

### **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.

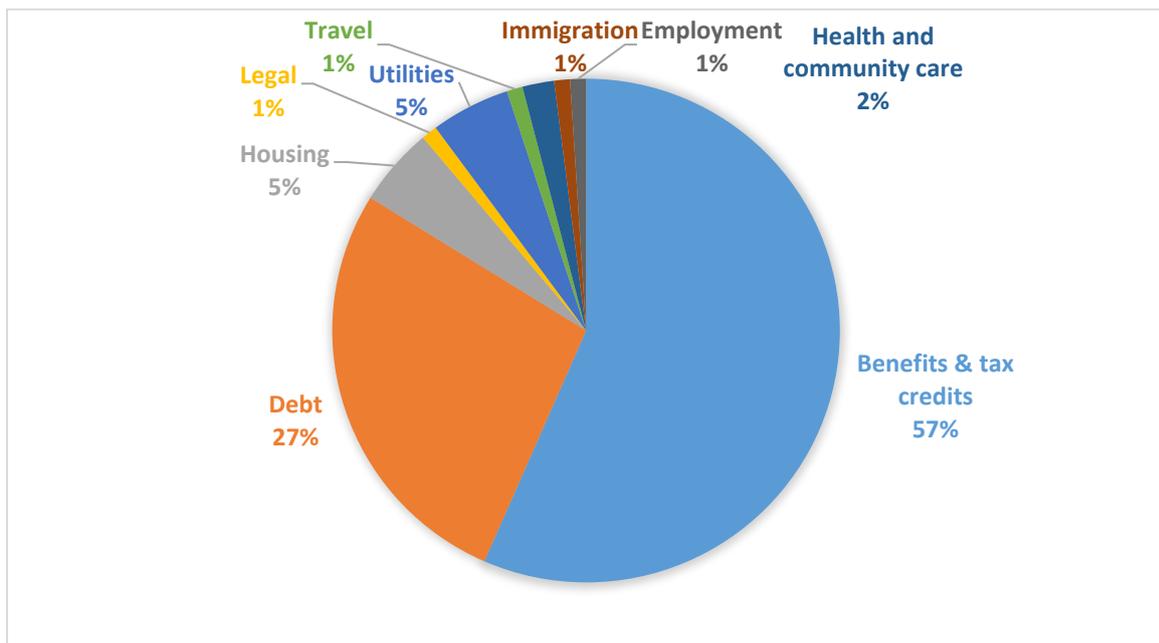
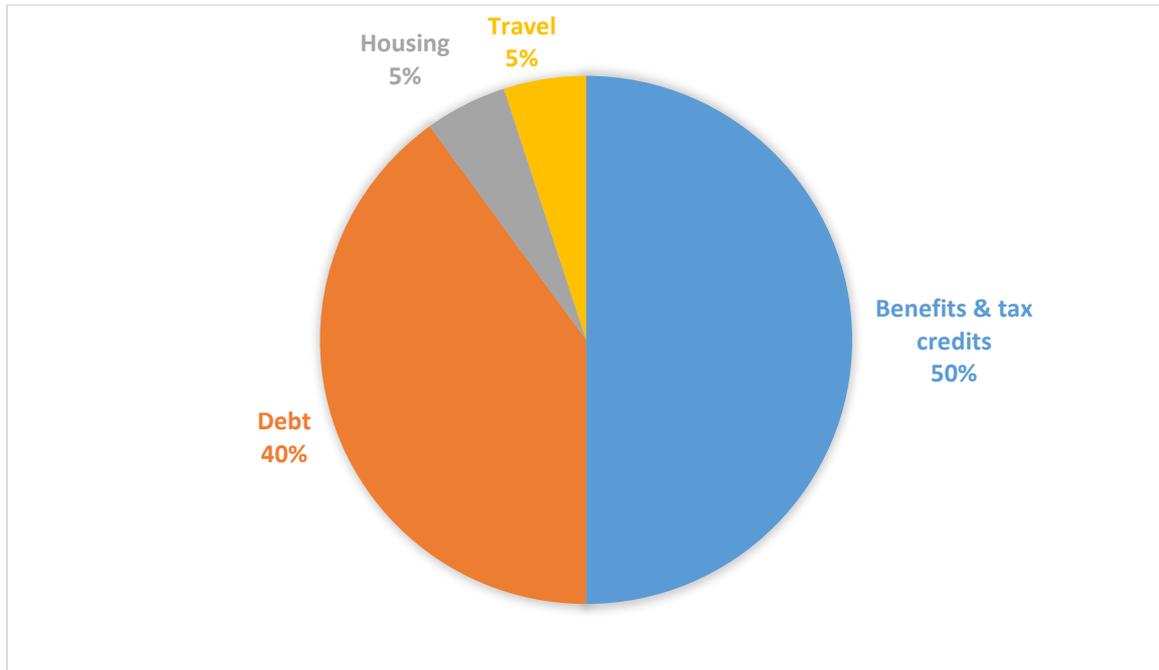
<b>Actions / activities – what has been delivered? (Please include the week/month of the activity)</b>	<b>Reason for any changes, if applicable</b>	<b>Number that participated or benefited. (Include details of any key communities.)</b>
Outreach sessions at St Mary's Parish Centre, East Finchley, including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

