

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.

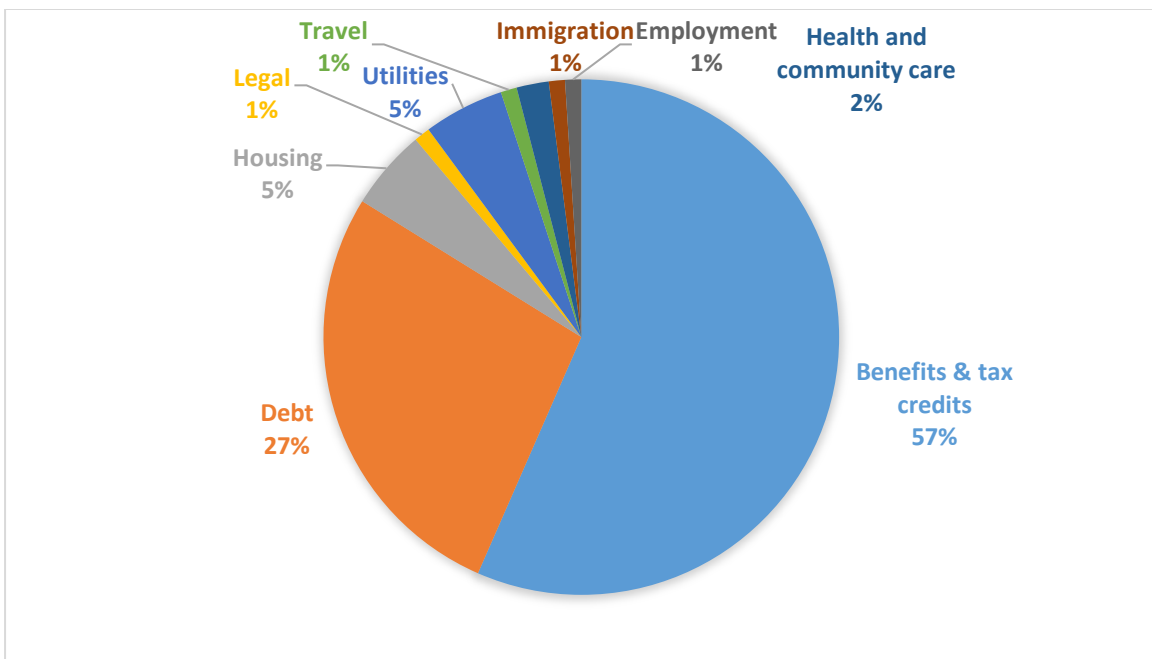
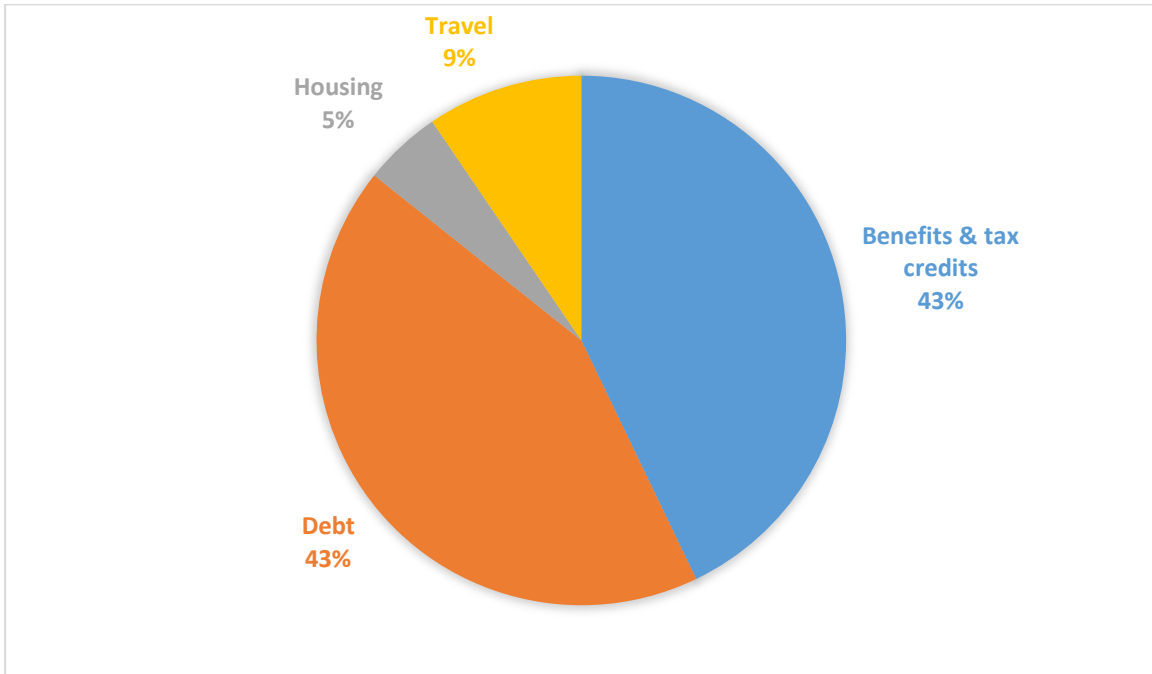
Actions / activities – what has been delivered? (Please include the week/month of the activity)	Reason for any changes, if applicable	Number that participated or benefited. (Include details of any key communities.)
Outreach sessions at St Mary’s Parish Centre, East Finchley, including follow-up and casework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

