

1. Activity and outcomes monitoring

Please refer to the Action Plan you provided in your project proposal form and provide an update. If activities have changed, please provide a brief explanation.

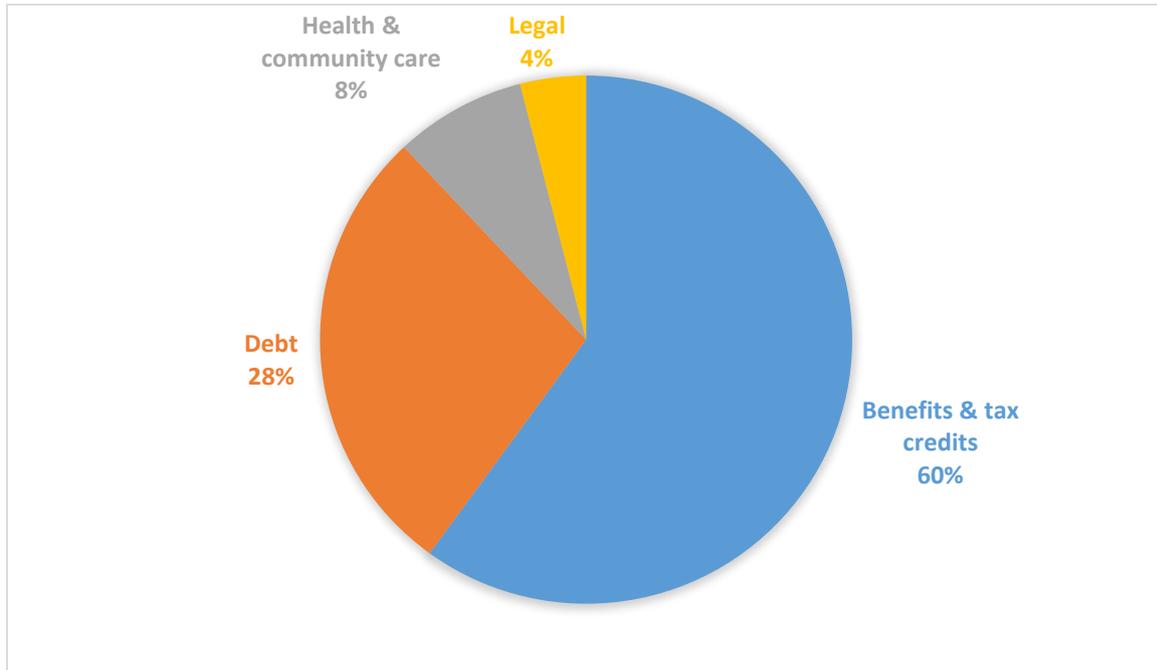
Actions / activities – what has been delivered? (Please include the week/month of the activity)	Reason for any changes, if applicable	Number that participated or benefited. (Include details of any key communities.)
Outreach sessions at St Mary's Parish Centre, East Finchley, including follow-up and casework on behalf of clients.		residents of East Finchley Ward

Outcome Use the Outcomes that were agreed in your project proposal form.	Progress Describe who is benefitting and what changes are happening?	Evidence of change Describe how you know the change is happening.
150 appointments provided over the year	25 appointments attended in this quarter (Oct-Dec). There were 17 unfilled appointments in the quarter, so potentially more work can be done on publicity for the service.	
£16,000 of financial outcomes for these clients, benefitting local economy.	There were £13,239.20 worth of financial outcomes (additional income) for clients, representing successful benefit claims and appeals.	This is a significant increase on Q1 and shows that outcomes from advice work are not immediate.

Client Demographics and additional information for Q2 of the Project:

a) Issues Breakdown

For the period October-December 2016, the clients who attended Outreach sessions had the following breakdown of issues:



