependent children		

			A **large single parent household** contains one adult and three or more dependent children		
			A **young single parent household** contains one adult (under 25) and one or more dependent children		
			Alternative Category – **Single Parent Household**	The alterative category 'Single Parent Household' should only be completed by services who cannot provide a breakdown for 'Small single parent', 'Large single parent' and 'Young single parent'	
			A **family household** contains two adults (non-pensioner) and one or two dependent children		
			A **large family household** contains two adults (non-pensioner) and three or more dependent children		
			Alternative Category – **Two Parent Family Household**	The alterative category 'Two Parent Family Household' should only be completed by services who cannot provide a breakdown for 'Family household' and 'Large Family household'	
			An **adult family household** contains two or more adults (non-pensioner) and no dependent children	An adult is anyone over the age of 16	
			An **older adult family household** contains at least one pensioner		
			Other		
			Not Recorded		
			Prefer not to answer		
		Disability or long-term condition	Yes No Not Recorded Prefer not to answer		Priority

Household Income: Net annual household income (after taxation and other deductions) Note: income may be from a variety of sources-employment, welfare benefits, etc.	• £6,000 or less • £6,001-£10,000 • Alterative Category - £10,000 or less • £10,001-£15,000 • £15,001-£20,000 • £20,001-£25,000 • £25,001-£30,000 • £30,001-£40,000 • Over £40,000 • Not Recorded • Prefer not to answer	The alterative category '£10,000 or less' should only be completed by services who cannot provide a breakdown for '£6,000 or less' and '£6,001 - £10,000'	Priority
Economic Status	• Self-employed • Employed full-time • Employed part-time • Looking after the home or family • Permanently retired from work • Unemployed and seeking work • At school • In further/higher education • Alternative Category - Student • Government work or training scheme • Permanently sick or disabled • Unable to work because of short-term illness or injury • Alternative Category – Permanently sick or disabled / Unable to work because of short-term illness or injury • Other • Not recorded • Prefer not to answer	The alterative category 'Student' should only be completed by services who cannot provide a breakdown for 'At school' and 'In further/higher education' The alterative category 'Permanently sick or disabled / Unable to work because of short-term illness or injury' should only be completed by services who cannot provide a breakdown for 'Permanently sick or disabled' and 'Unable to work because of short-term illness or injury'	Priority

		Housing Status	• **Owner occupied,** which includes households who are buying their home with a mortgage or loan • **Tenant (Social Landlord)**, which includes tenants of local authorities and Housing Associations or Co-operatives • **Tenant (Private Landlord)** which includes all types of tenancy for which a contractual arrangement between an individual and another individual/company exists • **Temporary accommodation**, provided through the Local Authority in exercise of its statutory duties • **Homeless**, an individual who lacks housing (without regard to whether the individual is a member of a family) as defined in the Housing (Scotland) Act 1987 • **Alternative Category: Temporary accommodation / Homeless** • **Other tenure**, which includes any other category of tenure such as living rent free • **Not Recorded** • **Prefer not to say**	The alterative category 'Temporary accommodation / Homeless' should only be completed by services who cannot provide a breakdown for 'Temporary accommodation' and 'Homeless'	Priority

		Child Poverty Priority Groups	• **Single parent** families • Families which include a **disabled adult or child** • Families with **3+ children** • **Minority ethnic** families • Families with a **child under one year old** • Families where the **mother is under 25 years of age**	Record the total number of clients in each child poverty priority group. If the client falls under more than one category record them multiple times under each of the categories.	Non-Priority
			• **Total** number of individual clients who are counted under these child poverty priority groups	Record the total number of individual clients who can be counted within any of these child poverty priority groups. Each individual client should only be counted once under this total, regardless of how many categories they fall under.	
C3	Number of debt clients and amount owed by these clients	Local authorities are required to provide the total number of clients and amount of debt, associated with each category listed. The figures provided for this measure should relate to all clients when they make initial contact with the service (before receiving debt advice). It is accepted that, in the course of receiving advice, further debts may be identified:		The figures provided for this measure should include the debts of all clients who made initial contact in the current year and those existing clients whose support is ongoing from the previous year. This should include clients whose cases have been closed within the financial year.	
		Total number of debt clients		Record the total number of clients supported with debt advice during the reporting year. Each individual client should only be recorded once, regardless of the number of debts they present with.	Priority
		Total amount owed		Record the total amount of debt owed by clients receiving debt advice during the reporting year. This should include all debts owed by each individual client.	Priority