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	21 appointments attended in this quarter (Jul-Sep 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.	Yr 1-2: 208 appointments
£16,000 of financial outcomes for these clients, benefitting local economy.	There were £15,684 worth of financial outcomes in this quarter (additional income) for clients, representing successful benefit claims.	Yr 1-2: £104,382 in financial gains

Client Demographics and additional information for Q1, Yr3 of the Project:

a) Issues Breakdown

For the period July-September 2018, the clients who attended Outreach sessions had the following breakdown of issues (the top chart shows Q3, Yr1 and the lower chart shows the first 2 years of the project).



b) Resolution of cases

Cases resolved:

Q1 (Yr 3)

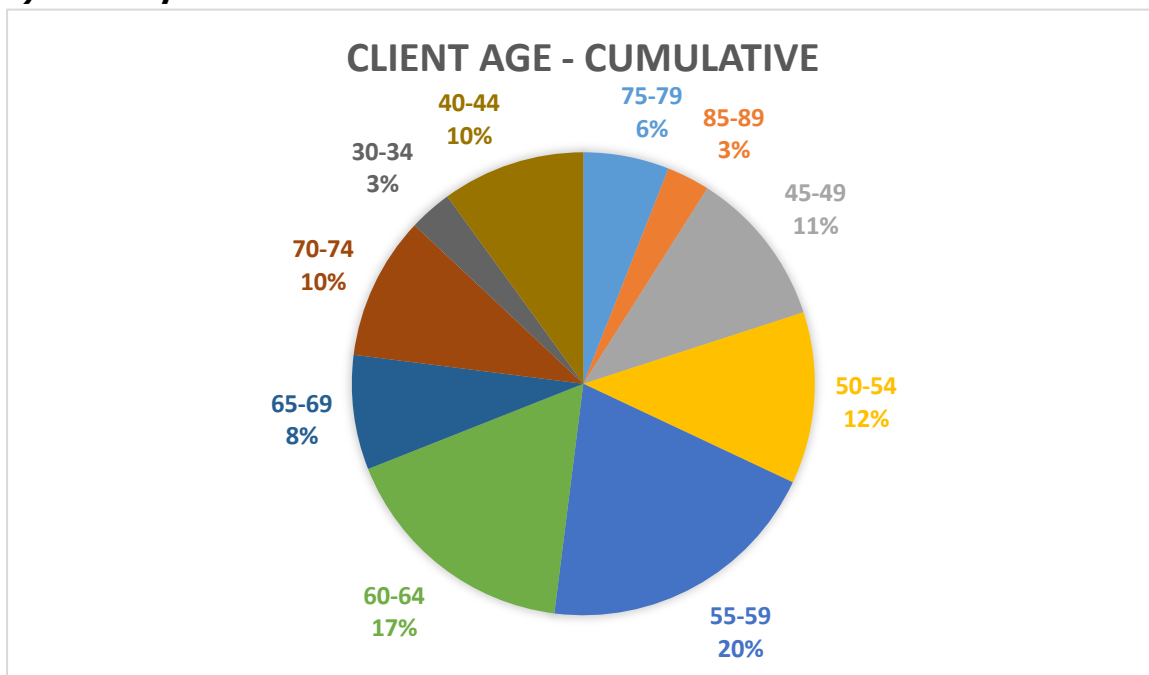
95%

Yrs 1-2

85%

Cases Unresolved ¹ :	0%	12%
Cases awaiting resolution ² :	5%	3%

c) Diversity Information



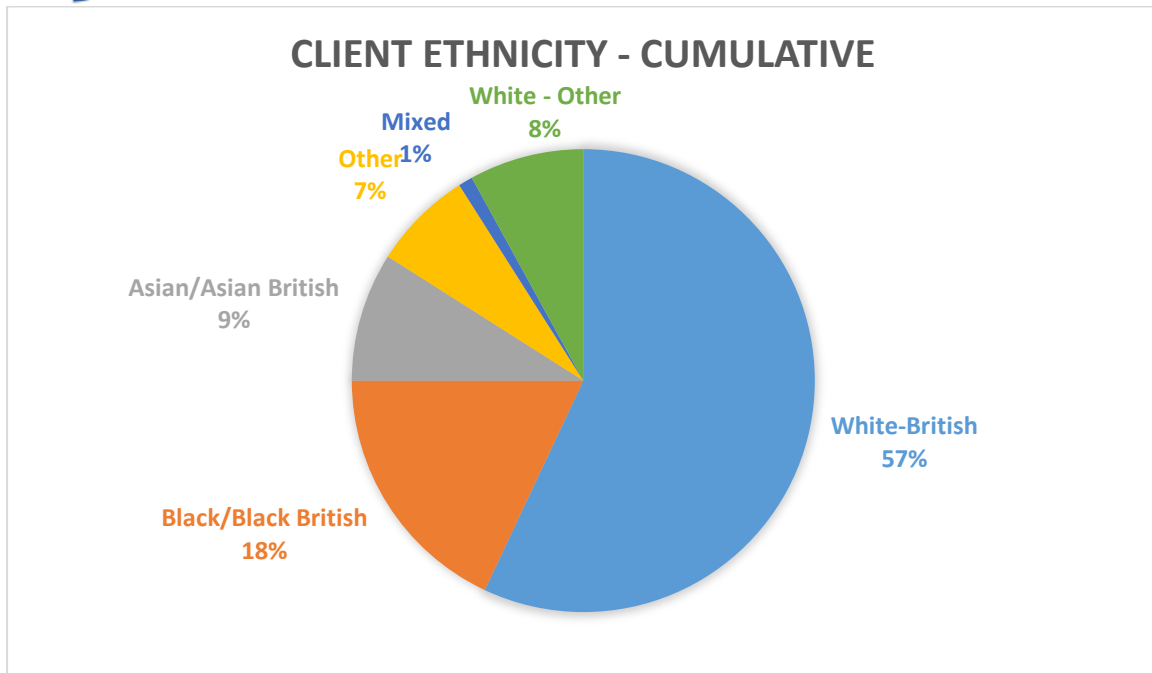
Over the first 2 years of the Project, 59% of clients were Female and 41% Male; and 76% of clients were disabled or suffering from a long-term health condition.

Cumulatively, 83% of clients had been from the GBL area, and 100% from East Finchley Ward.

In this quarter, all clients were in the 35 and over age bracket, as is consistent with the client profile so far. This may change when the venue is relocated to a more community accessible location. 85% were GBL area residents, and 72% Female.

¹ Cases where the client was advised but the situation could not be moved on.

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.

There have been no complaints. We will be starting to collect individual formal client feedback on the service from Q2/3, Year 3.

e) Recommendations

We are looking forward to the relocation of the Project to a more accessible venue, and also to more appointments being filled. We have made a dedicated telephone number available (020 8629 5376) for arranging appointments for this Project ONLY – a message can be left and people will be called back to arrange the appointment. There is also now a dedicated project e-mail address at grangeadvice@barnetcab.org.uk. To our knowledge these have not been heavily publicised locally.

f) Case Study