<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	20 appointments attended in this quarter (Oct-Dec 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. There were also 5 no-shows across the quarter.	Yr 1-2: 208 appointments Yr 3, Qs 1-2: 41 appointments
£16,000 of financial outcomes for these clients, benefitting local economy.	There were £21,206 worth of financial outcomes in this quarter (additional income) for clients, representing successful benefit claims and debt rescheduling.	Yr 1-2: £104,382 in financial gains Yr 3 cumulative: £36,890

**Client Demographics and additional information for Q2, Yr3 of the Project:**

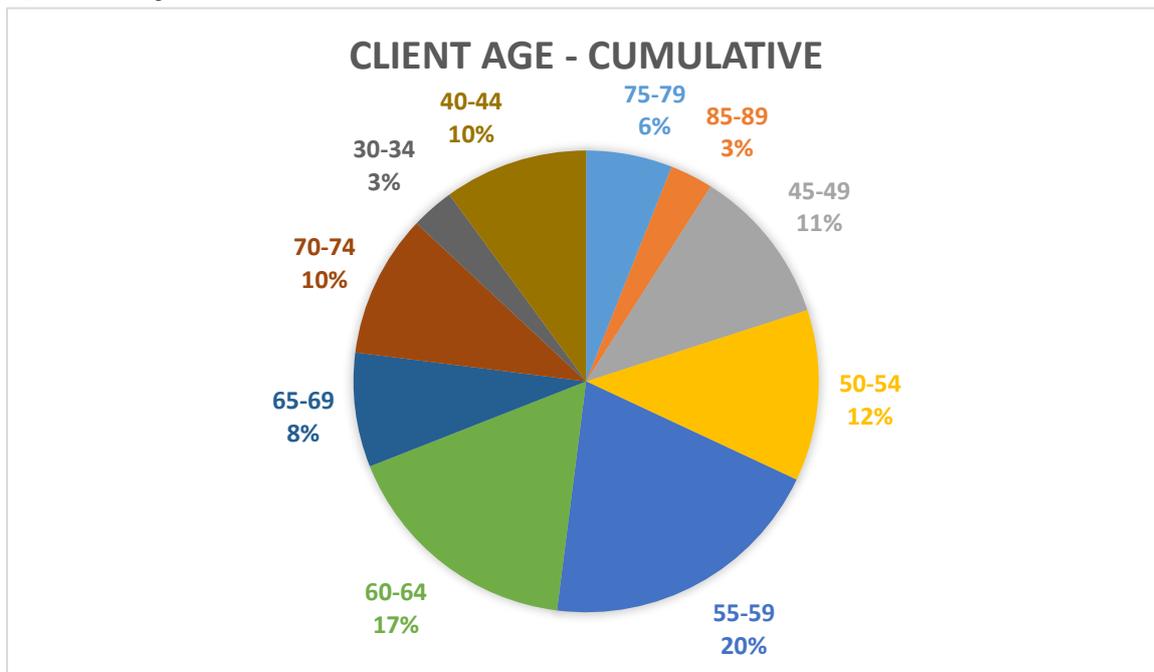
**a) Issues Breakdown**

For the period October – December 2018, the clients who attended Outreach sessions had the following breakdown of issues (the top chart shows quarters 1-2 of Year 3 and the lower chart shows the first 2 years of the project).