		Number of debt clients per:	• Bank and Building Society overdrafts • Benefit overpayment • Business debts • Catalogue debts • Council Tax arrears • Court fines • Credit, store and charge card debts • DWP • Family/Friends loan • High-cost credit (including payday loans and guarantor loans) • HMRC (including Income Tax and National Insurance) • Legal fees • Maintenance/child support • Mortgage arrears • Penalty Charge Notices • Personal Loan • Alternative Category: Total Rent Arrears • Housing Association Rent Arrears • Local Authority Rent Arrears • Private Rent Arrears • Rent-to-Own debts • Student debts • Unpaid bill • Alternative Category: Utility arrears • Electricity • Gas • Phone/internet/telecom bills • Other (please specify)	Record the total number of debt clients presenting with each type of debt. For clients with multiple debt types, the client can be recorded more than once under each of the debt types they present with. The alterative category 'Rent Arrears' should only be completed by services who cannot provide a breakdown for 'Housing Association Rent Arrears', 'Local Authority Rent Arrears' and 'Private Rent Arrears'. The alternative category 'Utility Arrears' should only be completed by services who cannot provide a breakdown for 'Electricity', 'Gas' and 'Phone/internet/telecom'.	Non-priority

		Amount owed per:	• Bank and Building Society overdrafts • Benefit overpayment • Business debts • Catalogue debts • Council Tax arrears • Court fines • Credit, store and charge card debts • DWP • Family/Friends loan • High-cost credit (including payday loans and guarantor loans) • HMRC (including Income Tax and National Insurance) • Legal fees • Maintenance/child support • Mortgage arrears • Penalty Charge Notices • Personal Loan • Alternative Category: Rent Arrears • Housing Association Rent Arrears • Local Authority Rent Arrears • Private Rent Arrears • Rent-to-Own debts • Student debts • Unpaid bill • Alternative Category: Utility arrears • Electricity • Gas • Phone/internet/telecom bills • Other (please specify)	For each debt type record the total amount of debt owed by clients receiving debt advice during the reporting year. This should include all debts owed by each individual client. The alterative category 'Rent Arrears' should only be completed by services who cannot provide a breakdown for 'Housing Association Rent Arrears', 'Local Authority Rent Arrears' and 'Private Rent Arrears'. The alternative category 'Utility Arrears' should only be completed by services who cannot provide a breakdown for 'Electricity', 'Gas' and 'Phone/internet/telecom'.	Non-priority

improvement service

Input Indicators

The input indicators are used to measure the level of investment that local authorities make into money and welfare rights advice services.

Ref	Indicator	Definition	Notes	Priority vs Non-Priority
I2	Funding	**Total sum of local authority funding for money and welfare rights advice:** Each service should provide the total annual sum of funding the local authority provides for money and welfare rights advice in the service. Services will be asked to confirm if the funding figures provided covers only money and welfare rights advice.	Figures should include overhead costs (gross salary costs, i.e. including employer's costs) If funding for money and welfare rights advice is included as part of the total funding for the provision of general advice, this should be apportioned to give an estimation e.g. if the provision of money and welfare rights advice takes up 70% of service activity, then 70% of total funding should be recorded. If the local authority funding covers a different period than the reporting period (12 months to 31.03.2022) this funding should be apportioned to give an estimation e.g. if the local authority provides funding for money and welfare rights advice between January 2021 and June 2021 this would mean that 50% of this funding period (the months April 2021 to June 2021) fall within the reporting period, therefore 50% of this funding should be recorded.	Priority
		Each service should provide the annual sums of funding that money and welfare rights advice within the service receive from other sources of funding, including: • Big Lottery Fund • European Social Fund • Macmillan Cancer Support • Scottish Government • Scottish Legal Aid Board	This is used to evidence that local authority investment in core services enables funding to be attracted for other services. However, if the local authority receives external funding for a specific project, that is not part of the core service, e.g. the local authority does not fund any staff for this project, then activity for these projects should not be included.	Non-Priority

		• Other (please specify) • Alternative category: Total	Figures for Scottish Legal Aid Board funding received by local authorities will be provided directly by the funder. Please only provide figures for funding received by externally delivered services. The alterative category 'Total' should only be completed by services who cannot provide a breakdown of additional funding by the source.	

Activity indicators

The activity indicators give an overview of the volume of clients and cases each money and/or welfare rights advice service has dealt with over the financial year. It is recognised that these measures do not reflect the overall activity of a service but do provide valuable insight.

