

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.

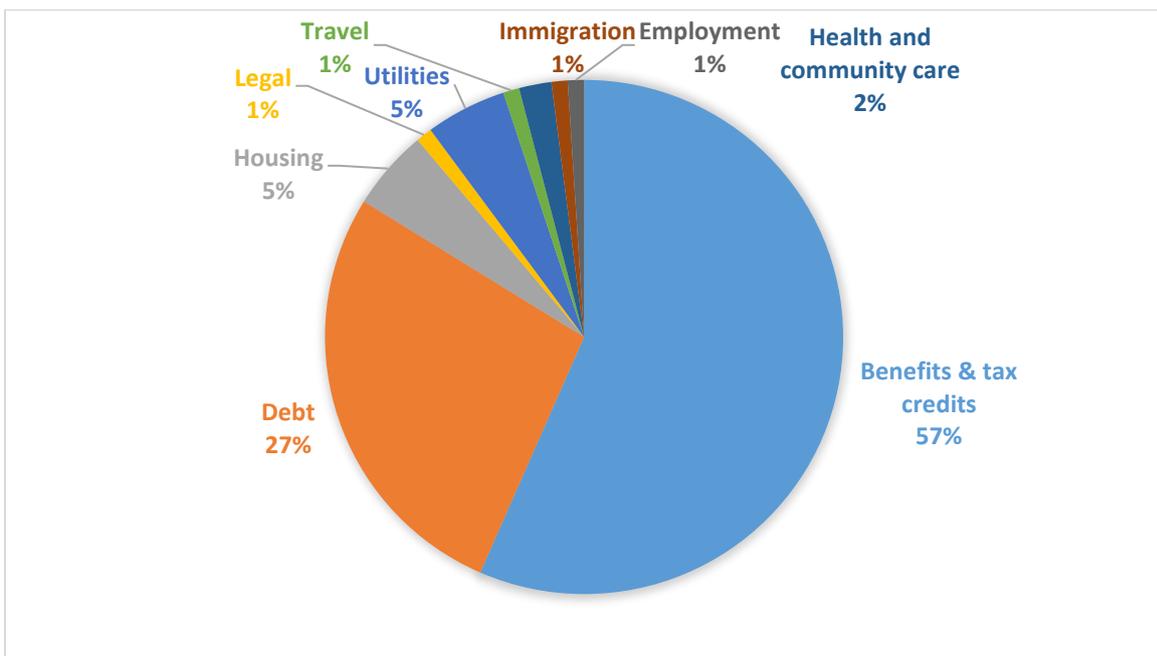
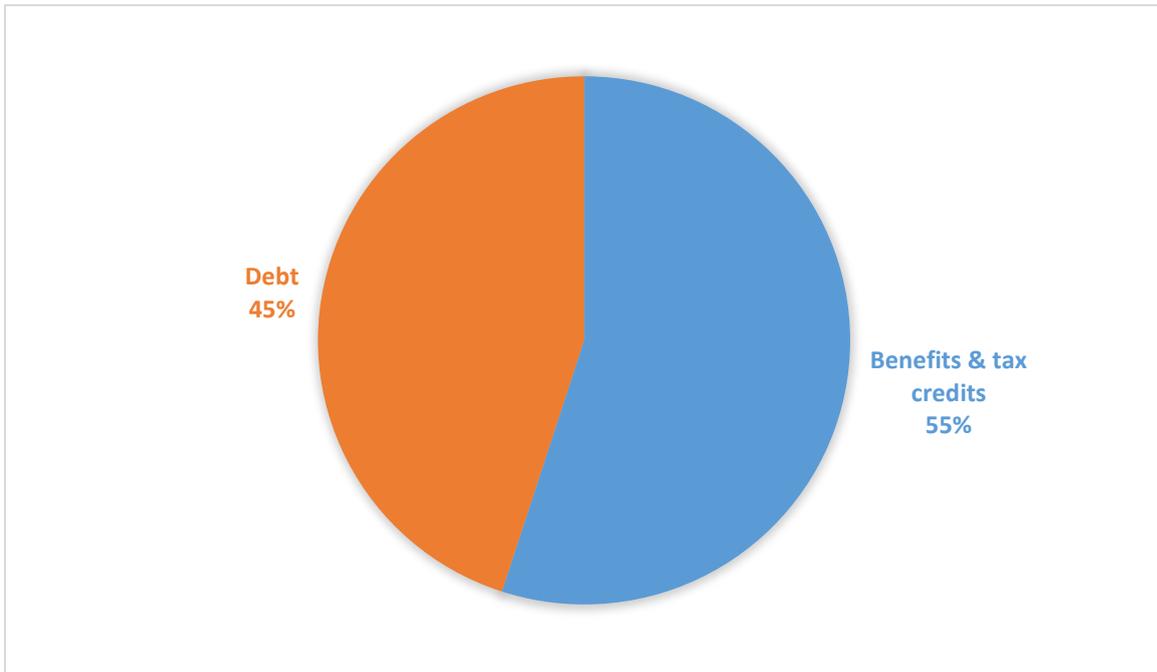
Actions / activities – what has been delivered? (Please include the week/month of the activity)	Reason for any changes, if applicable	Number that participated or benefited. (Include details of any key communities.)
Outreach sessions at St Mary's Parish Centre, East Finchley, including follow-up and casework on behalf of clients.		208 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	20 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.	Total figure for the 2-year project is 208 (Year 1 saw 109, with 99 in Year 2).
£16,000 of financial outcomes for these clients, benefitting local economy.	There were £7,558 worth of financial outcomes in this quarter (additional income) for clients, representing successful benefit claims.	Cumulative figure for the project is £104,382.

