

### **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.

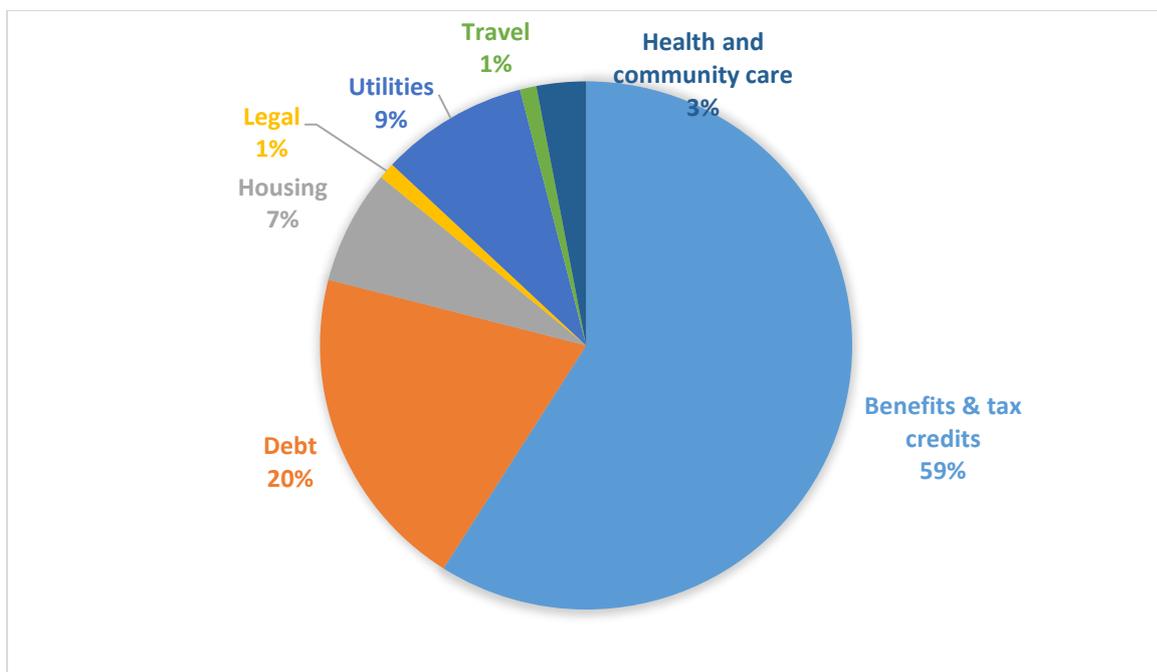
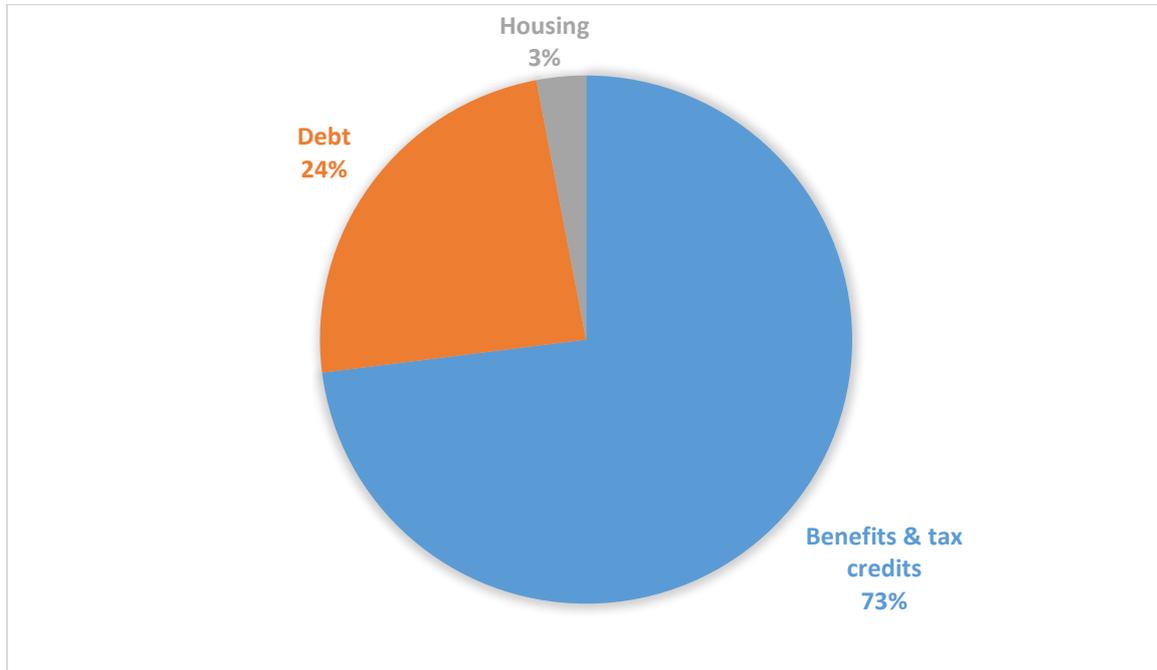
<b>Actions / activities – what has been delivered? (Please include the week/month of the activity)</b>	<b>Reason for any changes, if applicable</b>	<b>Number that participated or benefited. (Include details of any key communities.)</b>
Outreach sessions at St Mary’s Parish Centre, East Finchley, including follow-up and casework on behalf of clients.		138 residents of East Finchley Ward