Ref	Indicator	Definition		Notes	Priority vs. Non-Priority
A1	Volume	Local authorities are asked to provide the total number for:			
		Number of Clients	**Total Clients** supported by the service in the 12 months to 31/03/2022 i.e. the total individual people supported by the service during the reporting period, including those accessing support for the first time and existing clients whose support is ongoing from the previous year or who have previously been supported by the service and have used the service again in the reporting year with a new issue.	Clients are individuals for which the service has taken some action to support the person and/or resolve the issue, e.g. signposting, referrals and casework The framework takes a client-focused, rather than case-based approach to the measurement of volume. As such, each client supported by the service should be counted only once, regardless of the number of different issues they present with, or the number of times they present. The number of Total Clients should be higher than the number of New Clients, as Total Clients should include the total number of New Clients and the total number of existing clients, whose support is ongoing from the previous financial year.	Priority
			Total New Clients supported by the service in the 12 months to 31/03/2022 i.e. a client who has not previously received support from the service and has accessed support for the first time during the reporting period.		
		Total number of **benefit entitlement checks** carried out by the service			Priority
		Number of Referrals	Total number of **self-referrals**	The total number of individual people who established contact with the service on their own behalf	Priority

				An individual may be counted under both 'self-referral' or 'referrals from other organisations/services' if contact was established by individual themselves and by another organisation.	
			Total number of **referrals from other organisations/services**	A 'referral' is where contact with the service is initially established by another organisation/service on behalf of a client. If more than one referral is received for the same individual, please count each referral individually. An individual may be counted under both 'self-referral' or 'referrals from other organisations/services' if contact was established by individual themselves and by another organisation. Referrals from other services within the local authority should also be included here.	
		Contact Information	**Total individuals who contacted** the service in relation to money or welfare rights advice, over the last financial year ending 31.03.2022	A money or welfare rights advice contact can be defined as an enquiry from a person seeking information on a money or welfare rights advice matter. This should include the total number of individuals who have contacted the service including those who contact with a query, but no further action is taken by the service. Only include an individual once. If repeated contact is made by the same individual, do not count the additional contacts separately.	Non-priority
			Average number of contacts per client	This can be calculated as the total number of all contacts made with clients (e.g. the total number of client interactions with the	

				service, including multiple contacts from the same individual) across the reporting period, divided by the total number of clients supported over the reporting period.	
			Proportion of clients where **multiple contacts** are needed to support the client and/or resolve the issue	This should be recorded as the percentage of clients where more than one interaction between an adviser and the client is needed to close a case.	
			Average time spent per client to support the client and/or resolve the issue	This should be recorded as the average number of hours an adviser spends per client to close a case.	
		Total number of initial contacts by channel	• Email • Face-to-face • Telephone • Web • Webchat • Other (please specify) • Not Recorded	Only include the channel through which the individual first contacted the service. If repeated contact is made by the same individual, do not count the additional contacts separately. Contact established with the service via the completion of online forms should be included under 'Email'. 'Web' should be measured via the number of unique page views of the service's website.	Non-priority
		Online Support	Does your service have an online benefit calculator?	Services should answer 'yes' if there is tool available for public use on the web page for the service	Non-priority
			Does your service have an online budgeting tool?	Services should answer 'yes' if there is tool available for public use on the web page for the service	
			How many individuals have used the online benefit calculator in the 12 months to 31.03.2021?	This should be recorded as the number of unique web click throughs to the results page of the tool	
			How many individuals have used the online budgeting calculator in the 12 months to 31.03.2021?	This should be recorded as the number of unique web click throughs to the results page of the tool	

		Referrals	• Self-Referral
			• Alternative category: Total local authority referrals
			• Local Authority:
			  ○ Employability
			  ○ Housing
			  ○ Revenues
			  ○ Social Services
			  ○ LA Other (please specify)
			• Primary Health Care
			• Third Sector
			• Other (please specify)
			• Not Recorded
				Self-referrals should be recorded as the of individual people who established contact with the service on their own behalf.
				
				A 'referral' is where contact with the service is initially established by another organisation/service on behalf of a client. If more than one referral is received for the same individual, please count each referral individually.
				
				The alterative category 'Total local authority referrals' should only be completed by services who cannot provide a breakdown of local authority referrals by department.
					Non-Priority

		Number of **open cases** at the end of the financial year	• SNSIAP Type I Cases
			• SNSIAP Type II Cases
			• SNISAP Type III Cases
			• Alternative Category:
			  ○ Open cases associated with Type I only
			  ○ Open cases associated with Type II only
			  ○ Open cases associated with Type III only
			  ○ Open cases associated with both Type I & Type II
			  ○ Open cases associated with both Type II & Type III
			  ○ Open cases associated with both Type I & Type III
			  ○ Open cases associated with all of Type I, II and III
				• Type I – Active Information, Sign-posting and Explanation
				• Type II – Casework
				• Type III – Advocacy, Representation, and Mediation at Tribunal or Court Action Level
				• If you record multiple types of advice together and are unable to separate all cases by the associated SNSIAP type of advice please record the number of cases associated with each alternative grouped SNISAP Type. Please only record each individual case once under the associated SNSIAP grouping.
					Non-Priority

