

Common Advice Performance Management Framework Summary 2017/18

Aberdeen City Council



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

This is a summary of the key findings from the data returns for 2017/18 for the CAPMF for Aberdeen City Council.

This is the first year in which the data has been collected in relation to both welfare and money advice services. In the previous three iterations, covering 2014/15 through to 2016/17, the data covered money advice only. As such, trends will continue to be identified at both local and national levels for indicators concerning money advice, and future iterations will allow for the same in relation to welfare rights advice.

The information received from individual local authorities has been collated in order to produce a Scotland-wide analysis reflecting the significant impact of welfare and money advice services at a national level. This should be considered in conjunction with this local summary.

The key findings are detailed below:



Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
C1	Number of services in the LA area		
	In-House		
	Money advice	0	5
	Welfare rights	0	12
	Combined	1 ¹	15
	External		
	Money advice	1 ²	13
	Welfare rights	0	6
	Combined	1 ³	66
	Case management system/s	AdvicePro, CRM Database, Castle, PG Debt	-
I1	Number of FTE staff		
	In-House	17.5	486
	External	5.5	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	1.6	412
I2	Local Authority Funding		
	In-House	£467,294	£13.93m
	External	£268,718.01	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£66,164.50	£1,529,249
	Scottish Government	-	£257,467
	Big Lottery Fund	-	£44,759
European Social Fund	-	£517,349	
	MacMillan Trust	-	£258,643
A1 ⁴	Volume		
	Contacts	2031	222,530
	Total Clients	2739	161,428
	New Clients	97	94,336
	Contacts by channel		
	Face-to-face	-	138,771
	Telephone	-	72,999
Email	-	15,948	
	Web	-	2,051
	Webchat	-	0

1 Financial Inclusion team

2 Shelter Scotland Aberdeen

3 CAB

4 Most Volume indicators include data from the Financial Inclusion team and Shelter Scotland only

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
A1	Referrals		
	Self-referral	1813	67,313
	Local authority:		
	Housing	104	2,924
	Social Services	42	6,933
	Revenues	1	1,946
	Employability	0	932
	Other	150	14,060
	Primary Health Care	25	11,179
	Third Sector	89	4,679
	Other	103	9,722
	Open SNSIAP cases		
	Type I	3125	3,959
	Type II	961	27,117
	Type III	394	7,505
	Closed SNSIAP cases		
	Type I	1747	9,796
	Type II	899	33,046
	Type III	455	4,877
	First reason for contacting agency		
	Benefit Overpayment	-	992
	Council Tax arrears	-	1964
	Credit, store and charge card debts	-	1767
	Catalogue debts	-	492
	PPI	-	106
	Payday Loan /High cost credit	-	476
	Unsecured personal loan	-	1026
	Bank and Building society overdrafts	-	528
	Mortgage arrears	-	515
	Rent arrears	-	3069
	Help with appealing welfare benefit decision	-	5433
Assistance with making initial benefit application	-	9467	
Sanctioned	-	317	
Benefits entitlement check	-	12162	
Issue relating to right to reside	-	185	
Seeking to access other funds (i.e. grants)	-	1415	
Other (Please specify)	-	11051	

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	1029	54881
		Female	1179	68109
		Don't know	414	26648
	Age	0-15	52	673
		16-24	192	7735
		25-34	380	19714
		35-44	707	16381
		45-59	642	29144
		60-74	227	22774
		75+	8	13408
		Not Recorded	329	29031
	Ethnicity	White	2235	87555
		Any Mixed or Multiple Ethnic Groups	8	2073
		Asian, Asian Scottish or Asian British	36	2038
		African	12	401
		Caribbean or Black	14	938
		Other Ethnic Group	56	1305
		Not Recorded	261	43064
	Disability or long-term condition	Yes	-	43318
		No	-	41590
Not Recorded		-	16995	
Income ⁵	£6,000 or less	882	13678	
	£6,001-£10,000	495	12816	
	£10,001-£15,000	302	9983	
	£15,001-£20,000	154	5994	
	£20,001-£25,000	74	2769	
	£25,001-£30,000	38	1459	
	£30,001-£40,000	25	929	
	Over £40,000	6	501	
	Not Recorded	473	42990	