<b>Outcome</b> Use the Outcomes that were agreed in your project proposal form.	<b>Progress</b> Describe who is benefitting and what changes are happening?	<b>Evidence of change</b> Describe how you know the change is happening.
150 appointments provided over the year	29 appointments attended in this quarter (Jul-Sep 2017). There were only 2 unattended appointments in the quarter, which is an improvement on previous quarters. An increasing number of the appointments given need to be double-length appointments because of the complexity (benefits appeals for example) which reduced the total number against target.	Cumulative figure for the project is 138 (109 in Year 1 of the service).
£16,000 of financial outcomes for these clients, benefitting local economy.	There were £18,064.80 worth of financial outcomes (additional income) for clients, representing successful benefit claims and appeals in this quarter.	Cumulative figure for the project is £52,405 (£34,340.20 in Year 1).

### **Client Demographics and additional information for Q1, Yr2 of the Project:**

#### **a) Issues Breakdown**

For the period July-September 2017, the clients who attended Outreach sessions had the following breakdown of issues (the top chart shows Q1, Yr2 and the lower chart is cumulative over 15 months):



**b) Resolution of cases**

Cases resolved:

**Q1 (Yr 2)**

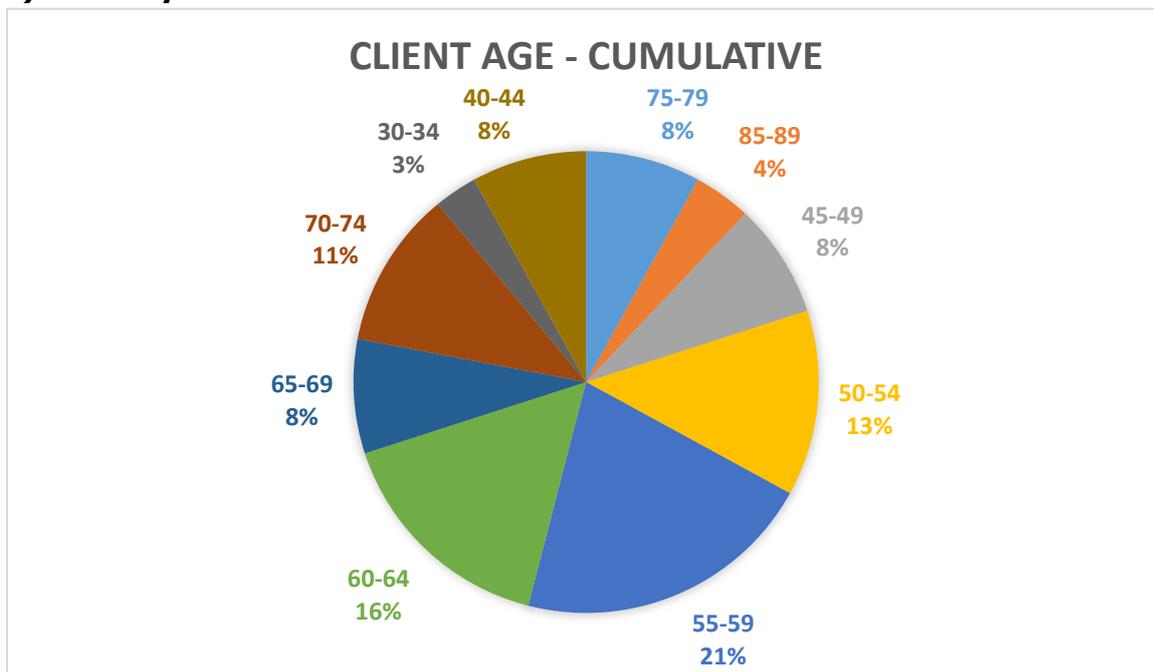
72%

**Year 1**

83%

Cases Unresolved <sup>1</sup> :	10%	11%
