

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.

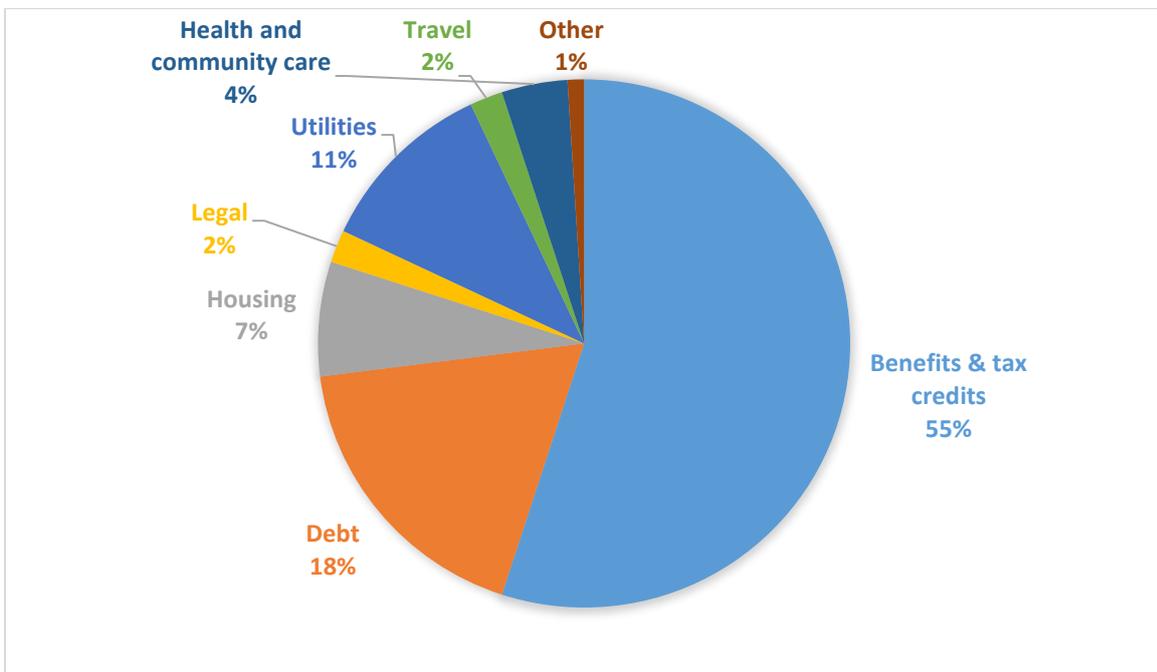
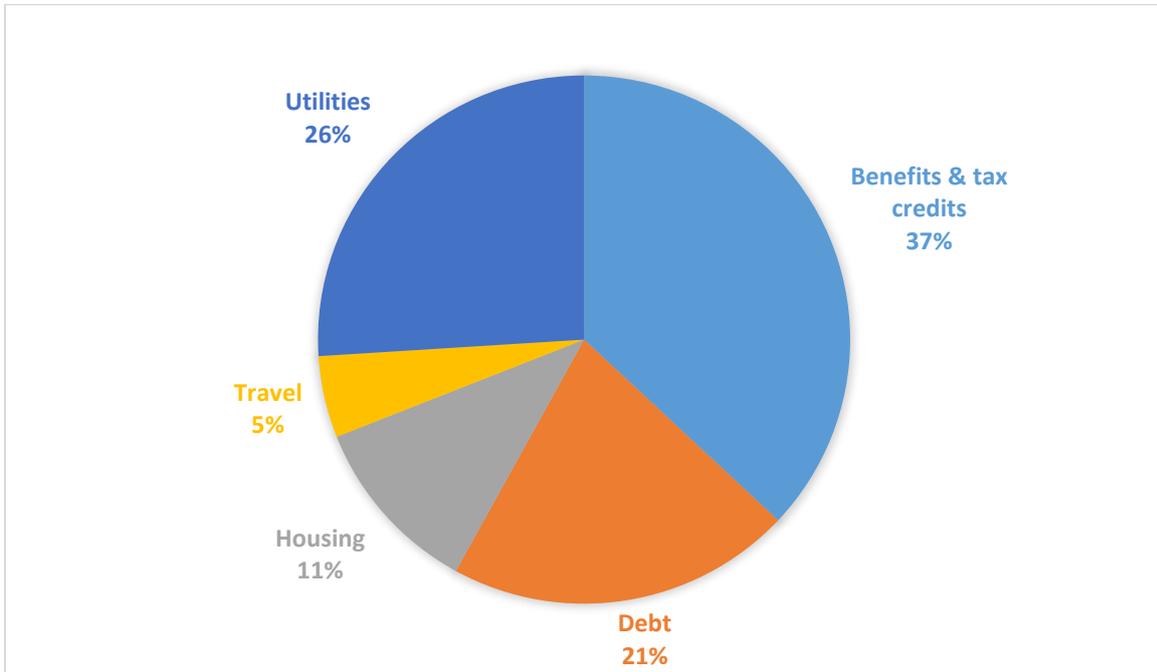
Actions / activities – what has been delivered? (Please include the week/month of the activity)	Reason for any changes, if applicable	Number that participated or benefited. (Include details of any key communities.)
Outreach sessions at St Mary's Parish Centre, East Finchley, including follow-up and casework on behalf of clients.		109 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 (Apr-Jun). There were 14 unfilled/unattended appointments in the quarter, so potentially more work can be done on publicity for the service. We can ensure that more appointments are filled by booking in non-Grange residents (but only at the last minute), and have actively started doing this from July 2017.	Cumulative figure for the year is 109.
£16,000 of financial outcomes for these clients, benefitting local economy.	There were £15,968 worth of financial outcomes (additional income) for clients, representing successful benefit claims and appeals.	Cumulative figure for the year is £34,340.20

