

Common Advice Performance Management Reporting Framework Summary 2018/19

East Ayrshire Council



The Common Advice Performance Management Reporting Framework (CAPMRF) 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 2018/19 data returns for the CAPMRF for East Ayrshire Council.

This is the second year in which the data has been collected in relation to both welfare and money advice services, making it possible to begin to identify changes over time at both local and national levels. Prior to 2017/18, three iterations, covering 2014/15 through to 2016/17, covered money advice only. Therefore, longer term trends can be examined for indicators covering money 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:

Key Points:

- A total of £1,015,209 was invested by the local authority in money and welfare rights advice services in 2018/19. This includes £532,469 for internal services and £482,740 for external services.
- In 2018/19, £9,500,000 financial gain was secured for clients. This reflects a 13% increase since the previous year.
- A total of £2,829,665 debt was owed by clients, an increase of 10% since 2016/17.

Services, Investment and Volume					
Ref	Indicator	East Ayrshire		Scotland	East Ayrshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C1	Number of services in the LA area				
	In-House				
	Money advice	-	-	3	
	Welfare rights ¹	1	1	11	0%
	Combined	-	-	15	
	External				
	Money advice	-	-	5	
	Welfare rights	-	-	1	
Combined ²	1	1	65	0%	
	Case management system/s	SWIFT, spreadsheet, CASTLE	SWIFT		
I1	Number of FTE staff				
	In-House	14.0	15.0	466	7%
	External	20.5	20.5	443	0%
	Number of Volunteer FTE staff				
In-House	-	-	10		
External	7.0	7.0	563	0%	
I2	Local Authority Funding				
	In-House	£532,469	£532,469	£14,753,814	0%
	External	£482,740	£482,740	£11,143,981	0%
	Other Sources of Funding				
	Scottish Legal Aid Board	£69,870	£61,438	£771,398	-12%
	Scottish Government	-	-	£545,522	
	Big Lottery Fund	-	-	£290,094	
European Social Fund	£33,583	£33,584	£459,223	0%	
Other	£0	£0	£1,977,490		

1 East Ayrshire Financial Inclusion Team

2 East Ayrshire Citizens Advice Bureau (CAB)

Services, Investment and Volume					
Ref	Indicator	East Ayrshire		Scotland	East Ayrshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	Volume				
	Contacts	-	-	307,511	
	Total Clients	-	7,941	244,637	
	New Clients	-	-	61,652	
	Contacts by channel				
	Face-to-face	-	-	103,407	
	Telephone	-	-	56,566	
	Email	-	-	22,286	
	Web	-	-	4,739	
	Webchat	-	-	833	
	Number of benefit entitlement checks carried out	*	-	44,416	
	Referrals				
	Self-referral	-	-	77,897	
	Local authority:				
	Housing	-	-	4,181	
	Social Services	-	-	8,357	
	Revenues	-	-	1,264	
	Employability	-	-	1,847	
	Other	-	-	6,558	
	Primary Health Care	-	-	12,202	
Third Sector	-	-	5,790		
Other	-	-	11,972		
Open SNSIAP cases					
Type I	-	-	8,774		
Type II	-	-	20,667		
Type III	-	-	7,885		
Closed SNSIAP cases					
Type I	-	-	15,432		
Type II	-	-	25,043		
Type III	-	-	5,210		

Services, Investment and Volume					
Ref	Indicator	East Ayrshire		Scotland	East Ayrshire
		2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
A1	First reason for contacting agency				
	Benefit Overpayment	-	-	721	
	Council Tax arrears	-	-	2,189	
	Credit, store and charge card debts	-	-	1,612	
	Catalogue debts	-	-	666	
	PPI	-	-	457	
	Payday Loan /High cost credit	-	-	367	
	Unsecured personal loan (except payday loans)	-	-	1,110	
	Bank and Building society overdrafts	-	-	676	
	Mortgage arrears	-	-	337	
	Rent arrears	-	-	2,989	
	Help with appealing welfare benefit decision	-	-	3,297	
	Assistance with making initial benefit application	-	-	6,271	
	Sanctioned	-	-	249	
	Benefits entitlement check	-	-	28,582	
	Issue relating to right to reside	-	-	199	
	Seeking to access other funds (i.e. grants)	-	-	1,461	
Other (Please specify)	-	-	25,736		

