

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.		188 residents of East Finchley Ward

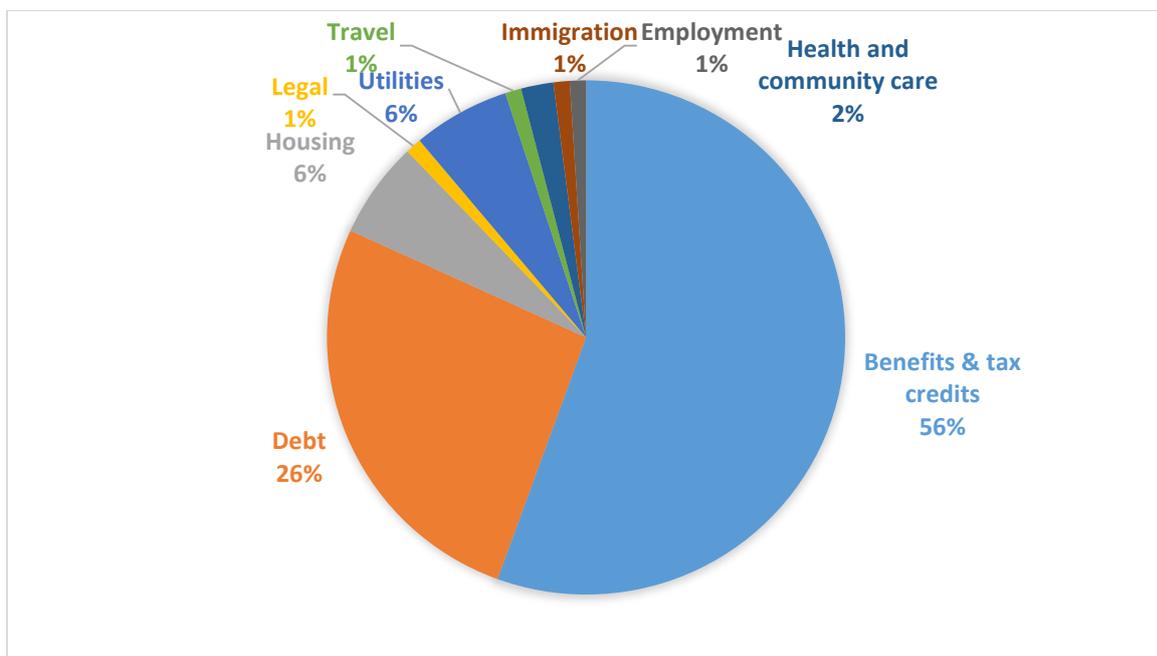
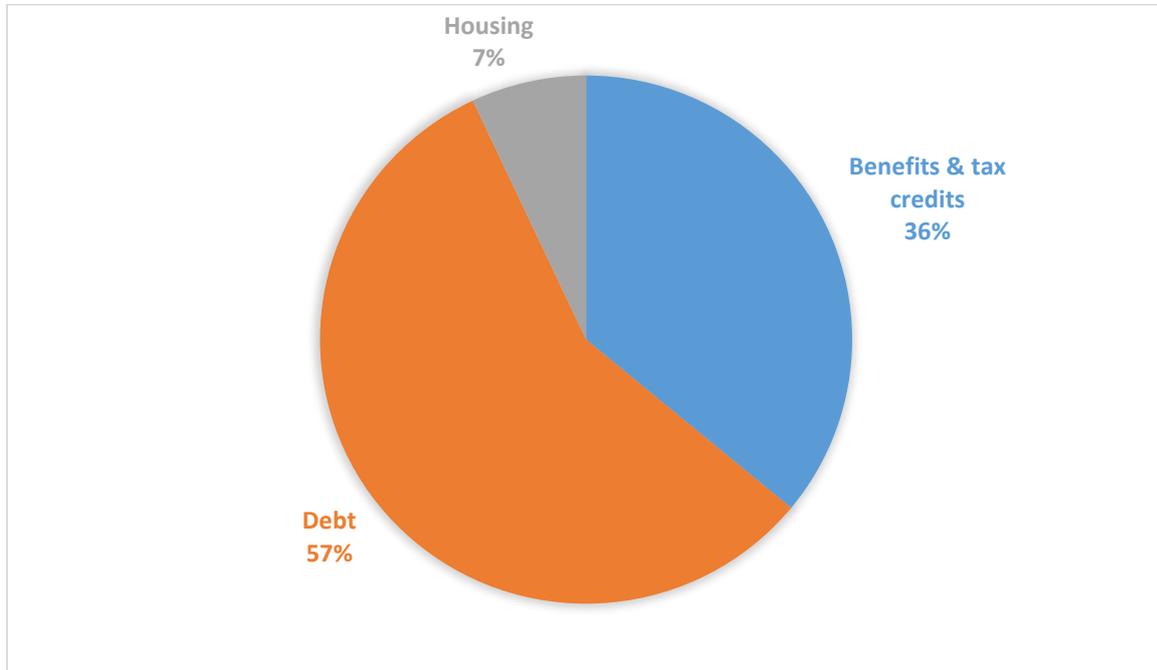
Outcome Use the Outcomes that were agreed in your project proposal form.	Progress Describe who is benefitting and what changes are happening?	Evidence of change Describe how you know the change is happening.
150 appointments provided over the year	22 appointments attended in this quarter (Jan-Mar 2018). 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. It was also necessary to cancel a session this quarter due to bereavement.	Cumulative figure for the project is 188.
£16,000 of financial outcomes for these clients, benefitting local economy.	There were £20,003 worth of financial outcomes in this quarter (additional income) for clients, representing successful benefit claims.	Cumulative figure for the project is £96,824.