		Number of **cases closed** during the financial year	• SNSIAP Type I Cases • SNSIAP Type II Cases • SNISAP Type III Cases • Alternative Category: ○ Closed cases associated with Type I only	• Type I – Active Information, Sign-posting and Explanation • Type II – Casework	Non-Priority

			○ Closed cases associated with Type II only ○ Closed cases associated with Type III only ○ Closed cases associated with both Type I & Type II ○ Closed cases associated with both Type II & Type III ○ Closed cases associated with both Type I & Type III ○ Closed cases associated with all of Type I, II and III	• Type III – Advocacy, Representation, and Mediation at Tribunal or Court Action Level • If you record multiple types of advice together and are unable to separate all cases by the associated SNSIAP type of advice please record the number of cases associated with each alternative grouped SNISAP Type. Please only record each individual case once under the associated SNSIAP grouping.	

Output indicators

The output indicators show whether a result has been achieved with each client.

Ref	Indicator	Definition		Notes	Priority vs Non-Priority
OP1	Breakdown of debt strategy agreed with client	Local authorities are asked to provide the total number for:			
		Debt Client Outputs	Total number of individual debt clients who agreed to proceed with a debt strategy in the 12 months to 31.03.2022	This is a client focused measure – Each client should only be included once. Clients should be recorded if they have agreed to proceed with a debt strategy during the reporting year (12 months to 31.03.2022), regardless of whether they have additional debts where a strategy has not yet been agreed or if they change debt strategies throughout the year.	Priority
			Total number of debt strategies agreed in the 12 months to 31.03.2022	This is an output focused measure – Each individual debt strategy agreed during the reporting year (12 months to 31.03.2022) should be recorded. This may include multiple strategies for the same individual if they are using multiple strategies simultaneously. Strategies agreed in previous years, should not be included even if the process is still ongoing.	
			Total number of debt clients awaiting outcome	This should be recorded as the total number of debt clients supported during the reporting year where the outcome of discussions is not yet known.	
			Total number of debt clients who did not agree a debt strategy	This should be recorded as the total number of debt clients where discussions have ended, and no debt strategy has been agreed. This should also include clients who disengaged with the service before a debt strategy could be agreed.	

		Total number of debt strategies agree per:	• Awaiting sequestration • Budgeting advice • Consolidation loan • Debt Arrangement Scheme • Debt written off • Debt and mental health evidence form • Direct deduction from benefit • Full and final settlement • Grant awarded • Alternative category: Total Moratorium • Formal moratorium • Informal moratorium • Mortgage to rent/shared equity • Nil payments/offers • Pro rata offers • Repayment plan • Sale of asset • Alternative category: Total Sequestration • Minimal Asset Process Sequestration • Full administration sequestration • Support for mortgage interest • Token payments • Trust Deed • Other (please specify)	Each individual debt strategy agreed during the reporting year should be recorded. If the client has moved from one strategy to another include the new strategy agreed, however, if they are using multiple strategies simultaneously, record all of them. The alterative category 'Total Moratorium' should only be completed by services who cannot provide a breakdown by 'Formal moratorium' and 'Informal moratorium'. The alternative category 'Total sequestration' should only be completed by services who cannot provide a breakdown by 'Minimal Asset Process Sequestration', and 'Full administration sequestration'.	Non-Priority
OP2	Number of claims submitted and awards made/maintained for each type of welfare/social security benefit	Local authorities are asked to provide the total number of claims submitted and the number of awards made/or continued to be paid after review for each type of welfare benefit in the financial year		The intention is to identify the number of claims for welfare/social security benefits that are supported by advice agencies and which subsequently result in the benefit being awarded (or continuing to be paid) for the main types of welfare benefits.	
		Total number of claims for welfare/social security benefits that are submitted by the service		Please record activity relating to the current reporting year (12 months to 31.03.2022). Claims submitted within this year should be	Priority

				recorded, even if the outcome is not yet known.	
		Total number of awards for welfare/social security benefits that are subsequently made/maintained		Please record activity relating to the current reporting year (12 months to 31.03.2022). Awards made/maintained within this year should be recorded, even if the award relates to a claim submitted in the previous year.	Priority

		Total number of claims submitted for each type of welfare/social security benefit:
		
		And
		
		Total number of awards made/maintained for each type of welfare/social security benefit:
			• Attendance Allowance
			• Carers Allowance
			• Child Benefit
			• Child Tax Credit
			• Cold Weather Payments and Winter Fuel Payments
			• Alternative Category: Total Contributory Benefits
			    ○ Bereavement Benefits
			    ○ Contribution-based/new style ESA
			    ○ Contribution-based/new style JSA
			    ○ Maternity Allowance
			    ○ State Pension
			• Disability Allowance
			• Discretionary Housing Payments
			• ESA – Old Style
			• Funeral Expenses
			• Housing Benefit
			• Income Support
			• Industrial Injuries Disablement Benefit
			• JSA – Old style
			• One-off Grants
			• Pension Credit
			• Personal Independence Payment
			• Alternative Category: Total Social Security Benefits
			    ○ Alternative Category: Total Best Start Grant
				The alternative category 'Total Contributory Benefits' should only be completed by services who cannot provide a breakdown by 'Bereavement Benefits', 'New style ESA', New style JSA', 'Maternity Allowance', and 'State Pension'.
				