Client Demographics						
			East Ayrshire		Scotland	East Ayrshire
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Sex	Male	-	-	79,041	
		Female	-	-	98,580	
		Not recorded	-	-	39,814	
		Prefer not to answer	-	-	2,330	
	Age	0-15	-	-	803	
		16-24	-	-	13,350	
		25-34	-	-	26,767	
		35-44	-	-	31,774	
		45-59	-	-	41,754	
		60-64	-	-	20,258	
		65-70	-	-	12,890	
		71+	-	-	21,652	
		Not Recorded	-	-	38,752	
	Prefer not to answer	-	-	9,365		
	Ethnicity	White	-	-	137,977	
		Any Mixed or Multiple Ethnic Groups	-	-	951	
		Asian, Asian Scottish or Asian British	-	-	3,261	
		African	-	-	1,727	
		Caribbean or Black	-	-	500	
		Other Ethnic Group	-	-	1,831	
		Not Recorded	-	-	60,983	
		Prefer not to answer	-	-	4,661	
	Disability or long-term condition	Yes	-	-	60,955	
		No	-	-	51,966	
		Not Recorded	-	-	64,289	
	Income	£6,000 or less	-	-	18,256	
		£6,001-£10,000	-	-	13,954	
		£10,001-£15,000	-	-	11,306	
		£15,001-£20,000	-	-	7,647	
		£20,001-£25,000	-	-	3,579	
		£25,001-£30,000	-	-	2,324	
		£30,001-£40,000	-	-	1,316	
		Over £40,000	-	-	640	
Not Recorded		-	-	92,673		
Prefer not to answer		-	-	4,138		

Client Demographics						
			East Ayrshire		Scotland	East Ayrshire
Ref	Demographic	Categories	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C2	Economic Status	Self employed	-	-	3,477	
		Employed full time	-	-	16,169	
		Employed part time	-	-	13,548	
		Looking after the home or family	-	-	5,116	
		Permanently retired from work	-	-	17,358	
		Unemployed and seeking work	-	-	18,157	
		At school	-	-	729	
		In further/higher education	-	-	1,097	
		Gov't work or training scheme	-	-	816	
		Permanently sick or disabled	-	-	26,733	
		Unable to work because of short-term illness or injury	-	-	8,114	
		Other	-	-	3,401	
		Not recorded	-	-	80,313	
		Prefer not to answer	-	-	5,734	
	Housing Tenure	Owner occupied	-	-	23,012	
		Social rented	-	-	54,932	
		Private rented	-	-	13,782	
		Temporary accommodation	-	-	2,717	
		Homeless	-	-	1,475	
		Other	-	-	9,619	
		Not recorded	-	-	85,407	
	Prefer not to answer	-	-	6,530		
	Household Composition	Single adult (non-pensioner)	-	-	34,748	
		Single pensioner	-	-	4,476	
		Small single parent (1 or 2 children)	-	-	11,406	
		Large single parent (3 or more children)	-	-	747	
		Young single parent (1 adult under 25, and 1 or more children)	-	-	556	
		Family (2 adults, and 1 or more children)	-	-	10,633	
		Large family (2 adults, and 3 or more children)	-	-	1,036	
		Adult family (2 or more non-pensioners, and no children)	-	-	16,485	
		Older adult family (contains at least 1 pensioner)	-	-	6,038	
		Not recorded	-	-	84,338	
		Prefer not to answer	-	-	10,422	

