

Common Advice Performance Management Framework Summary 2017/18

East Lothian 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 East Lothian 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:



Case Study

A young woman with severe mental health problems as a result of family circumstances was referred to the Welfare Rights team. She had moved to live with her sibling. This move triggered a claim for Universal Credit (UC).

Her UC claim was mishandled in a number of ways, causing her extreme stress and anxiety. She was not paid the correct amount of rent, nor the extra amount due to her illness. Her previous sickness benefit also continued to be paid incorrectly. Due to these issues, the client had both an overpayment of £3,049 and an underpayment of £1,594, which increased her anxiety.

During six appointments with this client, the Welfare Rights Officer submitted a Mandatory Reconsideration for the over and underpayments via the client's UC online journal, along with a request for the correct housing costs to be paid. This resulted in £739.12 in housing cost arrears being paid, an extra £328.32 per month sickness element and also receipt of a lump sum of £1,593.80.

The Welfare Rights Officer then negotiated with the DWP not to recover the overpayment of UC due to the stress it was causing. The Officer submitted a letter obtained from the client's consultant psychiatrist in support of this, thus reducing pressure on the client.

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	1 ¹	12
	Combined	0	15
	External		
	Money advice	0	13
	Welfare rights	1 ²	6
	Combined	2 ³	66
	Case management system/s	CASTLE, CASTLE DEBT, PG Debt, Excel, Charitylog	-
I1	Number of FTE staff		
	In-House	4.3	486
	External	14.7	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	28	412
I2	Local Authority Funding		
	In-House	£160,000	£13.93m
	External	£472,767.98	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£142,676.51	£1,529,249
	Scottish Government	£18,400.32	£257,467
	Big Lottery Fund	£0	£44,759
	European Social Fund	£0	£517,349
NHS Lothian	£7,000	-	
Bureau Reserves	£13,000	-	
Macmillan Cancer Support	£23,000	£258,643	
A1	Volume		
	Contacts	9078	222,530
	Total Clients	1848	161,428
	New Clients	1583	94,336
	Contacts by channel		
	Face-to-face	3244	138,771
	Telephone	4011	72,999
Email	764	15,948	
Web	0	2,051	
Webchat	0	0	

1 Welfare Rights Team

2 Carers of East Lothian

3 Musselburgh and District CAB and Haddington CAB

Services, Investment and Volume				
Ref	Indicator	2017/18	Scotland 2017/18	
A1	Referrals			
	Self-referral	1168	67,313	
	Local authority:			
	Housing	64	2,924	
	Social Services	11	6,933	
	Revenues	10	1,946	
	Employability	0	932	
	Other	23	14,060	
	Primary Health Care	25	11,179	
	Third Sector	88	4,679	
	Other	23	9,722	
	Open SNSIAP cases			
	Type I	127	3,959	
	Type II	189	27,117	
	Type III	126	7,505	
	Closed SNSIAP cases			
	Type I	119	9,796	
	Type II	157	33,046	
	Type III	81	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	1197	54881
		Female	1657	68109
		Don't know	545	26648
	Age	0-15	6	673
		16-24	126	7735
		25-34	332	19714
		35-44	478	16381
		45-59	903	29144
		60-74	640	22774
		75+	356	13408
		Not Recorded	558	29031
	Ethnicity	White	2637	87555
		Any Mixed or Multiple Ethnic Groups	1	2073
Asian, Asian Scottish or Asian British		13	2038	
African		4	401	
Caribbean or Black		1	938	
Other Ethnic Group		24	1305	
Not Recorded		617	43064	
Disability or long-term condition	Yes	1266	43318	
	No	1229	41590	
	Not Recorded	861	16995	
Income ⁴	£6,000 or less	79	13678	
	£6,001-£10,000	47	12816	
	£10,001-£15,000	73	9983	
	£15,001-£20,000	51	5994	
	£20,001-£25,000	20	2769	
	£25,001-£30,000	12	1459	
	£30,001-£40,000	5	929	
	Over £40,000	2	501	
	Not Recorded	1506	42990	
Economic Status ⁵	Self employed	47	1872	
	Employed full time	183	10569	
	Employed part time	169	8463	
	Looking after the home or family	26	4209	
	Permanently retired from work	244	11837	
	Unemployed and seeking work	254	8749	
	At school	1	751	
	In further / higher education	17	995	
	Gov't work or training scheme	0	99	
	Permanently sick or disabled	287	16387	
	Unable to work because of short-term illness or injury	98	14516	
	Other	24	3020	
	Don't know	1620	54568	