5 Includes data from CAB and Financial Inclusion team only

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Economic Status ⁶	Self employed	18	1872
		Employed full time	235	10569
		Employed part time	216	8463
		Looking after the home or family	126	4209
		Permanently retired from work	144	11837
		Unemployed and seeking work	302	8749
		At school	51	751
		In further / higher education	42	995
		Gov't work or training scheme	0	99
		Permanently sick or disabled	0	16387
		Unable to work because of short-term illness or injury	936	14516
		Other	21	3020
		Don't know	91	54568
		C2	Housing Tenure	Owner occupied
Social rented	1676			33282
Private rented	219			9102
Other	212			8037
Don't know	200			39336
C2	Household Composition	Single adult (non-pensioner)	1626	33285
		Single pensioner	23	2245
		Single parent (one or more children)	216	10532
		Family (two adults, and one or more children)	131	10097
		Adult family (two or more non-pensioners, and no children)	150	13333
		Older adult family (contains at least one pensioner)	17	4771
		Don't know	459	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3 ⁷	Amount of debt owed by client	£7,415,731.48	-	£7,328,244.97		£204m
	Benefit Overpayment	n/a	-	£400,786.69	£648,432.69	£9.3m
	Council Tax Arrears	n/a	-	£1,165,802.19	£1,992,840.77	£21.8m
	Utility Arrears	n/a	-	£122,735.98	£210,476.37	£3.6m
	Credit, Store and Charge debts	n/a	-	£1,383,081.87	£2,731,560.90	£39m
	Catalogue	n/a	-	£69,153.28	£154,809.79	£4.4m
	Unsecured Personal Loan	n/a	-	£1,406,336.79	£157,999.89	£30.1m
	Payday Loan High cost credit	n/a	-	£100,647.09	£1,642,550.80	£4m
	Overdrafts	n/a	-	£20,781.49	£219,144.23	£5.3m
	Mortgage arrears	n/a	-	£517,434.15	£405,551.36	£30.4m
	Rent Arrears	n/a	-	£586,844.24	£424,465.88	£9.4m
	Rent to own	n/a	-	£88,883.73	£580,993.61	£3m
	Others ⁸	n/a	-	£1,465,757.47	£3,141,704.75	£43.7m
	OP1.1	Breakdown of debt strategy agreed with client				
Sequestration		146	117	147	83	1800
Debt Arrangement Scheme		22	18	17	17	740
Trust Deed		1	1	1	2	121
Awaiting sequestration		62	47	41	20	276
Token payments		82	50	96	50	1736
Pro rata offers		47	29	65	27	2190
Moratorium		4	4	7	8	411
Debt written off		2	7	10	11	412
Repayment plan		0	14	18	7	1752
Nil Payments/Offers		n/a	7	13	14	593
Consolidation Loan		n/a	0	1	0	41
Mortgage to rent/Shared equity		n/a	0	3	1	67
Did not agree a debt strategy		n/a	69	266	176	2883
Still awaiting outcome	n/a	122	15	6	1244	
Other: please specify	25	-	-	-	-	-

⁷ Data submitted by the Financial Inclusion Team and CAB only.

⁸ Others include: student debt, business debt, child maintenance arrears, tax and NI, parking penalty charges, housing repairs council, court fines and Social Fund Loans

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
OC1	Financial gain (relating to money advice) Verified Unverified	- -	- -	- -	£6,464,967.19 -	£317.7m £85.8m

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1 ⁹	Disability Living Allowance		
	No. claims	46	1,720
	No. awards made/maintained	23	1,259
	Financial gain from awards made/maintained	£102,329.55	£5,551,809
	No. Mandatory Reconsiderations (MRs)	18	271
	No. appeals	14	337
	No. MRs/appeals won	8	163
	No. MRs/appeals lost	24	137
	Financial gain from MRs/appeals	£34,869.15	£1,119,251
	Personal Independence Payment		
	No. claims	384	11,765
	No. awards made/maintained	114	7,837
	Financial gain from awards made/maintained	£773,266.55	£63,143,269
	No. Mandatory Reconsiderations (MRs)	155	2,457
	No. appeals	134	4,646
	No. MRs/appeals won	107	2,474
	No. MRs/appeals lost	182	1,516
	Financial gain from MRs/appeals	£542,611.50	£14,103,398
	Attendance Allowance		
	No. claims	56	5,158
	No. awards made/maintained	25	4,707
	Financial gain from awards made/maintained	£124,014	£18,330,956
	No. Mandatory Reconsiderations (MRs)	10	202
	No. appeals	0	45
	No. MRs/appeals won	4	65
	No. MRs/appeals lost	6	35
	Financial gain from MRs/appeals	£15,881.71	£584,332
	Severe Disablement Allowance		
No. claims	0	67	
No. awards made/maintained	0	5	
Financial gain from awards made/maintained	£0	£280,720	
No. Mandatory Reconsiderations (MRs)	0	10	
No. appeals	0	9	
No. MRs/appeals won	0	7	
No. MRs/appeals lost	0	1	
Financial gain from MRs/appeals	£0	£78,313	
Industrial Injuries Disablement Benefit			
No. claims	0	53	
No. awards made/maintained	0	5	
Financial gain from awards made/maintained	£0	£19,030	
No. Mandatory Reconsiderations (MRs)	0	18	
No. appeals	0	19	
No. MRs/appeals won	0	5	
No. MRs/appeals lost	0	10	
Financial gain from MRs/appeals	£0	£12,878.81	

