

Money Advice Performance Management Summary

North Ayrshire Council



The Money Advice Performance Management Framework (MAPMF) has been developed in consultation with local authorities and other key stakeholders. It aims to measure key performance indicators for 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 2016/17 for the MAPMF for North Ayrshire Council.

As this is the third year in which data returns have been provided, it is possible to begin to identify emerging trends at both local and national levels. The information received from individual local authorities has been collated in order to produce a Scotland-wide analysis reflecting the significant impact of money advice services at a national level. This should be considered in conjunction with this local summary.

While the MAPMF provides a structure from which it is possible to benchmark and target services, as well as identify and share areas of good practice, it is an iterative process. The current framework does not reflect the full complexity of cases or the many positive outcomes that money advice clients experience in addition to financial gain. Development is currently underway regarding improvements to the framework that will address these issues in time for reporting on the 2017/18 financial year.

The key findings in comparison to the reported position in 2014/15 and 2015/16 are detailed below:



- Investment in the internal service decreased by 55% between 2014/15 and 2016/17, before increasing by 5% between 2015/16 and 2016/17
- External service funding decreased by 25% between 2014/15 and 2016/17
- In 2016/17, 58% of clients accessed the service face-to-face, 32% via telephone, 8% via the CareFirst system, and 2% via email
- 92% of clients in 2016/17 had an annual household income of less than £20,000¹

1. Excludes 'Don't Know' category from analysis

North Ayrshire						
Ref	Demographic	Categories	2014/15	2015/16	2016/17	Scotland 2016/17
C2	Sex	Male	-	45	154	23,094
		Female	-	66	199	27,304
		Don't know	-	13	100	1,029
	Age	0-15	-	-	0	218
		16-24	-	9	20	4,015
		25-34	-	23	120	9,057
		35-44	-	29	108	9,771
		45-59	-	32	97	12,274
		60-74	-	15	63	6,287
		75+	-	2	17	4,860
		Not Recorded	-	14	28	2,166
	Ethnicity	White	-	-	262	41,767
		Any Mixed or Multiple Ethnic Groups	-	-	0	601
		Asian, Asian Scottish or Asian British	-	-	0	2,253
		African	-	-	0	1,315
		Caribbean or Black	-	-	0	346
		Other Ethnic Group	-	-	4	680
		Not Recorded	-	-	187	4,559
	Disability or long-term condition	Yes	-	72	91	23,308
		No	-	33	360	20,830
		Not Recorded	-	19	2	5,366
	Income	£6,000 or less	-	20	70	13,325
		£6,001-£10,000	-	40	90	12,538
		£10,001-£15,000	-	33	61	8,372
		£15,001-£20,000	-	11	28	4,683
		£20,001-£25,000	-	11	7	1,964
		£25,001-£30,000	-	3	7	1,131
		£30,001-£40,000	-	-	6	689
		Over £40,000	-	-	0	362
		Not Recorded	-	6	184	5,685
Economic Status	Self employed	-	1	6	1,301	
	Employed full time	-	9	47	7,646	
	Employed part time	-	7	34	5,726	
	Looking after the home or family	-	13	16	3,098	
	Permanently retired from work	-	11	28	4,796	
	Unemployed and seeking work	-	11	56	6,872	
	At school	-	-	0	619	
	In further/higher education	-	2	3	231	
	Gov't work or training scheme	-	1	0	141	
	Permanently sick or disabled	-	52	43	15,605	
	Unable to work because of short-term illness or injury	-	1	46	1,107	
	Other	-	-	14	1,501	
	Don't know	-	16	160	2,921	

North Ayrshire						
Ref	Demographic	Categories	2014/15	2015/16	2016/17	Scotland 2016/17
C2	Housing Tenure	Owner occupied	-	15	64	8,720
		Social rented	-	62	107	25,651
		Private rented	-	28	56	7,153
		Other	-	4	64	7,113
		Don't know	-	15	162	2,777
	Household Composition ²	Single adult (non pensioner)	-	49	139	23,194
		Single pensioner	n/a	n/a	0	620
		Single parent (one or more children)	-	26	48	7,818
		Family (two adults, and one or more children)	-	15	49	6,815
		Adult family (two or more non-pensioners, and no children)	-	26	57	6,507
		Older adult family (contains at least one pensioner)	n/a	n/a	6	462
		Don't know	-	8	154	5,472

2. Until 2016/17, MAPMF did not separate 'single pensioner' from the 'single adult' category, nor 'older adult family' from the 'adult family' category.