				The alternative category 'Total Social Security Benefits', should only be completed by services who cannot provide a breakdown by 'Best Start Grants', 'Carers Allowance Supplement', 'Child Winter Heating Assistance', 'Funeral Support
					Non-priority

			▪ Best Start Grant – Pregnancy and Baby Payment ▪ Best Start Grant – Early Learning Payment ▪ Best Start Grant – School Age Payment ▪ Best Start Foods ○ Carer's Allowance Supplement ○ Child Winter Heating Assistance ○ Funeral Support Payment ○ Job Start Payment ○ Scottish Child Payment ○ Young Carer Grant • Alternative Category: Total Scottish Welfare Fund ○ Scottish Welfare Fund – Community Care Grant ○ Scottish Welfare Fund – Crisis Grant • Universal Credit • Working Tax Credits Other (please specify)	Payment', 'Job Start Payment', 'Scottish Child Payment' and 'Young Carer Grant' The alternative category 'Total Best Start Grant', should only be completed by services who cannot provide a breakdown by 'Pregnancy & Baby Payment', 'Early Learning Payment', 'School Age Payment' and 'Best Start Foods'. The alternative category 'Total Scottish Welfare Fund', should only be completed by services who cannot provide a breakdown by 'Community Care Grant' and 'Crisis Grant'.	
OP3	Number of welfare/social security benefit claims that result in Mandatory Reconsiderations and Appeals, and their outcome	Local authorities are asked to provide the total number and outcome (won, lost, awaiting outcome, withdrawn) of benefit claims that result in Mandatory Reconsiderations or Appeals within the financial year.		The intention is to identify the support provided by advice agencies to service users to challenge decisions about the award of welfare/social security benefits and the result	
		The total number of **mandatory reconsiderations** supported by the service		Please record activity relating to the current reporting year (12 months to 31.03.2022).	Priority
		Total number of mandatory reconsiderations **won**		Please record activity relating to the current reporting year (12 months to 31.03.2022). 'Won' outcomes reached during the reporting year should be recorded even if	Priority

				they relate to Mandatory Reconsiderations from a previous year.	
		Total number of mandatory reconsiderations **lost**		Please record activity relating to the current reporting year (12 months to 31.03.2022). 'Lost' outcomes reached during the reporting year should be recorded even if they relate to Mandatory Reconsiderations from a previous year.	Priority
		Total number of mandatory reconsiderations **awaiting outcome**		Awaiting outcome should include a snapshot at the end of the reporting year of the number of mandatory reconsiderations where an outcome is not yet known.	Priority
		Total number of mandatory reconsiderations **withdrawn**		Withdrawn should include the total number of mandatory reconsiderations where the client has withdrawn during the reporting year, before an outcome was reached.	Priority

		Number of mandatory reconsiderations supported for each type of welfare/social security benefit:
		
		And
		
		Number of mandatory reconsiderations **won** for each type of welfare/social security benefit:
		
		And
			• Attendance Allowance
			• Carers Allowance
			• Child Benefit
			• Child Tax Credit
			• Cold Weather Payments and Winter Fuel Payments
			• Alternative Category: Total Contributory Benefits
			    ○ Bereavement Benefits
			    ○ Contribution-based/new style ESA
			    ○ Contribution-based/new style JSA
			    ○ Maternity Allowance
			    ○ State Pension
			• Disability Allowance
			• Discretionary Housing Payments
			• ESA – Old Style
			• Funeral Expenses
			• Housing Benefit
			• Income Support
			• Industrial Injuries Disablement Benefit
				The alternative category 'Total Contributory Benefits' should only be completed by services who cannot provide a breakdown by 'Bereavement Benefits', 'New style ESA', New style JSA', 'Maternity Allowance', and 'State Pension'.	Non-Priority