<b>b) Resolution of cases</b>	<b>Q1-2 (Yr 3)</b>	<b>Yrs 1-2</b>
Cases resolved:	85%	85%
Cases Unresolved <sup>1</sup> :	10%	12%
Cases awaiting resolution <sup>2</sup> :	5%	3%

### c) Diversity Information



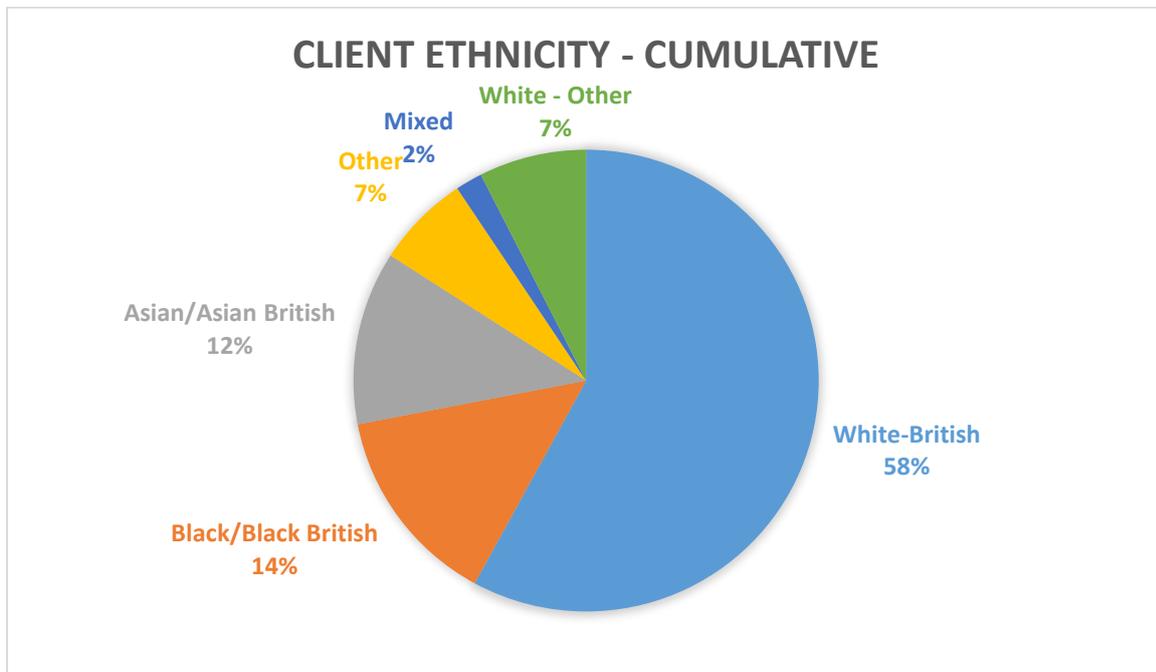
Over the first 2 years of the Project, 59% of clients were Female and 41% Male; and 76% of clients were disabled or suffering from a long-term health condition.

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

<sup>1</sup> Cases where the client was advised but the situation could not be moved on.

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

In this quarter, all clients were again 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. 95% were GBL area residents, and 61% Female.



#### d) Feedback from clients

This has continued to be positive but the location of the Outreach remains problematic.

Clients have complained about feeling unsafe at the Outreach venue, specifically because it is not a public location and no other activity is going on there at the time these appointments are held. This is a concern and an alternative venue would be preferable for clients and for our advisers.

#### 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](mailto:grangeadvice@barnetcab.org.uk). To our knowledge these have not been heavily publicised locally. We would suggest that GBL add this to their publicity about the Project.

## **f) Case Study**

The client came for help with debts, in particular Council Tax debt of £1,600. Council Tax arrears are the most common debt issue we encounter at Citizens Advice. This client's arrears had accrued over several years and he had not been able to manage the regular payments due to his mental health conditions.

We investigated his bills and found that he had not been awarded the single person discount or Council Tax Support, although he should have been receiving both of these. We contacted the Local Authority who applied these discounts to his bill, immediately reducing the accrued arrears significantly. We were also able to ask the Local Authority to recall the debt from bailiffs, which had been causing the client additional stress.

We are now working with the client to make sure a reasonable payment arrangement is in place and that he is able to manage those payments. We helped him apply for PIP, which will also give him additional income so he does not fall into arrears in future.

*Daniel Bamford – February 2019*