North Ayrshire					
Ref	Indicator	2014/15	2015/16	2016/17	Scotland 2016/17
C1	Number of money advice services in the LA area			³	
	In-house	2	2	1	20
	Externally funded	1	1	1	76
	Case management system/s	n/a	n/a	CareFirst, PG Debt	-
C3	Amount of debt owed by client	£11,173,600	£744,521	£5,252,160.58	£231.6m
	Benefit overpayment	n/a	-	£203,430.78	£10.47m
	Council Tax arrears	n/a	-	£254,543.67	£20.75m
	Utility arrears	n/a	-	£35,138.81	£4.4m
	Credit, store and charge debts	n/a	-	£641,016.82	£40.7m
	Catalogue	n/a	-	£74,215.28	£5.45m
	Unsecured personal loan	n/a	-	£0.00	£27.48m
	Payday loan high cost credit	n/a	-	£32,049.12	£3.56m
	Overdrafts	n/a	-	£49,004.30	£7.29m
	Mortgage arrears	n/a	-	£566,504.01	£29.83m
	Rent arrears	n/a	-	£49,563.94	£8.62m
	Rent to own	n/a	-	£0	£54.69m
Others ⁴	n/a	-	£3,346,693.85	£3.67m	
I1	Number of FTE staff				
	In-House	3.5	2	2	94.14
	External	1.3	-	0.70	211.07
	Number of Volunteer FTE staff				
In-House	0	0	0	0	
External	2	-	2	130.05	
I2	Local Authority Funding				
	In-House	£149,000	£69,056	£72,362	£4.1m
	External	£26,000	-	£19,000	£7.62m
	Other Sources of Funding				
	Scottish Legal Aid Board	n/a	n/a	£0	£555,116
	Scottish Government	n/a	n/a	£0	£38,517
Big Lottery Fund	n/a	n/a	£0	£138,421	
Housing Associations	n/a	n/a	£0	£0	
A1	Volume				
	Contacts	1,250	354	647	111,231
	Total clients	-	-	446	59,641
	New clients	529	124	413	49,565

3. Internal: Money Matters; external: North Ayrshire Citizens Advice Service (NACAS)

4. Includes household debts, doorstep etc.

North Ayrshire					
Ref	Indicator	2014/15	2015/16	2016/17	Scotland 2016/17
a1	Contacts by channel				
	Face-to-face	n/a	n/a	372	57,660
	Telephone	n/a	n/a	201	15,553
	Email	n/a	n/a	14	7,599
	Web	n/a	n/a	0	1,544
	Webchat	n/a	n/a	0	0
	Other ⁵	n/a	n/a	60	-
A1	Referrals				
	Health ⁶	n/a	n/a	261	633
	Social Care	n/a	n/a	-	498
	Third Sector	n/a	n/a	14	1,118
	Other	n/a	n/a	-	4,678
	Open SNSIAP cases				
	Type I	-	124	53	2,581
	Type II	-	-	-	5,197
	Type III	-	-	372	1,604
	Closed SNSIAP cases				
	Type I	-	124	81	3,499
	Type II	-	-	-	5,209
	Type III	-	-	1,083	3,294
	First reason for contacting agency				
Benefit overpayment	n/a	-	-	1,186	
Council Tax arrears	n/a	-	-	2,949	
Credit, store and charge card debts	n/a	-	-	2,707	
Catalogue debts	n/a	-	-	871	
PPI	n/a	-	-	107	
Payday loan/high cost credit	n/a	-	-	571	
Unsecured personal loan (except payday loans)	n/a	-	-	1,551	
Bank and building society overdrafts	n/a	-	-	1,117	
Mortgage arrears	n/a	-	-	198	
Rent arrears	n/a	-	-	1,722	
Other (Please specify)	n/a	-	-	2,740	

5. Includes CareFirst computer system used by the Health and Social Care partnership

6. Total for both Health and Social Care

North Ayrshire					
Ref	Indicator	2014/15	2015/16	2016/17	Scotland 2016/17
OP 1.1	Breakdown of debt strategy agreed with client				
	Sequestration	56	4	13	1,833
	Debt Arrangement Scheme	5	3	2	903
	Trust Deed	0	-	2	102
	Awaiting sequestration	23	2	16	547
	Token payments	37	16	26	1,917
	Pro rata offers	8	8	33	3,091
	Moratorium	0	-	18	389
	Debt written off	7	4	320	736
	Repayment plan	0	-	0	1,161
	Nil payments/offers	n/a	-	0	436
	Consolidation loan	n/a	-	0	28
	Mortgage to rent/shared equity	n/a	-	0	125
	Did not agree a debt strategy	n/a	14	29	2,103
	Still awaiting outcome	n/a	36	-	2,196
Other: please specify ⁷	41	37	14	757	
OC1	Financial gain				
	Verified	£2,939,800	£160,476.51	-	£50.1m
	Unverified	-	-	-	£50.5m

7. Includes benefit deductions