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Carers Allowance		
	No. claims	14	1,395
	No. awards made/maintained	9	1,190
	Financial gain from awards made/maintained	£39,570.30	£2,888,922
	No. Mandatory Reconsiderations (MRs)	0	16
	No. appeals	0	5
	No. MRs/appeals won	0	6
	No. MRs/appeals lost	0	3
	Financial gain from MRs/appeals	£0	£65,003
	Sure Start Maternity Grant		
	No. claims	0	40
	No. awards made/maintained	0	24
	Financial gain from awards made/maintained	£0	£40,148
	No. Mandatory Reconsiderations (MRs)	0	1
	No. appeals	0	1
	No. MRs/appeals won	0	0
	No. MRs/appeals lost	0	1
	Financial gain from MRs/appeals	£0	£0
	Employment Support Allowance		
	No. claims	174	7,808
	No. awards made/maintained	71	4,853
	Financial gain from awards made/maintained	£469,758.68	£29,695,875
	No. Mandatory Reconsiderations (MRs)	180	2,788
	No. appeals	157	4,073
	No. MRs/appeals won	150	2,407
	No. MRs/appeals lost	187	1,204
	Financial gain from MRs/appeals	£783,343.50	£14,167,381
	Funeral Expenses		
No. claims	0	44	
No. awards made/maintained	0	30	
Financial gain from awards made/maintained	£0	£47,948	
No. Mandatory Reconsiderations (MRs)	0	4	
No. appeals	0	6	
No. MRs/appeals won	0	1	
No. MRs/appeals lost	0	0	
Financial gain from MRs/appeals	£0	£584	
Scottish Welfare Fund			
No. claims	9	1,803	
No. awards made/maintained	5	1,280	
Financial gain from awards made/maintained	£1665	£1,055,087	
No. Mandatory Reconsiderations (MRs)	0	58	
No. appeals	0	4	
No. MRs/appeals won	0	10	
No. MRs/appeals lost	0	11	
Financial gain from MRs/appeals	£0	£10,237	

Welfare Rights Advice Indicators				
Ref	Indicator	2017/18	Scotland 2017/18	
OP2, OP3, OC1	Cold Weather Payments and Winter Fuel Payments			
	No. claims	0	29	
	No. awards made/maintained	0	20	
	Financial gain from awards made/maintained	£0	£11,670	
	No. Mandatory Reconsiderations (MRs)	0	1	
	No. appeals	0	0	
	No. MRs/appeals won	0	1	
	No. MRs/appeals lost	0	0	
	Financial gain from MRs/appeals	£0	£200	
	Discretionary Housing Payments			
	No. claims	22	915	
	No. awards made/maintained	22	773	
	Financial gain from awards made/maintained	£30,866.94	£796,242	
	No. Mandatory Reconsiderations (MRs)	0	30	
	No. appeals	0	4	
	No. MRs/appeals won	0	3	
	No. MRs/appeals lost	0	0	
	Financial gain from MRs/appeals	£0	£89,541	
	Universal Credit			
	No. claims	4	1,541	
	No. awards made/maintained	0	543	
	Financial gain from awards made/maintained	£0	£2,460,408	
	No. Mandatory Reconsiderations (MRs)	16	349	
	No. appeals	3	78	
	No. MRs/appeals won	1	36	
	No. MRs/appeals lost	18	31	
	Financial gain from MRs/appeals	£3,213.32	£333,571	
	Contributory Benefits			
No. claims	0	108		
No. awards made/maintained	0	230		
Financial gain from awards made/maintained	£0	£1,194,341		
No. Mandatory Reconsiderations (MRs)	0	33		
No. appeals	0	17		
No. MRs/appeals won	0	10		
No. MRs/appeals lost	0	1		
Financial gain from MRs/appeal	£0	£293,650		
Child Benefit				
No. claims	5	307		
No. awards made/maintained	5	237		
Financial gain from awards made/maintained	£0	£36,397		
No. Mandatory Reconsiderations (MRs)	0	38		
No. appeals	0	10		
No. MRs/appeals won	0	4		
No. MRs/appeals lost	0	0		
Financial gain from MRs/appeals	£0	£36,355		