		Number of mandatory reconsiderations **lost** for each type of welfare/social security benefit:	• JSA – Old style
			• One-off Grants
			• Pension Credit
			• Personal Independence Payment
			• Alternative Category: Total Social Security Benefits
			  ○ Alternative Category: Total Best Start Grant
			    ▪ Best Start Grant – Pregnancy and Baby Payment
			    ▪ Best Start Grant – Early Learning Payment
			    ▪ Best Start Grant – School Age Payment
			    ▪ Best Start Foods
			  ○ Carer's Allowance Supplement
			  ○ Child Winter Heating Assistance
			  ○ Funeral Support Payment
			  ○ Job Start Payment
			  ○ Scottish Child Payment
			  ○ Young Carer Grant
			• Alternative Category: Total Scottish Welfare Fund
			  ○ Scottish Welfare Fund – Community Care Grant
			  ○ Scottish Welfare Fund – Crisis Grant
			• Universal Credit
			• Working Tax Credits
			Other (please specify)
				The alternative category 'Total Social Security Benefits', should only be completed by services who cannot provide a breakdown by 'Best Start Grants', 'Carers Allowance Supplement', 'Child Winter Heating Assistance', 'Funeral Support Payment', 'Job Start Payment', 'Scottish Child Payment' and 'Young Carer Grant'
				
				The alternative category 'Total Best Start Grant', should only be completed by services who cannot provide a breakdown by 'Pregnancy & Baby Payment', 'Early Learning Payment', 'School Age Payment' and 'Best Start Foods'.
				
				The alternative category 'Total Scottish Welfare Fund', should only be completed by services who cannot provide a breakdown by 'Community Care Grant' and 'Crisis Grant'.	

		Total number of **appeals** supported by the service		Please record activity relating to the current reporting year (12 months to 31.03.2022).	Priority
		Total number of appeals **won**		Please record activity relating to the current reporting year (12 months to 31.03.2022). 'Won' outcomes reached during the	Priority

				reporting year should be recorded even if they relate to Appeals from a previous year.	
		Total number of appeals **lost**		Please record activity relating to the current reporting year (12 months to 31.03.2022). 'Lost' outcomes reached during the reporting year should be recorded even if they relate to Appeals from a previous year	Priority
		Total number of appeals **awaiting outcome**		Awaiting outcome should include a snapshot from the end of the reporting year of the number of appeals where an outcome is not yet known.	Priority
		Total number of appeals **withdrawn**		Withdrawn should include the total number of appeals where the client has withdrawn during the reporting year, before an outcome was reached.	Priority

		Number of appeals supported for each type of welfare/social security benefit:
		
		And
		
		Number of appeals **won** for each type of welfare/social security benefit:
		
		And
		
		Number of appeals **lost** for each type of
			• Attendance Allowance
			• Carers Allowance
			• Child Benefit
			• Child Tax Credit
			• Cold Weather Payments and Winter Fuel Payments
			• Alternative Category: Total Contributory Benefits
			    o Bereavement Benefits
			    o Contribution-based/new style ESA
			    o Contribution-based/new style JSA
			    o Maternity Allowance
			    o State Pension
			• Disability Allowance
			• Discretionary Housing Payments
			• ESA – Old Style
			• Funeral Expenses
			• Housing Benefit
			• Income Support
			• Industrial Injuries Disablement Benefit
			• JSA – Old style
				The alternative category 'Total Contributory Benefits' should only be completed by services who cannot provide a breakdown by 'Bereavement Benefits', 'New style ESA', New style JSA', 'Maternity Allowance', and 'State Pension'.	Non-priority

		welfare/social security benefit:	• One-off Grants
			• Pension Credit
			• Personal Independence Payment
			• Alternative Category: Total Social Security Benefits
			  ○ Alternative Category: Total Best Start Grant
			    ▪ Best Start Grant – Pregnancy and Baby Payment
			    ▪ Best Start Grant – Early Learning Payment
			    ▪ Best Start Grant – School Age Payment
			    ▪ Best Start Foods
			  ○ Carer's Allowance Supplement
			  ○ Child Winter Heating Assistance
			  ○ Funeral Support Payment
			  ○ Job Start Payment
			  ○ Scottish Child Payment
			  ○ Young Carer Grant
			• Alternative Category: Total Scottish Welfare Fund
			  ○ Scottish Welfare Fund – Community Care Grant
			  ○ Scottish Welfare Fund – Crisis Grant
			• Universal Credit
			• Working Tax Credits
			Other (please specify)
				The alternative category 'Total Social Security Benefits', should only be completed by services who cannot provide a breakdown by 'Best Start Grants', 'Carers Allowance Supplement', 'Child Winter Heating Assistance', 'Funeral Support Payment', 'Job Start Payment', 'Scottish Child Payment' and 'Young Carer Grant'
				
				The alternative category 'Total Best Start Grant', should only be completed by services who cannot provide a breakdown by 'Pregnancy & Baby Payment', 'Early Learning Payment', 'School Age Payment' and 'Best Start Foods'.
				