4 Excludes data from the Welfare Rights Team, Carers of East Lothian and Musselburgh and District CAB

5 Excludes data from Carers of East Lothian

Client Demographics				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure ⁶	Owner occupied	222	13766
		Social rented	589	33282
		Private rented	205	9102
		Other	147	8037
		Don't know	1807	39336
	Household Composition ⁷	Single adult (non-pensioner)	273	33285
		Single pensioner	47	2245
		Single parent (one or more children)	220	10532
		Family (two adults, and one or more children)	194	10097
		Adult family (two or more non-pensioners, and no children)	191	13333
		Older adult family (contains at least one pensioner)	99	4771
		Don't know	1889	41346

6 Excludes data from the Welfare Rights Team and Carers of East Lothian

7 Excludes data from Carers of East Lothian

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3 ⁸	Amount of debt owed by client	-	£5,372,044	£4,788,414.12		£204m
	Benefit Overpayment	n/a	£188,535	£209,365	£250,366.05	£9.3m
	Council Tax Arrears	n/a	£489,318	£409,576	£571,131.03	£21.8m
	Utility Arrears	n/a	£167,698	£68,443	£85,885.37	£3.6m
	Credit, Store and Charge debts	n/a	£956,234	£1,011,853	£942,586.18	£39m
	Catalogue	n/a	£136,073	£136,195	£130,485	£4.4m
	Unsecured Personal Loan	n/a	£785,474	£483,276	£146,112.04	£30.1m
	Payday Loan High cost credit	n/a	£123,136	£30,259	£826,194.07	£4m
	Overdrafts	n/a	£171,053	£163,497	£251,955.27	£5.3m
	Mortgage arrears	n/a	£795,286	£1,866,756	£165,638.94	£30.4m
	Rent Arrears	n/a	£255,712	£233.12	£1,046,814.71	£9.4m
	Rent to own	n/a	£31,592	£131,280	£396,765.68	£3m
	Others	n/a	£1,271,933	£277,681	£1,274,652.27	£43.7m
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	-	86	79	90	1800
	Debt Arrangement Scheme	-	25	46	9	740
	Trust Deed	-	24	0	24	121
	Awaiting sequestration	-	21	3	0	276
	Token payments	-	25	10	3	1736
	Pro rata offers	-	62	101	91	2190
	Moratorium	-	0	1	2	411
	Debt written off	-	2	10	8	412
	Repayment plan	-	8	3	47	1752
	Nil Payments/Offer	n/a	0	0	0	593
	Consolidation Loan	n/a	0	0	0	41
	Mortgage to rent/Shared equity	n/a	11	4	1	67
Did not agree a debt strategy	n/a	29	35	12	2883	
Still awaiting outcome	n/a	78	33	0	1244	
Other: please specify	-	0	0	-	-	
OC1	Financial gain (relating to money advice)				9	
	Verified	-	-	-	£2,947,016	£317.7m
	Unverified	-	-	-	£479,822	£85.8m

8 Excludes data from the internal service, as they deal with welfare rights advice only

9 Figures include welfare rights advice financial gains from Musselburgh CAB

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1 ¹⁰	Disability Living Allowance		
	No. claims	136	1,720
	No. awards made/maintained	110	1,259
	Financial gain from awards made/maintained	£603,339.67	£5,551,809
	No. Mandatory Reconsiderations (MRs)	20	271
	No. appeals	9	337
	No. MRs/appeals won	2	163
	No. MRs/appeals lost	0	137
	Financial gain from MRs/appeals	£50,071.63	£1,119,251
	Personal Independence Payment		
	No. claims	416	11,765
	No. awards made/maintained	300	7,837
	Financial gain from awards made/maintained	£1,529,407.73	£63,143,269
	No. Mandatory Reconsiderations (MRs)	96	2,457
	No. appeals	78	4,646
	No. MRs/appeals won	40	2,474
	No. MRs/appeals lost	19	1,516
	Financial gain from MRs/appeals	£209,699.72	£14,103,398
	Attendance Allowance		
	No. claims	187	5,158
	No. awards made/maintained	163	4,707
	Financial gain from awards made/maintained	£1,111,413.76	£18,330,956
	No. Mandatory Reconsiderations (MRs)	11	202
	No. appeals	0	45
	No. MRs/appeals won	0	65
	No. MRs/appeals lost	0	35
	Financial gain from MRs/appeals	£0	£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	

