

## COMMISSIONED ADVICE MONITORING REPORT

<b>Name of Centre:</b>					
<b>1. NUMBER OF CLIENTS :</b>					
<b>NEW:</b> Number of new individual clients put on database during the monitoring period. Individuals must only be counted once in a period					
<b>ON GOING with new or existing issue:</b> Total number of clients classified as on going. Individuals should only be counted once in a period					
		<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>1. Number of clients :</b>					
	New				
	On-going with new or existing issue				
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>2. REFERRAL FROM:</b>					
Referral is where a customer and their case is formally transferred into the organisation for a specific service Where known and applicable give number from each source - individuals must only be counted once.					
		<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>2. Referral From:</b>	Oxford CAB				
	Other CAB				
	Agnes Smith Advice Centre				
	Barton				
	Rosehill & Donnington Advice Centre				
	MIND				
	Shelter				
	Asylum Welcome				
	Refugee Resources				
	Doctor, Health worker				
	Local authority				
	Social services				
	Catalyst				
	A2 Dominion				
	GreenSquare				
	Other housing association				
	Connections				
	Jobcentre Plus				
	Job Club				
	Website				
	HMCTS				
	MP				
	Oxford Welfare Rights				
	Other (Please specify)				
<b>3. CLIENT REFERRED TO:</b>					
Referral is where a customer and their case is formally transferred into the organisation for a specific service Where known and applicable give number from each source - individuals must only be counted once.					
		<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>3. Clients Referred To:</b>	Oxford CAB				
	Other CAB				
	Agnes Smith Advice Centre				
	Barton				
	Rosehill & Donnington Advice Centre				
	OWR				
	MIND				
	Shelter				
	Asylum Welcome				
	Refugee Resources				
	Turpin & Miller				
	Connections				
	OXHOP/O'Hanlon House				
	Job Club				
	Social Services				

<b>Name of Centre:</b>					
	Foodbank				
	Local Authority				
	Pro Bono solicitor				
	Other solicitor				
	Online training provider				
	Payplan/Stepchange				
	Other (please specify)				
<b>4. CLIENT SIGNPOSTED TO:</b>					

Signposting is where a customer is informally advised to present to another organisation and will undergo their triage process when they present themselves

Where known and applicable give number from each source - individuals must only be counted once.

		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
<b>4. Client signposted to</b>	Oxford CAB				
	Other CAB				
	Agnes Smith Advice Centre				
	Barton				
	Rosehill & Donnington Advice Centre				
	OWR				
	MIND				
	Shelter				
	Asylum Welcome				
	Refugee Resources				
	Turpin & Miller				
	Connections				
	OXHOP/O'Hanlon House				
	Social Services				
	Local Authority				
	Pro Bono solicitor				
	Other solicitor				
	Payplan/Stepchange				
	Online training provider				
	Payplan/Stepchange				
	Other (please specify)				

**5. GENDER:**

Give number for each sex. Individuals must only be counted once.

		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
<b>5. Gender:</b>	Male				
	Female				
	Total (should be same as total no. of clients above)				

**6. AGE:**

Please give number for each age group as listed above - this breakdown is the most useful to the City Council and County Council.

		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
<b>6. Age:</b>	under 16				
	17-24				
	25-34				
	35-49				
	50-64				
	65+				
	not recorded				
	<b>TOTAL</b>				

<b>Name of Centre:</b>				
<b>7. DISABILITY OR LIFE-LIMITING LONG TERM ILLNESS:</b>				
Where known please give number. Individuals must only be counted once				
	<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>7. Disability or life-limiting long term illness:</b>				
Physical				
Mental				
Sensory				
<b>8. DEPENDENT CHILDREN</b>				
	<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>8. Client has dependent children</b>				
Yes				
No				
<b>9. ETHNICITY:</b>				
National Statistics Classification - please give number for each group - individuals must only be counted once.				
	<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>9. Ethnicity:</b>				
African				
Any other Asian background				
Any other Black background				
Any other ethnic group				
Any other Mixed background				
Bangladeshi				
Caribbean				
Chinese				
Indian				
Pakistani				
White and Asian				
White and Black African				
White and Black Caribbean				
Not Answered				
<b>10. IMMIGRATION STATUS:</b>				
Please give number for each group - individuals must only be counted once.				
	<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>10. Immigration Status</b>				
Asylum seeker				
Refused asylum seeker, appealing				
Refused asylum seeker, appeal rights exhausted				
Refused asylum seeker, fresh claim				
U.N Refugee Status				
Indefinite Leave to Remain				
Limited Leave to Remain				
Discretionary Leave to Remain				
Humanitarian Protection				
British Citizen				
Individual does not know status and without docs				
Other (explain in notes section)				
<b>11. ACCOMMODATION:</b>				
Please give number for each, if known				
	<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>11. Accommodation:</b>				
Local Authority				
Catalyst				
A2 Dominion				
Greensquare				
Other housing association				
Private Rented				
Owner occupied				
Living with friends / relatives				
Hostel				
Non-Hostel temporary accommodation for homeless				
Sleeping Rough				
Prison				
Other (Not specified)				

Name of Centre:

**12. POST CODE AREA**

Advice centre to fill in either postcode or area as they feel most appropriate

		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
<b>12. Postcode or Area</b>					
	Oxford				
	Cherwell				
	South Oxfordshire				
	Vale of the White Horse				
	West Oxfordshire				

**13. TYPE OF VISIT:**

State venue and give number of individual clients seen at each venue - do no count individuals more than once.