				The alternative category 'Total Scottish Welfare Fund', should only be completed by services who cannot provide a breakdown by 'Community Care Grant' and 'Crisis Grant'.	

Outcome indicators

The outcome indicators describe the benefits of interacting with the money and/or welfare rights advice service for the client. In the short term, this benefit comes in the form of financial gain. However, there are also longer-term positive outcomes relating to financial inclusion and financial wellbeing.

<table>
<tr><th>Ref</th><th>Indicator</th><th colspan="2">Definition</th><th>Notes</th><th>Priority vs Non-Priority</th></tr>
<tr><td rowspan="2">OC1</td><td rowspan="2">Verified and unverified financial gain</td><td colspan="2">Financial gain is the total amount of income generated for clients per financial year as a result of the intervention of the money and/or welfare rights advice.

Financial gain is verified if the money and/or welfare rights advice service has independent evidence of the level of financial gain. This may be achieved via confirmation of receipt of the gain by the client, or by accessing a client’s records with another organisation. Other verification methods may also be possible.

Local authorities should provide the total sum of verified and unverified financial gain for the following:</td><td>Verified financial gain should be reported wherever possible.

This includes any income to which clients were entitled but would not have received without the intervention of the money and/or welfare rights advice service. This should include benefit/tax credits, refunds, debt written off, and grants accessed. In case of benefit/tax credits the award should be assumed for 12 months

Do not include the following as financial gain:
• Referrals to foodbanks
• Charitable donations
• Successful Blue Badge applications</td><td></td></tr>
<tr><td>Welfare Benefits Financial Gain</td><td>Alternative Category: Total verified welfare benefits financial gain</td><td>The alternative category ‘Total verified welfare benefits financial gain’, should only be completed by services who cannot provide a breakdown by ‘welfare benefit awards’, ‘mandatory reconsiderations/appeals won’ and ‘other’.</td><td>Priority</td></tr>
</table>

			Verified financial gain from **welfare benefit awards**	Financial gain from awards should be assumed for 12 months. If the gain results from a change in benefits only submit any additional payments gained. If the gain results from a change in benefits, only submit any additional payments gained (e.g. if a client was in receipt of benefits totalling £55.10 a week, and this increased to £82.30 a week following intervention, the figure submitted would be the new payment minus the old payment, and then calculated for the year. In this instance 82.30 – 55.10 = 27.20 Multiplied by 52 = £1,414,40).	
			Verified financial gain from **mandatory reconsiderations/appeals won**	Financial gain from mandatory reconsiderations/appeals should include the full benefit amount as this may have been lost without the service's intervention. The amount should be assumed for 12 months. The thinking behind it is that the role advice services play in ensuring service users continue to receive existing benefits should be reflected	
			Other verified welfare benefits financial gain (please specify)	Please include any other verified welfare benefits financial gain not included under awards and mandatory reconsiderations/appeals, e.g. grants accessed. Please specify what has been included.	
		Money Advice Financial Gain	**Total verified money advice** financial gain	This should include financial gain from increased resources i.e. money that is no longer payable, due to a debt being written off, DAS etc.	Priority

				For debts written off, include the total value of the debt as financial gain, as this is the overall amount the client has been saved from paying. For DAS the financial gain would be the reduction in outgoings, as the debt still exists, but the payments to satisfy it are reduced. The figure submitted would be the old payment minus the new payment. For example, if a client originally had monthly payments of £300 towards a debt and this reduced to £200 upon entering a DAS, the financial gain would be counted as £100, as the outgoing has reduced by £100. This is then calculated for the year. (In this instance 300 - 200 = 100 Multiplied by 12 = £1,200).	
		Unverified Financial Gain	Alternative Category: **Total unverified** financial gain Unverified financial gain from **money advice** Unverified financial gain from **welfare benefits**	Please include financial gain that cannot be verified, e.g. financial gain relating to benefit entitlement checks. As with verified gains, these gains should be assumed for 12 months. Please specify what has been included. The alternative category 'Total unverified financial gain', should only be completed by services who cannot provide a breakdown by 'money advice' and 'welfare benefits'.	Priority
		Verified financial gain from awards for each type of welfare benefit/social security benefit:	• Attendance Allowance • Carers Allowance • Child Benefit • Child Tax Credit • Cold Weather Payments and Winter Fuel Payments • Alternative Category: Total Contributory Benefits	Financial gain from awards should be assumed for 12 months. If the gain results from a change in benefits only submit any additional payments gained.	Non-priority

