

Common Advice Performance Management Framework Summary 2017/18

Inverclyde 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 Inverclyde 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	1	
	In-House		
	Money advice	0	5
	Welfare rights	0	12
	Combined	1	15
	External		
	Money advice	0	13
	Welfare rights	0	6
	Combined	0	66
	Case management system/s	BrightOffice – MyAdviceService, FORT	-
I1	Number of FTE staff		
	In-House	23.5	486
	External	0	386
	Number of Volunteer FTE staff		
	In-House	0	0
	External	0	412
I2	Local Authority Funding		
	In-House	£738,483	£13.93m
	External	£0	£11.83m
	Other Sources of Funding		
	Scottish Legal Aid Board	£70,207	£1,529,249
	Scottish Government	-	£257,467
	Big Lottery Fund	-	£44,759
	European Social Fund	-	£517,349
	MacMillan Cancer Support	-	£258,643
A1	Volume		
	Contacts	3425	222,530
	Total Clients	3425	161,428
	New Clients	2329	94,336
	Contacts by channel		
	Face-to-face	1221	138,771
	Telephone	1423	72,999
	Email	96	15,948
	Web	-	2,051
	Webchat	-	0

1 Internal: HSCP Money Advice Team; I:DEAS; Welfare Rights Unit; Advice First; Vulnerable Groups Outreach; Macmillan Cancer Support.

Services, Investment and Volume			
Ref	Indicator	2017/18	Scotland 2017/18
A1	Referrals		
	Self-referral	603	67,313
	Local authority:		
	Housing	-	2,924
	Social Services	182	6,933
	Revenues	-	1,946
	Employability	-	932
	Other	44	14,060
	Primary Health Care	52	11,179
	Third Sector	262	4,679
	Other	1955	9,722
	Open SNSIAP cases		
	Type I	-	3,959
	Type II	1728	27,117
	Type III	63	7,505
	Closed SNSIAP cases		
	Type I	-	9,796
	Type II	365	33,046
	Type III	1273	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) ²	-	11051

2 Includes utility arrears, non-housing debt etc.

Client Demographics ³				
Ref	Demographic	Categories	2017/18	Scotland
C2	Sex	Male	120	54881
		Female	179	68109
		Don't know	3126	26648
	Age	0-15	0	673
		16-24	11	7735
		25-34	60	19714
		35-44	69	16381
		45-59	101	29144
		60-74	40	22774
		75+	6	13408
		Not Recorded	3139	29031
	Ethnicity	White	113	87555
		Any Mixed or Multiple Ethnic Groups	2	2073
		Asian, Asian Scottish or Asian British	-	2038
		African	-	401
		Caribbean or Black	1	938
		Other Ethnic Group	-	1305
		Not Recorded	3313	43064
	Disability or long-term condition	Yes	40	43318
		No	73	41590
		Not Recorded	3313	16995
	Income	£6,000 or less	31	13678
		£6,001-£10,000	31	12816
		£10,001-£15,000	28	9983
		£15,001-£20,000	39	5994
		£20,001-£25,000	14	2769
		£25,001-£30,000	8	1459
		£30,001-£40,000	4	929
		Over £40,000	5	501
		Not Recorded	3269	42990
	Economic Status	Self employed	11	1872
		Employed full time	63	10569
		Employed part time	23	8463
		Looking after the home or family	-	4209
		Permanently retired from work	23	11837
		Unemployed and seeking work ⁴	96	8749
		At school	-	751
		In further / higher education	1	995
		Gov't work or training scheme	-	99
		Permanently sick or disabled	-	16387
		Unable to work because of short-term illness or injury	-	14516
		Other	-	3020
		Don't know	3212	54568

³ The recorded statistics are relating to Money Advice/I:DEAS clients and does not include Welfare Benefits.

⁴ Only includes unemployed.