Client Demographics and additional information for Q4 of the Project:

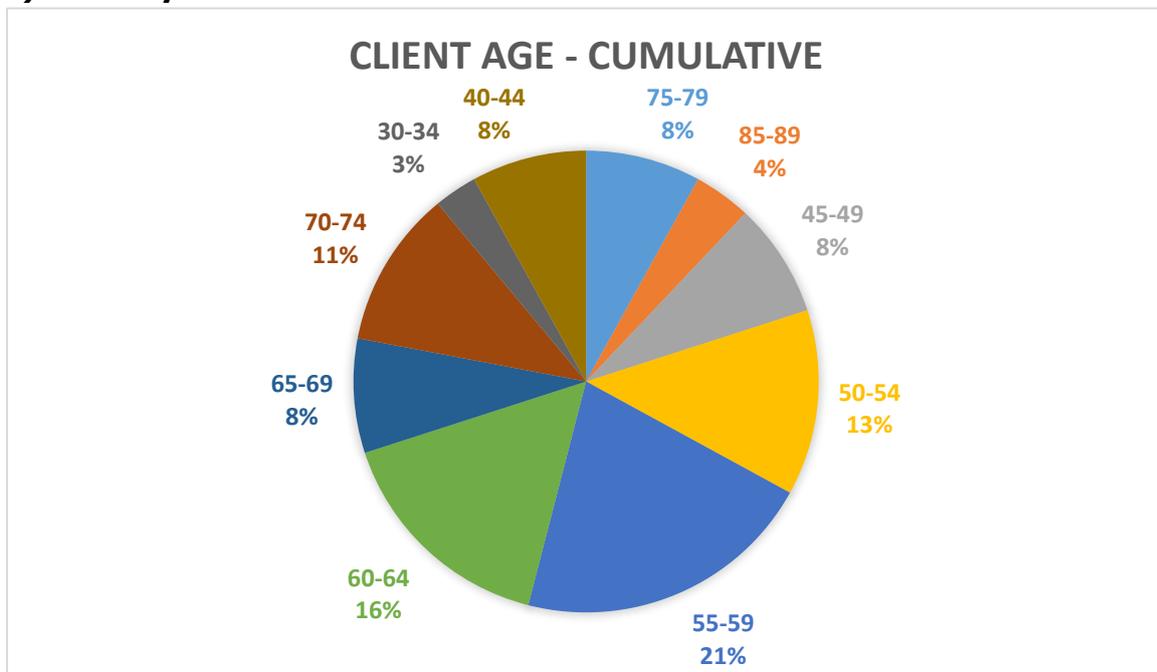
a) Issues Breakdown

For the period April-June 2017, the clients who attended Outreach sessions had the following breakdown of issues (the top chart shows Q4 and the lower chart is cumulative Year 1):