Client Demographics and additional information for Q3, Yr2 of the Project:

a) Issues Breakdown

For the period January-March 2018, the clients who attended Outreach sessions had the following breakdown of issues (the top chart shows Q3, Yr2 and the lower chart is

cumulative over the duration of the project). There was a sharp increase in the number of debt cases seen this quarter, which tended to be debts related to benefits administration problems (Housing Benefit in particular).



b) Resolution of cases

Cases resolved:

Q3 (Yr 2)

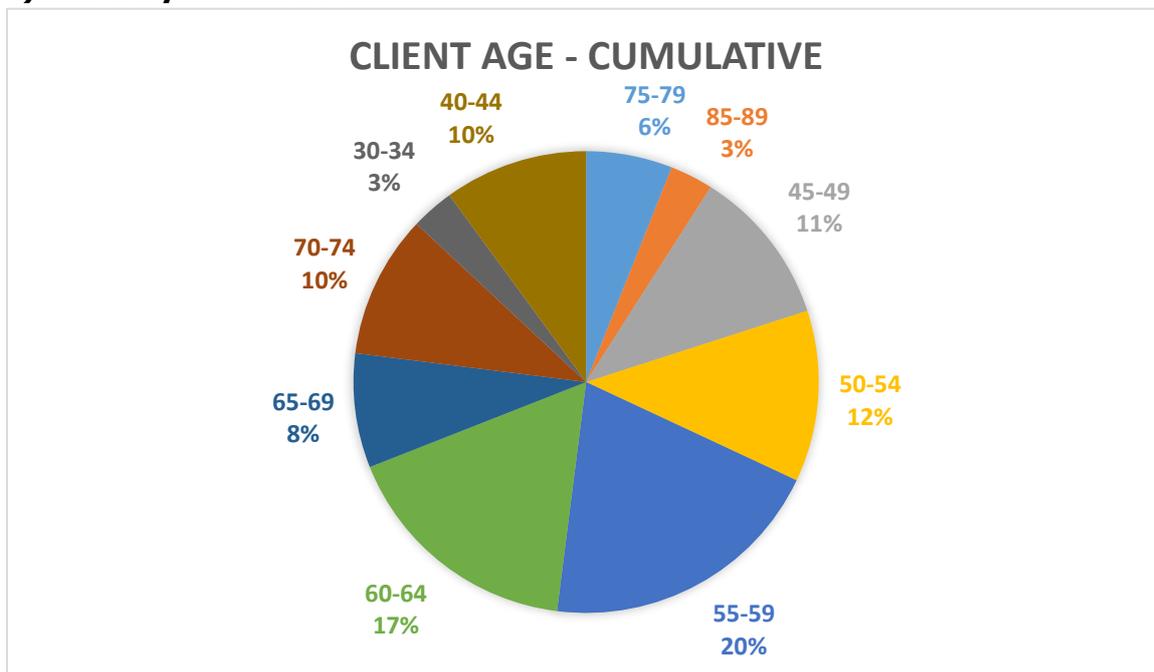
87%

Cumulative

84%

Cases Unresolved ¹ :	13%	5%
Cases awaiting resolution ² :	0%	11%

c) Diversity Information

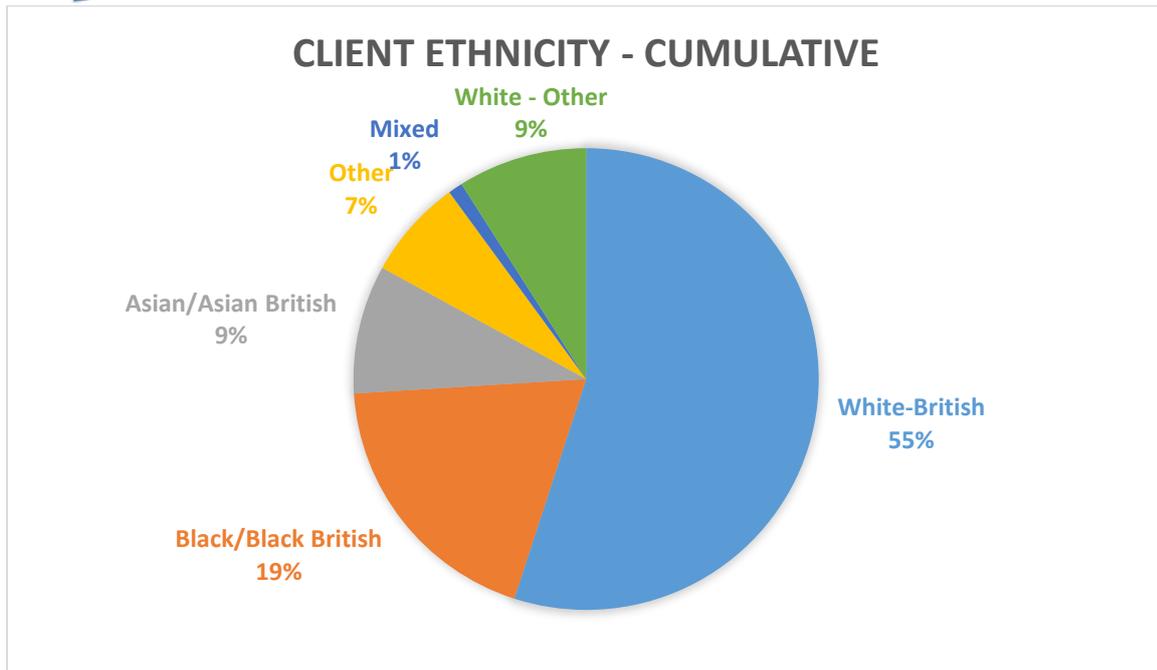


Cumulatively, 60% of clients were Female and 40% Male; and 76% of clients were disabled or suffering from a long-term health condition.

Cumulatively, 85% of clients have been from the GBL area, and 100% from East Finchley Ward.

¹ Cases where the client was advised but the situation could not be moved on. In this quarter one case was unresolved because the client did not meet the eligibility criteria for welfare benefits.

² 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 but the location of the Outreach continues to be problematic. Some clients have experienced difficulties contacting the Helpline to book an appointment. We are exploring alternative contact methods for the project.

f) Case study

The client had been receiving Housing Benefit and had recently started work. However, he did not inform Housing benefit of this in time and when he did, he was sent a bill for over £750 of overpaid Housing Benefit. The letter he received detailing the calculation of how this amount had been reached ran to 80 pages of confusing and complex information. He came for advice and our adviser was able to interpret the letter, finding that their calculation was incorrect as the benefits department at the Local Authority had got the date he started work wrong. We requested a re-calculation and provided evidence of the correct dates they should have used. This reduced the overpayment by £250, and we arranged for him to pay the balance back at £5 per week.

This is a common problem, exacerbated by the complexity of the benefit calculation letter (automatically computer-generated) which claimants receive. Citizens Advice Barnet are collecting information on this issue so we are able to make recommendations to the Local Authority about the clarity of their communications.

Daniel Bamford – May 2018