Client Demographics ³				
Ref	Demographic	Categories	2017/18	Scotland
C2	Housing Tenure	Owner occupied	65	13766
		Social rented	101	33282
		Private rented	34	9102
		Other	14	8037
		Don't know	3126	39336
	Household Composition	Single adult (non-pensioner)	31	33285
		Single pensioner	11	2245
		Single parent (one or more children)	21	10532
		Family (two adults, and one or more children)	14	10097
		Adult family (two or more non-pensioners, and no children)	25	13333
		Older adult family (contains at least one pensioner)	22	4771
		Don't know	3305	41346

Money Advice Indicators						
Ref	Indicator	2014/15	2015/16	2016/17	2017/18	Scotland 2017/18
C3	Amount of debt owed by client	£2,182,539	£1,804,836.72	£2,168,881.43	£3,890,634.02	£204m
	Benefit Overpayment	n/a	£146,087.26	£46,267.24	£36,431.25	£9.3m
	Council Tax Arrears	n/a	£143,765.15	£156,881.90	£299,225.78	£21.8m
	Utility Arrears	n/a	£91,644.08	£62,176.33	£83,052.65	£3.6m
	Credit, Store and Charge debts	n/a	£518,326.44	£438,260.87	£679,463.70	£39m
	Catalogue	n/a	£50,854.00	£50,109.32	£49,596.02	£4.4m
	Unsecured Personal Loan	n/a	£426,535.13	£497,305.58	£79,756.61	£30.1m
	Payday Loan High cost credit	n/a	£32,045.60	£59,475.18	£455,116.31	£4m
	Overdrafts	n/a	£48,633.51	£81,014.14	£45,210.38	£5.3m
	Mortgage arrears	n/a	£205,794.35	£439,742.10	£48,309.38	£30.4m
	Rent Arrears	n/a	£37,144.90	£67,106.28	£1,691,426.77	£9.4m
	Rent to own	n/a	£11,290.20	£69,336.44	£147,417.32	£3m
	Others ⁵	n/a	£92,716.10	£201,206.05	£275,627.85	£43.7m
OP1.1	Breakdown of debt strategy agreed with client					
	Sequestration	43	23	15	22	1800
	Debt Arrangement Scheme	62	23	20	47	740
	Trust Deed	8	7	1	0	121
	Awaiting sequestration	5	7	2	5	276
	Token payments	56	44	16	26	1736
	Pro rata offers	3	4	0	20	2190
	Moratorium	0	-	1	1	411
	Debt written off	2	-	2	3	412
	Repayment plan	0	-	0	1	1752
	Nil Payments/Offer	n/a	-	0	0	593
	Consolidation Loan	n/a	-	0	18	41
	Mortgage to rent/Shared equity	n/a	1	0	0	67
	Did not agree a debt strategy	n/a	-	1	111	2883
	Still awaiting outcome	n/a	66	0	45	1244
	Other: please specify	0	0	239 ⁶	-	-
OC1	Financial gain (relating to money advice)					
	Verified Unverified	- -	- -	- -	£2,064,165 -	£317.7m £85.8m

⁵ Others include court fines, inland revenue, mobile phone debt etc.

⁶ Includes clients for whom no debt strategy is recorded.