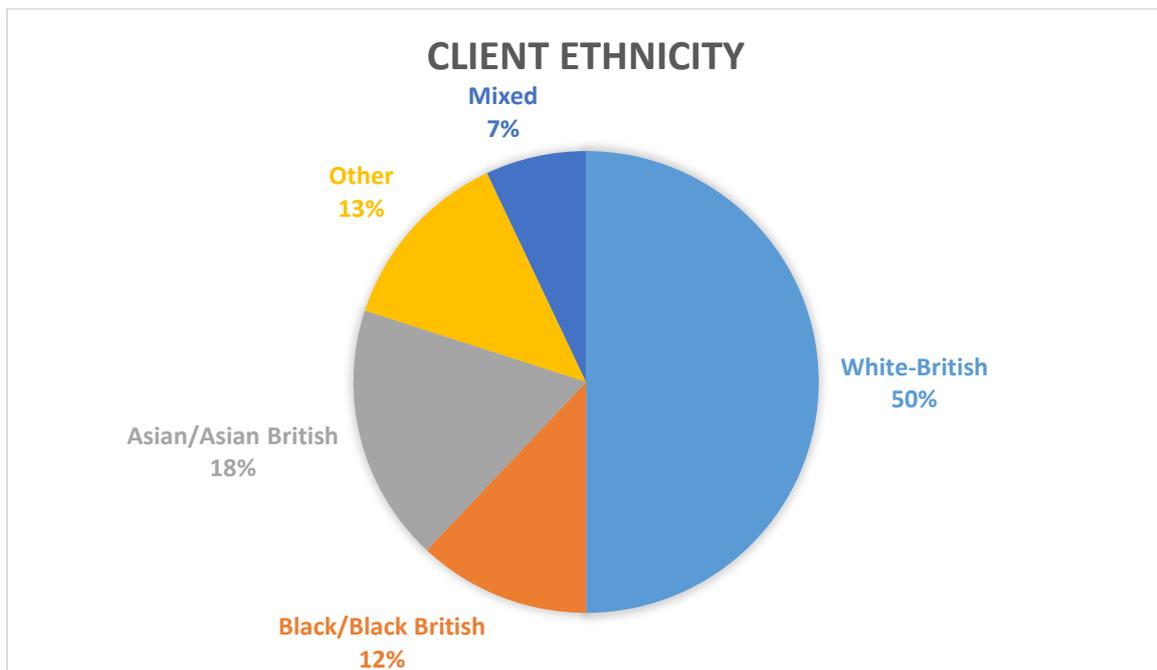
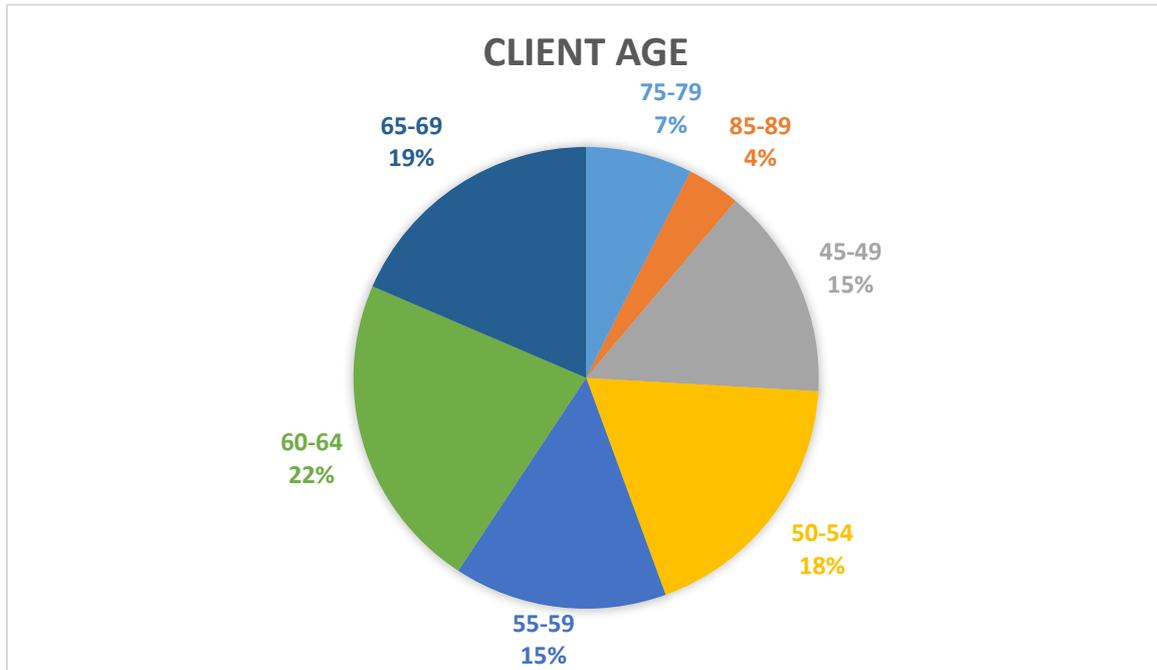
b) Resolution of cases

Cases resolved:	47%
Cases Unresolved ¹ :	21%
Cases awaiting resolution ² :	32%

¹ Cases where the client was advised but the situation could not be moved on. The clients nonetheless are more informed about the legal aspects of their situations than before they sought advice.

² This is where applications and interventions have been made on behalf of the client and an outcome is still awaited.

c) Diversity Information



Additionally, 70% of clients were Female and 30% Male; and 80% of clients were disabled or suffering from a long-term health condition.

d) Volunteers Recruited/Trained

We have recruited a volunteer solicitor from the Grange area, who has started to attend our pro bono clinic, offering Family Law advice.

e) Feedback and Suggestions from clients

Clients have been positive about the advice received, and there have been no negative comments or complaints made to us in this regard. Several clients have said that it would be good if there were additional days for the Outreach, but there is not currently a capacity issue so this is really for convenience rather than difficulty getting an appointment.

Clients, and the caretaker at the venue, are concerned about access and security as the building is not easy to find (despite the signs!) and is quite isolated.

f) Case Study

The client had been in receipt of Employment and Support Allowance (ESA) and this had suddenly been stopped. He had received a letter stating that the reason he was not entitled to ESA was 'because the law says so'. This is, of course, a meaningless statement, and the client was provided with no explanation of what the law actually said, nor how it applied to him. On investigation, it transpired that he had reported a new medical condition and this had resulted in a reassessment, which was done without examining him and which resulted in his ESA being stopped.

The client had had a Tribunal decision in 2015 stating that he should remain on ESA without reassessment until at least 2017. Because of the arcane workings of the administrative systems at the Department for Work and Pensions (DWP), this had been disregarded when he put in his new claim – and they had relied on the results of an old medical assessment. The assessment they relied on had already been deemed incorrect by the Tribunal, so they had no right to use it again to deny him benefits.

The adviser appealed the decision, pointing out the administrative error (which incidentally illustrates well the Kafkaesque confusion that characterises the DWP) and the inherent contradiction of the decision making. The DWP did not proceed to Tribunal and instead reinstated the ESA at the full rate. Had he not sought advice, the client would have been denied benefits he was rightly entitled to and been forced to work (or look for work) when a Tribunal had confirmed he was unfit to do so. This would have put his health at further risk.