Money Advice Indicators

		East Ayrshire					Scotland	East Ayrshire
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
C3	Number of clients							
	Total	-	-	-	-	4,134	43,593	
	Benefit overpayment	-	-	-	-	-	1,845	
	Council Tax arrears	-	-	-	-	-	5,174	
	Utility Arrears	-	-	-	-	-	4,055	
	Credit, store, and charge card debts	-	-	-	-	-	5,452	
	Rent to own	-	-	-	-	-	455	
	Catalogue	-	-	-	-	-	2,183	
	Unsecured personal loan	-	-	-	-	-	3,528	
	Payday Loan / High Cost Credit	-	-	-	-	-	1,694	
	Overdrafts	-	-	-	-	-	2,689	
	Mortgage arrears	-	-	-	-	-	674	
	Rent arrears	-	-	-	-	1,826	5,667	
	Others	-	-	-	-	2,308	10,177	
	Amount of debt owed by client							
	Total		£3,976,235	£2,568,397	£0	£2,829,665	£186,250,137	
	Benefit overpayment		£263,641	£213,028	-	-	£6,283,913	
	Council Tax arrears		£251,062	£171,408	-	-	£20,075,954	
	Utility Arrears		£31,578	£40,223	-	-	£3,214,671	
	Credit, store, and charge card debts		£1,097,384	£972,245	-	-	£34,926,764	
	Rent to own		£1,100,953	£78,419	-	-	£2,015,158	
	Catalogue		£160,885	£107,297	-	-	£3,858,004	
	Unsecured personal loan		£98,371	£378,896	-	-	£23,273,669	
Payday Loan / High Cost Credit		£21,351	£31,801	-	-	£3,306,422		
Overdrafts		£133,155	£71,333	-	-	£4,553,239		
Mortgage arrears		£713,190	£439,792	-	-	£17,668,282		
Rent arrears		£55,778	£63,955	-	£290,604	£8,197,951		
Others		£48,886	-	-	£2,539,061	£58,876,10		

Money Advice Indicators

		East Ayrshire					Scotland	East Ayrshire
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	2018/19	2018/19	% Change 2017/18 to 2018/19
OP1	Breakdown of debt strategy agreed with client							
	Sequestration	51	26	30	-	-	1,722	
	Debt Arrangement Scheme	14	14	8	-	-	886	
	Trust Deed	-	2	-	-	-	134	
	Awaiting sequestration	9	2	6	-	-	341	
	Token payments	139	101	62	-	-	1,161	
	Pro rata offers	33	23	22	-	-	1,469	
	Moratorium	-	-	1	-	-	263	
	Debt written off	1	1	3	-	-	355	
	Repayment plan	-	-	-	-	-	643	
	Nil Payments/Offer	-	2	4	-	-	295	
	Consolidation Loan	-	1	-	-	-	19	
	Mortgage to rent/Shared equity	-	-	-	-	-	62	
	Did not agree a debt strategy	-	22	25	-	-	1,058	
	Still awaiting outcome	-	57	58	-	-	2,550	
Other: please specify	55	-	-	-	-	2,595		
OC1	Financial gain							
	Financial gain from money advice				*	-	£30,217,870	
	Financial gain from any other welfare benefits				*	-	£8,179,848	
	Total of ALL verified financial gain				£8,439,609	£9,500,000	£323,876,347	13%
	Total of ALL unverified financial gain				*	-	£47,195,664	