		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
<b>13. Type of visit:</b>	In house				
	Outreach				
	Home visit				
	Court visit				

**14. BREAKDOWN OF WORKLOAD**

**Triage/drop-in/Gateway** - during monitoring period give number of clients receiving diagnostic interviews (approx 20 minutes).

**One Off Advice** during monitoring period give number of clients receiving self contained advice (approx 1 hour).

**Casework** - during monitoring period give number of individual clients who receive advice that includes follow on casework.

		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
<b>14. Workload:</b>	<b>1. Triage/Drop-in/Gateway</b>				
(by channel)	Telephone				
	Face to face				
	<b>2. One Off Advice</b>				
	Telephone				
	Face to face				
	Email				
	<b>2. Casework</b>				
	Telephone				
	Face-to-face				
	Email				
	<b>Total of all enquiries</b>			0	

**15. ISSUES / WORK CATEGORIES**

We acknowledge that some clients may be counted in more than one issue or work category

		Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
<b>15. Issues / categories:</b>	<b>presented by client</b>				
<b>Benefits</b>	Jobseekers Allowance				
	Income Support				
	Employment and Support Allowance				
	Tax Credits				
	Disability Living Allowance/AA/PIP				
	Carer's Allowance				
	Housing Benefit				
	Council Tax Rebate				
	State Pension				

<b>Name of Centre:</b>					
	Pension Credit				
	Social Fund: funeral payments, maternity grants, and budgeting loans				
	Social Fund: Oxfordshire Support Fund				
	Winter Fuel Payments				
	Maternity benefits (SMP, Maternity Allowance)				
	Discretionary Housing Payment				
	Mandatory Revision				
	Benefit Appeals				
	Benefit Fraud				
	Other				
<b>Debt</b>					
<b>Priority debt</b>	Mortgage/secured loan arrears				
	Rent arrears				
	Council tax				
	Gas/electric arrears (current address)				
	Fines				
	Maintenance, child support arrears				
		<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>Non Priority</b>	Credit Card /store card				
	Catalogue/mail order				
	Unsecured loans				
	Overdraft				
	Payday loans				
	Benefit and Tax credit overpayment				
	HP/conditional sale				
	Water rates				
	Parking penalties (civil enforcement)				
	Other				
<b>Housing</b>	Conditions				
	Homelessness / Threatened Homelessness				
	Environmental / neighbour Issues				
	Housing Costs (excluding housing debts)				
	Other Housing Issues				
<b>Other</b>	Charity applications				
	Foodbank vouchers				
	Consumer & General Contract				
	Legal				
	Education				
	Employment				
	Relationship/family				
	Child Support				
	Immigration / Nationality				
	Utilities (not debt)				
	Finance/private pension/tax (not debt)				
	Other				

Name of Centre:					
<b>16. OUTCOMES</b>					
		<b>Apr-Jun</b>	<b>Jul-Sep</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>
<b>Reduce Debt</b>	Clients advised				
	Repayment agreements made				
	Bankruptcy granted				
	Debt Relief Order granted				
	Benefit overpayment written off				
	Other				
	Total client debt for period				
<b>Increase Income from Employment</b>	Clients referred to organisations				
	Clients assisted to access employment				
<b>Help to Tackle Fuel Poverty</b>	Clients advised				
	Referrals made for support in reducing energy consumption				
	Clients assisted to obtain better tariff				
<b>Improve Access to Online Services</b>	Clients directly supported to access online services				
	Formal training provided on accessing digital services				
	Clients referred to courses in online capability				
<b>Reduce Homelessness</b>	Homelessness preventions (more than 6 mos)				
	Homelessness delayed (more than 1 month)				
	Settled accomodation secured (>6 mos)				
	Temporary accomodation secured (<6 mos)				
	Local Authority temporary accomodation secured				
	Income generation (securing compensation, charity money, saving rent, increasing benefits or recovering deposits)				
<b>Welfare Benefits and Tax Credits</b>	New benefit claims				
	Increases in benefit				
	Court Representations - number of clients				
	Court Representations - success rate %				
	Tribunal Appeals Representation - number of clients				
	Tribunal Appeals Representation - success rate %				
	Referral for DHP application				
<b>Outcomes for Priority Work area</b>					
	<b>For 2015/16 the priority will be ImprOving skills and confidence in money management. Outcomes required:</b>				
	20% of debt referral cases to receive financial management training. Please record the number of debt clients who receive this training.				
	No of clients with more than three interventions for the same debt issue. Please record the number of clients who have more than 3 interventions.				