Client Demographics and additional information for Q4, Yr2 of the Project:

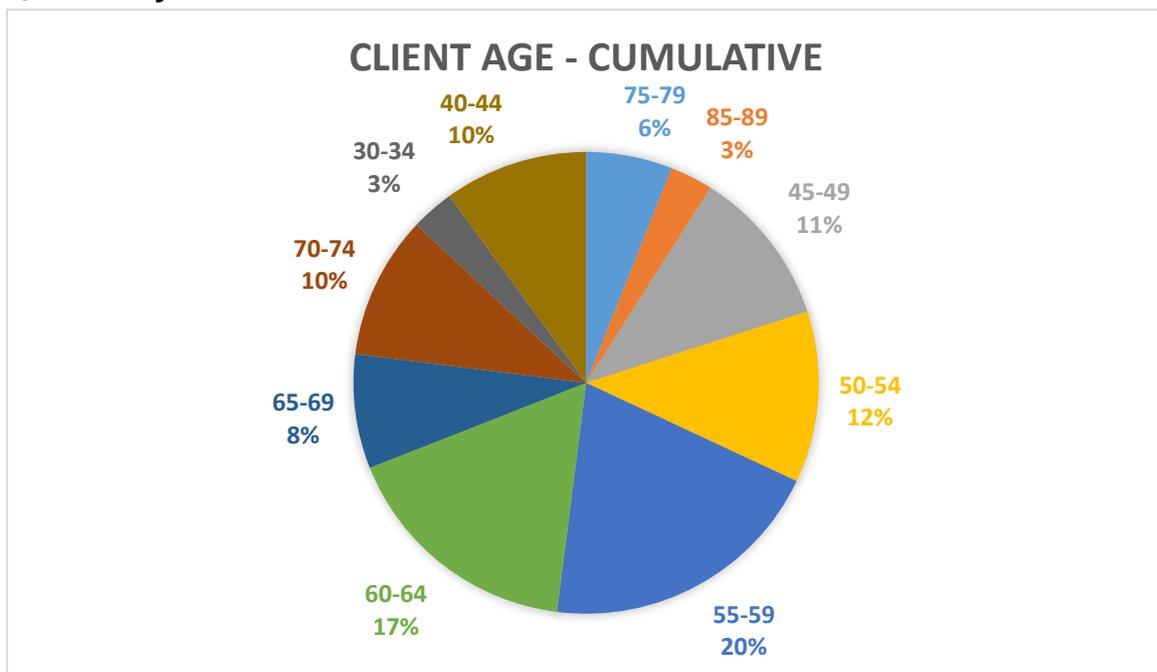
a) Issues Breakdown

For the period April-June 2018, the clients who attended Outreach sessions had the following breakdown of issues (the top chart shows Q3, Yr2 and the lower chart shows the 2 years of the project). This was the first quarter of the project where only two enquiry areas are represented.