¹⁰ Data on number of claims, awards, MRs, and appeals available from Haddington CAB only. Financial gain includes data from Haddington CAB and Carers of East Lothian.

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Carers Allowance		
	No. claims	43	1,395
	No. awards made/maintained	26	1,190
	Financial gain from awards made/maintained	£117,114.22	£2,888,922
	No. Mandatory Reconsiderations (MRs)	2	16
	No. appeals	0	5
	No. MRs/appeals won	0	6
	No. MRs/appeals lost	0	3
	Financial gain from MRs/appeals	£7,471.75	£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	171	7,808
	No. awards made/maintained	64	4,853
	Financial gain from awards made/maintained	£396,891.45	£29,695,875
	No. Mandatory Reconsiderations (MRs)	74	2,788
	No. appeals	38	4,073
	No. MRs/appeals won	18	2,407
	No. MRs/appeals lost	6	1,204
	Financial gain from MRs/appeals	£83,814.52	£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	2	1,803	
No. awards made/maintained	2	1,280	
Financial gain from awards made/maintained	£700	£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	0	915
	No. awards made/maintained	0	773
	Financial gain from awards made/maintained	£0	£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	274	1,541
	No. awards made/maintained	189	543
	Financial gain from awards made/maintained	£638,473.95	£2,460,408
	No. Mandatory Reconsiderations (MRs)	53	349
	No. appeals	22	78
	No. MRs/appeals won	2	36
	No. MRs/appeals lost	0	31
	Financial gain from MRs/appeals	£17,176.98	£333,571
	Contributory Benefits		
No. claims	57	108	
No. awards made/maintained	57	230	
Financial gain from awards made/maintained	£572,964.57	£1,194,341	
No. Mandatory Reconsiderations (MRs)	11	33	
No. appeals	1	17	
No. MRs/appeals won	0	10	
No. MRs/appeals lost	0	1	
Financial gain from MRs/appeal	£192,390.31	£293,650	
Child Benefit			
No. claims	12	307	
No. awards made/maintained	5	237	
Financial gain from awards made/maintained	£0	£36,397	
No. Mandatory Reconsiderations (MRs)	1	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	0	600	
	No. awards made/maintained	0	483	
	Financial gain from awards made/maintained	£0	£2,823,786	
	No. Mandatory Reconsiderations (MRs)	4	160	
	No. appeals	0	31	
	No. MRs/appeals won	0	28	
	No. MRs/appeals lost	0	25	
	Financial gain from MRs/appeals	£0	£400,645	
	Maternity Allowance			
	No. claims	0	39	
	No. awards made/maintained	0	26	
	Financial gain from awards made/maintained	£0	£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	10	220	
	No. awards made/maintained	9	128	
	Financial gain from awards made/maintained	£8,219.55	£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	27	1,594		
No. awards made/maintained	26	1,518		
Financial gain from awards made/maintained	£148,384.17	£5,688,937		
No. Mandatory Reconsiderations (MRs)	1	65		
No. appeals	0	10		
No. MRs/appeals won	0	24		
No. MRs/appeals lost	0	10		
Financial gain from MRs/appeals	£624.50	£171,245		
Bereavement Benefits				
No. claims	0	124		
No. awards made/maintained	0	81		
Financial gain from awards made/maintained	£65,140.70	£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	86	20,395
	No. awards made/maintained	255	14,264
	Financial gain from awards made/maintained	£111,680.90	£52,638,347
	No. Mandatory Reconsiderations (MRs)	12	1,115
	No. appeals	0	377
	No. MRs/appeals won	0	346
	No. MRs/appeals lost	0	134
	Financial gain from MRs/appeals	£478.92	£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	