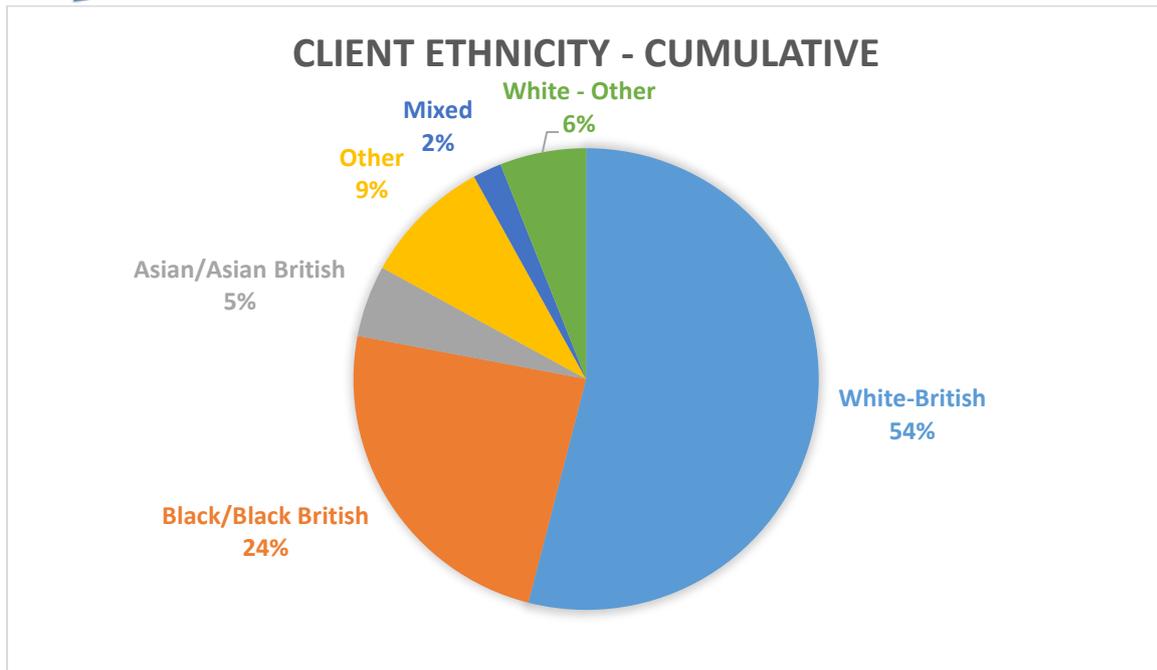
Cases resolved:	88%	83%
Cases Unresolved ¹ :	4%	11%
Cases awaiting resolution ² :	8%	6%

c) Diversity Information



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.



In Year 1, 60% of clients were Female and 40% Male; and 79% of clients were disabled or suffering from a long-term health condition.

Cumulatively (in the first year of the Project), 85% of clients have been from the GBL area, and 100% from East Finchley Ward.

d) Volunteers Recruited/Trained

No volunteers from the Grange area were recruited in Q4, although there were some informal expressions of interest when I spoke at the AGM. We have agreed a referral procedure with one of the local councillors, Anne Hutton, and are looking to expand this to the other ward councillors.

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. Some clients have expressed a wish that the service is available more often than once a week.

f) Case Study

The client was a disabled elderly woman, in receipt of Disability Living Allowance (DLA), Pension Credit and Housing Benefit. She was invited to transfer from DLA to Personal Independence Payment (PIP), which we successfully helped her to do, arranging a change of location for her medical assessment from Essex (where she had no means of getting to) to Golders Green.

She had been putting money aside from her various benefits because of living extremely frugally, and by doing this her savings had exceeded the upper limit for means-tested benefits. She had received a letter from the Local Authority as a result of this saying that her Housing Benefit had stopped because her savings were too high. Our adviser challenged this on the basis that her savings should be disregarded due to her Pension Credit being subject to an assessed income period and this was successful, with her Housing Benefit being reinstated.

In addition to this, we were able to obtain a full exemption from Council Tax for this client on the grounds of severe mental impairment. This case shows both the depth of advice received by clients of this project as well as the success of our adviser in making complex legal arguments and obtaining both moral and financial redress for local residents.

g) Annual Summary

The overall number of clients seen over the first year of the project was lower than expected. This may be due to local demand but may also be because of publicity. We have not had any substantiated reports of local residents being denied appointments with the service.

However, the amount of financial success for the first year of the project has exceeded expectations, and this is testament to the complexity of work and the level of support for clients which is being carried out. This is reflected in the case studies which have been provided and show the level of work which has been put in by our adviser to solve the complex problems experienced by the most vulnerable local residents.

We feel that the project would be better placed in a more accessible community location, and the long-term goal should be that it is an integral part of any community centre which comes out of the GBL project. The location has not shown to be a barrier to access, but a more public and accessible location would allow us to provide a more flexible service (possibly including drop-in) going forward.

Daniel Bamford – August 2017