Welfare Rights Advice Indicators					
		East Ayrshire		Scotland	East Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Total				
	No. claims	-	-	67,249	
	No. awards made/maintained	-	-	55,436	
	Financial gain from awards made/maintained	-	-	£222,533,895	
	No. Mandatory Reconsiderations (MRs)	-	-	8,891	
	No. MRs won	-	-	2,063	
	No. MRs lost	-	-	2,626	
	No. appeals	-	-	10,826	
	No. appeals won	-	-	6,483	
	No. appeals lost	-	-	2,004	
	Financial gain from MRs/appeals	-	-	£44,553,543	
	Attendance Allowance				
	No. claims	-	-	7,367	
	No. awards made/maintained	-	-	7,245	
	Financial gain from awards made/maintained	-	-	£29,556,233	
	No. Mandatory Reconsiderations (MRs)	-	-	190	
	No. MRs won	-	-	119	
	No. MRs lost	-	-	37	
	No. appeals	-	-	58	
	No. appeals won	-	-	42	
	No. appeals lost	-	-	26	
	Financial gain from MRs/appeals	-	-	£1,959,706	
	Bereavement Benefits				
	No. claims	-	-	190	
	No. awards made/maintained	-	-	129	
	Financial gain from awards made/maintained	-	-	£561,487	
	No. Mandatory Reconsiderations (MRs)	-	-	4	
	No. MRs won	-	-	-	
	No. MRs lost	-	-	-	
	No. appeals	-	-	5	
	No. appeals won	-	-	-	
	No. appeals lost	-	-	-	
	Financial gain from MRs/appeals	-	-	£0	
	Carers Allowance				
	No. claims	-	-	1,766	
	No. awards made/maintained	-	-	1,393	
	Financial gain from awards made/maintained	-	-	£4,194,118	
	No. Mandatory Reconsiderations (MRs)	-	-	22	
	No. MRs won	-	-	9	
	No. MRs lost	-	-	1	
	No. appeals	-	-	1	
No. appeals won	-	-	1		
No. appeals lost	-	-	5		
Financial gain from MRs/appeals	-	-	£63,942		

Welfare Rights Advice Indicators					
		East Ayrshire		Scotland	East Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Child Benefit				
	No. claims	-	-	842	
	No. awards made/maintained	-	-	554	
	Financial gain from awards made/maintained	-	-	£880,829	
	No. Mandatory Reconsiderations (MRs)	-	-	18	
	No. MRs won	-	-	4	
	No. MRs lost	-	-	1	
	No. appeals	-	-	8	
	No. appeals won	-	-	7	
	No. appeals lost	-	-	3	
	Financial gain from MRs/appeals	-	-	£61,321	
	Child Tax Credit				
	No. claims	-	-	1,469	
	No. awards made/maintained	-	-	579	
	Financial gain from awards made/maintained	-	-	£3,185,276	
	No. Mandatory Reconsiderations (MRs)	-	-	112	
	No. MRs won	-	-	20	
	No. MRs lost	-	-	14	
	No. appeals	-	-	37	
	No. appeals won	-	-	14	
	No. appeals lost	-	-	3	
	Financial gain from MRs/appeals	-	-	£196,224	
	Cold Weather Payments and Winter Fuel Payments				
	No. claims	-	-	40	
	No. awards made/maintained	-	-	15	
	Financial gain from awards made/maintained	-	-	£2,592	
	No. Mandatory Reconsiderations (MRs)	-	-	3	
	No. MRs won	-	-	1	
	No. MRs lost	-	-	-	
	No. appeals	-	-	-	
	No. appeals won	-	-	-	
	No. appeals lost	-	-	-	
	Financial gain from MRs/appeals	-	-	£300	
	Contributory Benefits				
	No. claims	-	-	1,265	
	No. awards made/maintained	-	-	569	
	Financial gain from awards made/maintained	-	-	£2,632,769	
	No. Mandatory Reconsiderations (MRs)	-	-	309	
	No. MRs won	-	-	86	
	No. MRs lost	-	-	50	
No. appeals	-	-	257		
No. appeals won	-	-	192		
No. appeals lost	-	-	30		
Financial gain from MRs/appeals	-	-	£1,354,155		