This client was referred to us by Barnet Adult Social Services to help with making a claim for Universal Credit (UC). CI wasn't happy about making the claim UC online, which she found daunting and unnecessary. She felt the process was discriminatory against people without internet access. We explained to her that this is the requirement for claiming UC, since there

is no paper claim available for the process. It took quite a while to convince her that this is the correct process, as well as the requirement to attend an interview at her local JCP. We eventually completed the online claim, but had difficulty booking her ID interview. We couldn't do this online because we had difficulty verifying her identity on the Government's Verify website. Like many people, she didn't have all the documents required to do so. We had to consider another option i.e. to call the UC helpline and book the appointment by phone. Again, Cl wasn't happy about this because, she believed that the previous advice given to her by the DWP about starting her claim, contradicted this requirement to attend an interview. Basically she couldn't understand the need for an interview and this made her very upset. We explained again that this is the required process for claiming UC, by showing her written information on the claiming process on our Advisernet website as well as the Government's website. She was advised that if the appointment isn't booked, her claim will be cancelled and she will have to start this claiming process all over again. She agreed to book her 1st appointment by phone, so we called the UC helpline, explaining the problem we have with verifying her identity online. They assured the client that this can be done at her 1st interview with JCP, so there was no need to complete the online verification process. We were able to book her first appointment over the phone, and this took place.

Cl attended her UC first interview, and we have received feedback from her Social Worker that it went exceedingly well. Without our help, there is no doubt that this client would have struggled to make a successful claim for UC. This underlines the role of Citizens Advice to provide a service to those clients who need our help most in the community, but are unable to reach out for one reason or the other.

Daniel Bamford – October 2018