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Child Tax Credit		
	No. claims	12	600
	No. awards made/maintained	6	483
	Financial gain from awards made/maintained	£49,925.67	£2,823,786
	No. Mandatory Reconsiderations (MRs)	9	160
	No. appeals	1	31
	No. MRs/appeals won	1	28
	No. MRs/appeals lost	9	25
	Financial gain from MRs/appeals	£16,377.64	£400,645
	Maternity Allowance		
	No. claims	2	39
	No. awards made/maintained	2	26
	Financial gain from awards made/maintained	£7,677.64	£162,140
	No. Mandatory Reconsiderations (MRs)	0	43
	No. appeals	0	10
	No. MRs/appeals won	0	0
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£0	£0
	State Pension		
	No. claims	0	220
	No. awards made/maintained	0	128
	Financial gain from awards made/maintained	£18,035.16	£898,329
	No. Mandatory Reconsiderations (MRs)	0	2
	No. appeals	0	0
	No. MRs/appeals won	0	1
	No. MRs/appeals lost	0	0
	Financial gain from MRs/appeals	£0	£77,576
	Pension Credit		
No. claims	4	1,594	
No. awards made/maintained	1	1,518	
Financial gain from awards made/maintained	£26,661.06	£5,688,937	
No. Mandatory Reconsiderations (MRs)	1	65	
No. appeals	1	10	
No. MRs/appeals won	1	24	
No. MRs/appeals lost	1	10	
Financial gain from MRs/appeals	£9,640.28	£171,245	
Bereavement Benefits			
No. claims	0	124	
No. awards made/maintained	0	81	
Financial gain from awards made/maintained	£0	£444,002	
No. Mandatory Reconsiderations (MRs)	0	1	
No. appeals	0	3	
No. MRs/appeals won	0	0	
No. MRs/appeals lost	0	2	
Financial gain from MRs/appeals	£0	£5,600	

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
	Other		
	No. claims	63	20,395
	No. awards made/maintained	35	14,264
	Financial gain from awards made/maintained	£174,298.26	£52,638,347
	No. Mandatory Reconsiderations (MRs)	35	1,115
	No. appeals	4	377
	No. MRs/appeals won	20	346
	No. MRs/appeals lost	19	134
	Financial gain from MRs/appeals	£52,194.28	£1,471,74

Softer Outcomes			
Ref	Indicator	2017/18	Scotland 2017/18
OC2	Number of service users self-reporting improved health and wellbeing as a direct result of getting advice/support from the service		
	I've been feeling more relaxed		
	Agree	-	1,154
	Disagree	-	0
	I've been feeling physically better		
	Agree	-	177
	Disagree	-	89
	I've been feeling better about myself		
	Agree	-	1,390
	Disagree	-	20
	I've been feeling more optimistic about the future		
	Agree	-	285
Disagree	-	15	
I've been getting on better with others			
Agree	-	185	
Disagree	-	10	
OC3	Number of service users self-reporting improved capacity and ability to cope as a direct result of getting advice/support from the service		
	I am thinking more clearly		
	Agree	-	295
	Disagree	-	5
	I feel more in control of my life		
	Agree	-	300
	Disagree	-	0
	I am more able to make decisions		
	Agree	-	1,277
	Disagree	-	14
	I am more able to cope with day to day issues/problems		
	Agree	-	281
Disagree	-	19	
I know when to seek support and where to get it			
Agree	-	433	
Disagree	-	0	

Softer Outcomes			
Ref	Indicator	2017/18	Scotland 2017/18
OC4	Number of service users self-reporting increased financial stability and resilience as a direct result of getting advice/ support from the service		
	I recognise when I need help to sort out my money		
	Agree	-	300
	Disagree	-	0
	I am confident that I am getting all the benefits/help to which I am legally entitled		
	Agree	-	294
	Disagree	-	16
	I know how much money I have to spend		
	Agree	-	290
	Disagree	-	10
	I can better manage my money		
	Agree	-	1,303
	Disagree	-	6
	I would be better able to cope if I had an unexpected expense		
Agree	-	147	
Disagree	-	17	