Welfare Rights Advice Indicators					
		East Ayrshire		Scotland	East Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Disability Living Allowance				
	No. claims	-	-	2,473	
	No. awards made/maintained	-	-	3,591	
	Financial gain from awards made/maintained	-	-	£6,146,411	
	No. Mandatory Reconsiderations (MRs)	-	-	329	
	No. MRs won	-	-	90	
	No. MRs lost	-	-	119	
	No. appeals	-	-	493	
	No. appeals won	-	-	291	
	No. appeals lost	-	-	110	
	Financial gain from MRs/appeals	-	-	£2,730,061	
	Discretionary Housing Payments				
	No. claims	-	-	834	
	No. awards made/maintained	-	-	1,327	
	Financial gain from awards made/maintained	-	-	£1,308,618	
	No. Mandatory Reconsiderations (MRs)	-	-	20	
	No. MRs won	-	-	10	
	No. MRs lost	-	-	1	
	No. appeals	-	-	-	
	No. appeals won	-	-	-	
	No. appeals lost	-	-	-	
	Financial gain from MRs/appeals	-	-	£11,654	
	Funeral Expenses				
	No. claims	-	-	84	
	No. awards made/maintained	-	-	39	
	Financial gain from awards made/maintained	-	-	£52,282	
	No. Mandatory Reconsiderations (MRs)	-	-	9	
	No. MRs won	-	-	1	
	No. MRs lost	-	-	-	
	No. appeals	-	-	1	
	No. appeals won	-	-	-	
	No. appeals lost	-	-	-	
	Financial gain from MRs/appeals	-	-	£4,178	
Industrial Injuries Disablement Benefit					
No. claims	-	-	73		
No. awards made/maintained	-	-	35		
Financial gain from awards made/maintained	-	-	£122,385		
No. Mandatory Reconsiderations (MRs)	-	-	13		
No. MRs won	-	-	1		
No. MRs lost	-	-	3		
No. appeals	-	-	30		
No. appeals won	-	-	6		
No. appeals lost	-	-	11		
Financial gain from MRs/appeals	-	-	£20,126		

Welfare Rights Advice Indicators					
		East Ayrshire		Scotland	East Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Maternity Allowance				
	No. claims	-	-	45	
	No. awards made/maintained	-	-	31	
	Financial gain from awards made/maintained	-	-	£157,684	
	No. Mandatory Reconsiderations (MRs)	-	-	-	
	No. MRs won	-	-	-	
	No. MRs lost	-	-	-	
	No. appeals	-	-	4	
	No. appeals won	-	-	2	
	No. appeals lost	-	-	1	
	Financial gain from MRs/appeals	-	-	£87,865	
	Pension Credit				
	No. claims	-	-	1,334	
	No. awards made/maintained	-	-	2,156	
	Financial gain from awards made/maintained	-	-	£6,997,890	
	No. Mandatory Reconsiderations (MRs)	-	-	30	
	No. MRs won	-	-	9	
	No. MRs lost	-	-	5	
	No. appeals	-	-	10	
	No. appeals won	-	-	3	
	No. appeals lost	-	-	4	
	Financial gain from MRs/appeals	-	-	£87,623	
	Personal Independence Payment				
	No. claims	-	-	21,856	
	No. awards made/maintained	-	-	13,324	
	Financial gain from awards made/maintained	-	-	£66,356,434	
	No. Mandatory Reconsiderations (MRs)	-	-	3,796	
No. MRs won	-	-	688		
No. MRs lost	-	-	1,299		
No. appeals	-	-	5,177		
No. appeals won	-	-	2,979		
No. appeals lost	-	-	1,064		
Financial gain from MRs/appeals	-	-	£19,563,811		