		And Verified financial gain from mandatory reconsiderations/ appeals for each type of welfare benefit/social security benefit:	○ Bereavement Benefits ○ Contribution-based/new style ESA ○ Contribution-based/new style JSA ○ Maternity Allowance ○ State Pension • Disability Allowance • Discretionary Housing Payments • ESA – Old Style • Funeral Expenses • Housing Benefit • Income Support • Industrial Injuries Disablement Benefit • JSA – Old style • One-off Grants • Pension Credit • Personal Independence Payment • Alternative Category: Total Social Security Benefits ○ Alternative Category: Total Best Start Grant ▪ Best Start Grant – Pregnancy and Baby Payment ▪ Best Start Grant – Early Learning Payment ▪ Best Start Grant – School Age Payment ▪ Best Start Foods ○ Carer's Allowance Supplement ○ Child Winter Heating Assistance ○ Funeral Support Payment ○ Job Start Payment ○ Scottish Child Payment ○ Young Carer Grant • Alternative Category: Total Scottish Welfare Fund ○ Scottish Welfare Fund – Community Care Grant ○ Scottish Welfare Fund – Crisis Grant	Financial gain from mandatory reconsiderations/appeals should include the full benefit amount as this may have been lost without the service's intervention. The amount should be assumed for 12 months. The alternative category 'Total Contributory Benefits' should only be completed by services who cannot provide a breakdown by 'Bereavement Benefits', 'New style ESA', New style JSA', 'Maternity Allowance', and 'State Pension'. The alternative category 'Total Social Security Benefits', should only be completed by services who cannot provide a breakdown by 'Best Start Grants', 'Carers Allowance Supplement', 'Child Winter Heating Assistance', 'Funeral Support Payment', 'Job Start Payment', 'Scottish Child Payment' and 'Young Carer Grant' The alternative category 'Total Best Start Grant', should only be completed by services who cannot provide a breakdown by 'Pregnancy & Baby Payment', 'Early Learning Payment', 'School Age Payment' and 'Best Start Foods'. The alternative category 'Total Scottish Welfare Fund', should only be completed by services who cannot provide a breakdown by 'Community Care Grant' and 'Crisis Grant'.	

			• Universal Credit • Working Tax Credits Other (please specify)		
OC2	**Softer Outcomes** The purpose of softer outcomes is to identify what has changed for the service user as a result of the advice/support that has been provided. Previously the framework collected a range of indicators relating to softer outcomes, however these were poorly reported and following a workshop in January 2021 it was agreed that these specific measures should be removed. Many services collect alternative information relating to softer outcomes; therefore, it was agreed that services would report information they have at a local level. Services are asked to provide any relevant softer outcomes data. This information should be focused on the impact the advice/support has had for clients. For example, improved health and wellbeing, improved capacity and ability to cope, increased financial stability and resilience. This may include data from client surveys, case studies or data relating to non-financial outcomes.				

Appendix 1 – MAS Supply Survey

An additional sheet as been added to the 2021/22 data return template to collect information on clients and cases relating solely to money advice on behalf of the Money Advice Service (MAS) for their Debt Supply Survey.

Ref	Indicator	Definition		Notes	Priority vs Non-Priority
Appendix 1	Money Advice Clients and Money Advice Cases by SNSIAP Type	This section should only be completed by services providing money advice and relates only to clients and cases of this type of advice. Services should aim to provide the total number of clients and cases under each SNSIAP type (as recorded using recording option 1). If the service is unable to provide a breakdown for each individual SNSIAP Type, then please use the grouped SNSIAP types under recording option 2. Services should record clients and cases under either Recording Option 1 or Recording Option 2, not both.		Some services only record either number of clients or number of cases. The distinction being, for example, that a client who returns for debt advice within the same year in which you previously assisted them would be counted once as a client, but twice under cases. Please provide an answer for both clients and cases. If you record only one, please supply your best estimate for the other.	
		Recording Option 1	The total number of money advice clients and money advice cases associated with each SNSIAP Type.	If a client and case is associated with more than one type of advice record this multiple times against each of the SNSIAP Types it associates with.	Non-priority
			Total SNSIAP Type I	Type I – Active Information, Sign-posting and Explanation	
			Total SNSIAP Type II	Type II – Casework	
			Total SNSIAP Type III	Type III – Advocacy, Representation, and Mediation at Tribunal or Court Action Level	
		Recording Option 2 – Alternative Category	If the service records multiple types of advice together and is unable to separate all clients and cases by the associated SNSIAP type of advice, please record the number of money advice clients and cases associated with each grouped SNSIAP Type.	Please only record each individual client and case once under the associated SNSIAP grouping.	Non-priority
			Total associated with Type I only		
			Total associated with Type II only		
			Total associated with Type III only		

			Total associated with both Type I & Type II		
			Total associated with both Type II & Type III		
			Total associated with both Type I & Type III		
			Total associated with all of Type I, II and III		