Cases awaiting resolution <sup>2</sup> :	18%	6%

**c) Diversity Information**

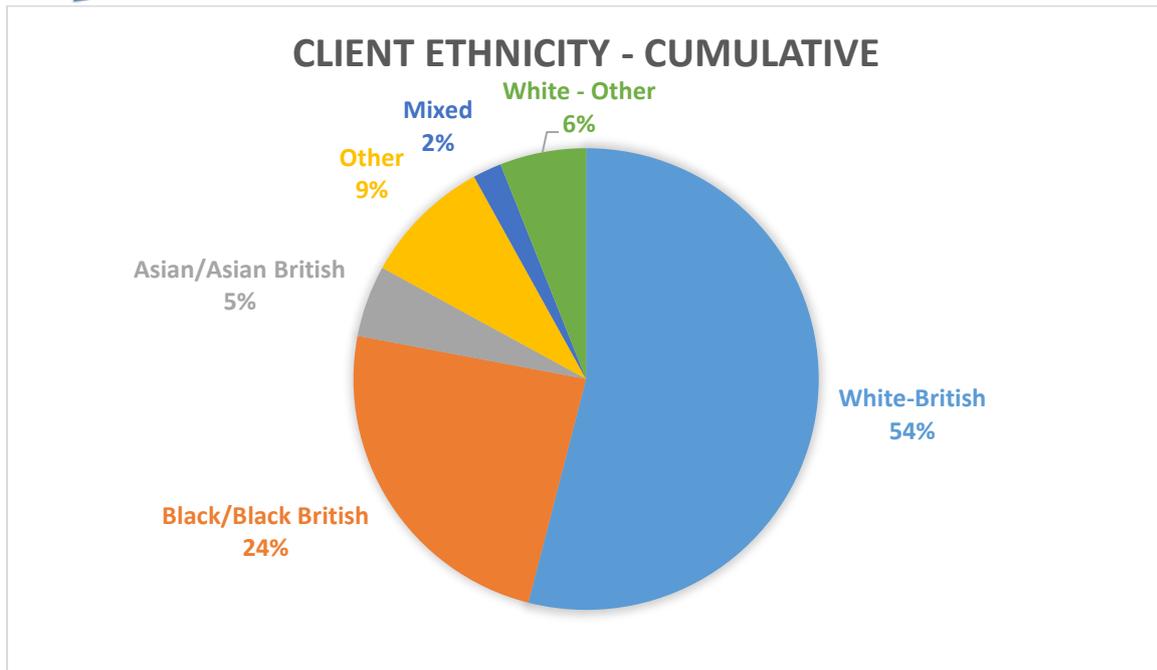


Cumulatively, 62% of clients were Female and 38% Male; and 75% of clients were disabled or suffering from a long-term health condition.

Cumulatively (in the first 15 months of the Project), 86% of clients have been from the GBL area, and 100% from East Finchley Ward.

<sup>1</sup> 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.

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



#### **d) Feedback from clients**

This has continued to be positive.

#### **f) Case study**

The client had been to us for advice previously and had been delighted with the outcomes, which included her Council Tax being completely written off. She approached us again with concerns about Brexit. As an EEA national, who has been in the UK for more than 40 years, she was worried that she may be asked to leave as she has not got British citizenship. We were able to reassure her that the immigration status she had acquired before Britain joined the EU was still valid provided she had not left the country for more than 2 years in the meantime, and advised that she would qualify for naturalisation as British. As a vulnerable person who finds it distressing to ask for help, the availability of a local advice service has meant that this client could access the advice she seriously needed without difficulty.

*Daniel Bamford – November 2017*