Welfare Rights Advice Indicators			
Ref	Indicator	2017/18	Scotland 2017/18
OP2, OP3, OC1	Disability Living Allowance		
	No. claims	46	1,720
	No. awards made/maintained	5	1,259
	Financial gain from awards made/maintained	£15,898.80	£5,551,809
	No. Mandatory Reconsiderations (MRs)	39	271
	No. appeals	13	337
	No. MRs/appeals won	9	163
	No. MRs/appeals lost	3	137
	Financial gain from MRs/appeals	£49,579.29	£1,119,251
	Personal Independence Payment		
	No. claims	667	11,765
	No. awards made/maintained	100	7,837
	Financial gain from awards made/maintained	£506,761.2	£63,143,269
	No. Mandatory Reconsiderations (MRs)	17	2,457
	No. appeals	228	4,646
	No. MRs/appeals won	139	2,474
	No. MRs/appeals lost	63	1,516
	Financial gain from MRs/appeals	£1,009,247.66	£14,103,398
	Attendance Allowance		
	No. claims	218	5,158
	No. awards made/maintained	24	4,707
	Financial gain from awards made/maintained	£102,043.70	£18,330,956
	No. Mandatory Reconsiderations (MRs)	2	202
	No. appeals	1	45
	No. MRs/appeals won	0	65
	No. MRs/appeals lost	1	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	6	53
	No. awards made/maintained	0	5
	Financial gain from awards made/maintained	£0	£19,030
	No. Mandatory Reconsiderations (MRs)	5	18
	No. appeals	1	19
	No. MRs/appeals won	0	5
	No. MRs/appeals lost	1	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	30	1,395
	No. awards made/maintained	6	1,190
	Financial gain from awards made/maintained	£15,823.95	£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	£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	23	7,808
	No. awards made/maintained	300	4,853
	Financial gain from awards made/maintained	29	£29,695,875
	No. Mandatory Reconsiderations (MRs)	£198,588.71	2,788
	No. appeals	383	4,073
	No. MRs/appeals won	150	2,407
	No. MRs/appeals lost	120	1,204
	Financial gain from MRs/appeals	21	£14,167,381
		£515,750.13	
	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	13	1,803
	No. awards made/maintained	8	1,280
	Financial gain from awards made/maintained	£1,227.39	£1,055,087
	No. Mandatory Reconsiderations (MRs)	13	58
	No. appeals	1	4
	No. MRs/appeals won	0	10
	No. MRs/appeals lost	1	11
	Financial gain from MRs/appeals	£887	£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	17	915
	No. awards made/maintained	2	773
	Financial gain from awards made/maintained	£1,936.16	£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	562	1,541
	No. awards made/maintained	50	543
	Financial gain from awards made/maintained	£189,427.47	£2,460,408
	No. Mandatory Reconsiderations (MRs)	179	349
	No. appeals	3	78
	No. MRs/appeals won	3	36
	No. MRs/appeals lost	0	31
	Financial gain from MRs/appeals	£33,783.39	£333,571
	Contributory Benefits		
	No. claims	-	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
		£0	
	Child Benefit		
	No. claims	7	307
	No. awards made/maintained	2	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	26	600
	No. awards made/maintained	2	483
	Financial gain from awards made/maintained	£11,843	£2,823,786
	No. Mandatory Reconsiderations (MRs)	51	160
	No. appeals	1	31
	No. MRs/appeals won	1	28
	No. MRs/appeals lost	0	25
	Financial gain from MRs/appeals	£67.60	£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	0	220
	No. awards made/maintained	0	128
	Financial gain from awards made/maintained	£0	£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	46	1,594
	No. awards made/maintained	8	1,518
	Financial gain from awards made/maintained	£35,823.52	£5,688,937
	No. Mandatory Reconsiderations (MRs)	5	65
	No. appeals	0	10
	No. MRs/appeals won	0	24
	No. MRs/appeals lost	0	10
	Financial gain from MRs/appeals	£0	£171,245
	Bereavement Benefits		
	No. claims	11	124
	No. awards made/maintained	1	81
	Financial gain from awards made/maintained	£1,415	£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	1103	20,395
	No. awards made/maintained	25	14,264
	Financial gain from awards made/maintained	£81,771.87	£52,638,347
	No. Mandatory Reconsiderations (MRs)	14	1,115
	No. appeals	5	377
	No. MRs/appeals won	2	346
	No. MRs/appeals lost	1	134
	Financial gain from MRs/appeals	£16,219.90	£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		
	Disagree	-	1,303
	I would be better able to cope if I had an unexpected expense	-	6
	Agree	-	147
	Disagree	-	17