Welfare Rights Advice Indicators					
		East Ayrshire		Scotland	East Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
OP2, OP3, OC1	Scottish Welfare Fund				
	No. claims	-	-	2,111	
	No. awards made/maintained	-	-	1,068	
	Financial gain from awards made/maintained	-	-	£859,970	
	No. Mandatory Reconsiderations (MRs)	-	-	68	
	No. MRs won	-	-	14	
	No. MRs lost	-	-	7	
	No. appeals	-	-	8	
	No. appeals won	-	-	11	
	No. appeals lost	-	-	7	
	Financial gain from MRs/appeals	-	-	£21,285	
	State Pension				
	No. claims	-	-	177	
	No. awards made/maintained	-	-	154	
	Financial gain from awards made/maintained	-	-	£1,400,568	
	No. Mandatory Reconsiderations (MRs)	-	-	3	
	No. MRs won	-	-	-	
	No. MRs lost	-	-	4	
	No. appeals	-	-	-	
	No. appeals won	-	-	-	
	No. appeals lost	-	-	-	
	Financial gain from MRs/appeals	-	-	£0.00	
	Sure Start Maternity Grant				
	No. claims	-	-	80	
	No. awards made/maintained	-	-	77	
	Financial gain from awards made/maintained	-	-	£73,311	
	No. Mandatory Reconsiderations (MRs)	-	-	2	
	No. MRs won	-	-	-	
	No. MRs lost	-	-	-	
	No. appeals	-	-	1	
	No. appeals won	-	-	2	
	No. appeals lost	-	-	-	
	Financial gain from MRs/appeals	-	-	£1,000.00	
	Universal Credit				
	No. claims	-	-	4,098	
	No. awards made/maintained	-	-	3,604	
	Financial gain from awards made/maintained	-	-	£16,699,608	
	No. Mandatory Reconsiderations (MRs)	-	-	456	
	No. MRs won	-	-	94	
	No. MRs lost	-	-	72	
No. appeals	-	-	347		
No. appeals won	-	-	203		
No. appeals lost	-	-	51		
Financial gain from MRs/appeals	-	-	£1,115,462.61		

Welfare Rights Advice Indicators					
		East Ayrshire		Scotland	East Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
	Other				
	No. claims	-	-	21,147	
	No. awards made/maintained	-	-	19,547	
	Financial gain from awards made/maintained	-	-	£81,345,429	
	No. Mandatory Reconsiderations (MRs)	-	-	3,508	
	No. MRs won	-	-	917	
	No. MRs lost	-	-	1,012	
	No. appeals	-	-	4,389	
	No. appeals won	-	-	2,730	
	No. appeals lost	-	-	689	
	Financial gain from MRs/appeals	-	-	£17,274,829	

Softer Outcomes					
		East Ayrshire		Scotland	East Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
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	-	-	1,554	
	Disagree	-	-	183	
	I've been feeling physically better				
	Agree	-	-	304	
	Disagree	-	-	5	
	I've been feeling better about myself				
	Agree	-	-	329	
	Disagree	-	-	7	
	I've been feeling more optimistic about the future				
	Agree	-	-	324	
Disagree	-	-	12		
I've been getting on better with others					
Agree	-	-	292		
Disagree	-	-	2		
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	-	-	347	
	Disagree	-	-	14	
	I feel more in control of my life				
	Agree	-	-	351	
	Disagree	-	-	5	
	I am more able to make decisions				
	Agree	-	-	1,644	
	Disagree	-	-	76	
	I am more able to cope with day to day issues/problems				
	Agree	-	-	346	
Disagree	-	-	12		
I know when to seek support and where to get it					
Agree	-	-	356		
Disagree	-	-	4		

Softer Outcomes					
		East Ayrshire		Scotland	East Ayrshire
Ref	Indicator	2017/18	2018/19	2018/19	%Change 2017/18 to 2018/19
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	-	-	356	
	Disagree	-	-	2	
	I am confident that I am getting all the benefits/help to which I am legally entitled				
	Agree	-	-	360	
	Disagree	-	-	2	
	I know how much money I have to spend				
	Agree	-	-	359	
	Disagree	-	-	2	
	I can better manage my money				
	Agree	-	-	1,393	
	Disagree	-	-	156	
	I would be better able to cope if I had an unexpected expense				
Agree	-	-	339		
Disagree	-	-	12		



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