Common Advice Performance Management Reporting Framework (CAPMRF)

Indicator Guide v9

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 ninth iteration of the Indicator Guide, and the sixth 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 framework is funded through a grant from the Scottish Government.

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 ninth 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 2021/22 iteration of the framework there were approximately 70 indicators (some of which include additional breakdowns). Some of the indicators were better recorded than others. In the most recent reporting year, for approximately 29 (41%) indicators, less than 75% of local authorities were able to provide any figures. Even where data was returned by a local authority, there was often data missing from individual services within this return, meaning that the data was not complete. For approximately 59 (84%) indicators, less than 75% of local authorities were able to provide complete data for the indicator. As such there was a large group of indicators collected which could not be considered reliable and were not necessarily comparable year on year.

Significant resource, both by local authorities and the Improvement Service, goes into collecting and analysing data for the CAPMRF as well as producing both the National Report and 32 local authority reports. The aim of the CAPMRF is to “tell the story” of the value of advice services. That objective can be achieved with a scaled down version which provides accurate and consistent information in key areas. This approach offers benefits to all key stakeholders in relation to resource requirements.

The 2022/23 version of the framework will only include a smaller core set of indicators. The Improvement Service has identified a subset of indicators with high response rates. These include the following, where over 75% of local authorities provided complete data in the most recent return.

- Sex
- Age
- Ethnicity
- Household Composition

- Household Income (money advice clients only)
- Total debt clients
- Total amount owed
- Breakdown of amount owed
- Local Authority funding
- Total clients
- Total new clients
- Total number of contacts by channel
- Total welfare benefits financial gain
- Total money advice financial gain

Data Collection Process

As with data collection for the previous three years, data will continue to be collected online using SharePoint. Local Authority advice leads 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 has been updated to reflect the reduced set of indicators.

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.

CAPMRF indicators and definitions

Indicator list

C2 – Demographics

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:
• **Sex**
  ○ Male
  ○ Female
  ○ Not Recorded
  ○ Prefer not to answer
• **Age**
  ○ 0-15
  ○ 16-24
  ○ 25-34
  ○ 35-44
  ○ 45-59
  ○ 60-64
  ○ 65-70
  ○ 71+
  ○ Not Recorded
  ○ Prefer not to answer
  ○ Alternative Category: Age 60+
• **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 answer
- **Household Composition**
    - A single adult household contains one adult (non-pensioner) and no children
    - A single pensioner household contains one pensioner and no children
    - A small single parent household contains one adult and one or two dependant children
    - A large single parent household contains one adult and three or more dependant children
    - A young single parent household contains one adult (under 25) and one or more dependant children
    - Alternative category: Single Parent household
    - A family household contains two adults (non-pensioner) and one or two dependant children
    - A large family household contains two adults (non-pensioner) and three or more dependant children
    - Alternative category: Two Parent Family household
    - An adult family household contains two or more adults (non-pensioner) and no dependant children
    - An older adult family household contains at least one pensioner
    - Other
      Not recorded
    - Prefer not to answer
- **Income** – Net annual household income (after taxation and other deductions). This should be recorded for money advice clients only.
    - £6,000 or less
    - £6,001-£10,000
    - Alternative 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 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 - Volume. If there are figures missing for a demographic category, 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.

C3 – Debt Owed (Money)

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 owed by these clients as well as a breakdown of the amount owed by the categories listed.

- **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.
- **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.
- **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
- 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

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.

Below the breakdown of debt owed, a data check box has been provided which calculates the total amount owed from this breakdown. If data is complete, this number should match with the figure provided for total amount owed. If there are figures missing, this should be noted in the additional information box.

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. Figures should include overhead costs (gross salary costs, i.e. including employer's costs)

Services are also asked to provide a figure for the total sum of all funding for money and welfare rights advice in the service. This will be used to calculate local authority funding as a proportion of all funding.

A1 – Volume

Number of clients and contacts by channel.

Local authorities are asked to provide the total number for:

- **Total Clients** – Clients supported by the service in the 12 months to 31/03/2023 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.
- **Total New Clients** – Clients supported by the service in the 12 months to 31/03/2023 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 initial contacts by channel**
    - Email
    - Face-to-face
    - Telephone
    - Web
    - Webchat
    - Other (please specify)
    - Not recorded

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.

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.
OC1 – Financial Gain
Financial gain relating to money advice and welfare benefit gains. Local authorities should provide the total sum of verified financial gain for the following: • **Total verified welfare benefits financial gain** • **Total verified money advice financial gain** Financial gain is verified if the 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 the applying authority or creditors. Other verification methods may also be possible, e.g. checking internal council systems. Welfare Rights financial gain is the total amount of income generated for clients per financial year as a result of the intervention of the welfare rights advice. This includes any income to which clients were entitled but would not have received without the intervention of the welfare rights advice service. This includes financial gains from benefit awards and grants accessed, mandatory reconsiderations won, and appeals won. Welfare Rights financial gain should include the full amount awarded and be assumed for 52 weeks unless the award period for that particular benefit is shorter (e.g. JSA - 26 weeks). If the gain relates to a one-off amount, e.g. a grant accessed, then the full amount claimed should be included. Benefit premiums should also be recorded. Money advice financial gain is the total amount of expenditure reduced for the client per financial year as a result of the intervention of the money advice. This includes any client expenditure for which the overall liability is reduced, and this amount is no longer to be paid by the client. This includes; benefit overpayment revisions, council tax arrears liability reduction, debt written off and rent arrears liability reduction. It should not include any reduction in expenditure where monthly payments have reduced but paid over a longer period to satisfy the same level of expenditure. The overall reduction in expenditure should be recorded as a lump sum amount as this is the overall amount the client has been saved from paying.