b) Resolution of cases	Q4 (Yr 2)	Yr 2	Yr 1	TOTAL
Cases resolved:	60%	81%	83%	85%
Cases Unresolved ¹ :	5%	12%	11%	12%
Cases awaiting resolution ² :	35%	7%	6%	3%

c) Diversity Information

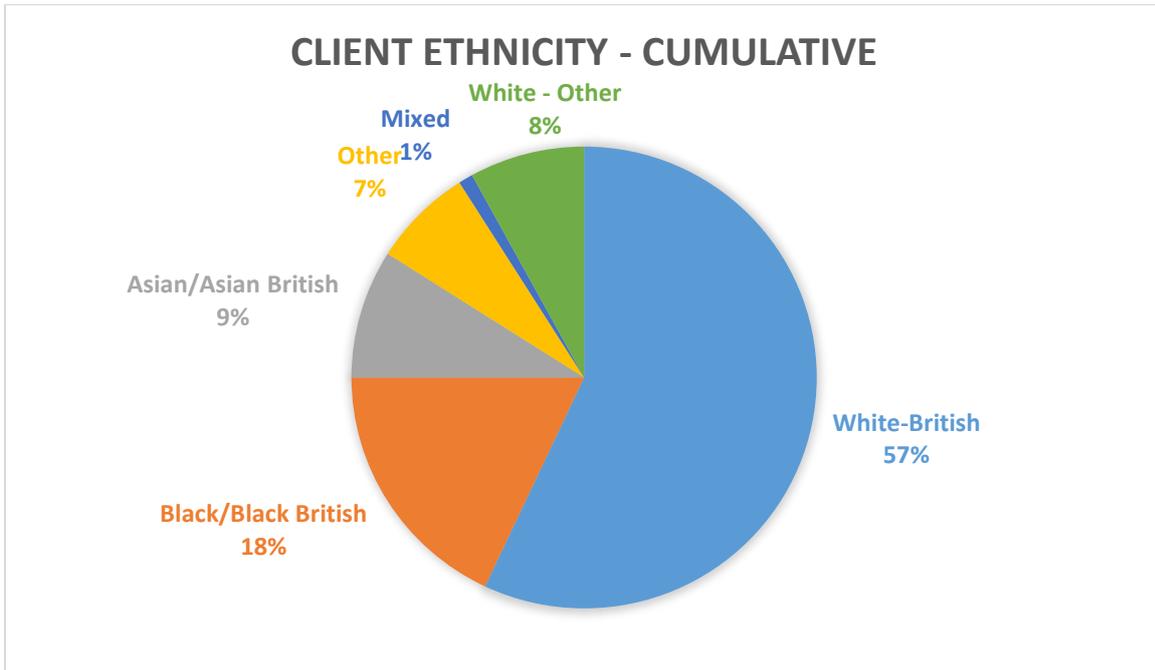


Cumulatively, 59% of clients were Female and 41% Male; and 76% of clients were disabled or suffering from a long-term health condition.

Cumulatively, 83% 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 remains problematic. Some clients have experienced difficulties contacting the Helpline to book an appointment. See section e) below for actions taken to mitigate this.

e) Review and recommendations

We are grateful that Grange Big Local have decided to continue funding this project for a further year, and as the report shows, the project has made a considerable difference to local residents.

The project will be improved by effecting a change of venue, so that there is a more public space which can then be used for other community activities alongside the giving of advice. We have also had some feedback about the difficulty of accessing the Citizens Advice Helpline in order to make an appointment. To improve access, we have now set up a dedicated telephone number (answerphone only) and e-mail address which residents can contact specifically to make an appointment for advice on this project.