COMMISSIONED ADVICE MONITORING REPORT

| N | am | ^ ^ | f C | 'n'n | itre: |
|---|----|-----|-----|------|-------|
| | | | | | |

1. NUMBER OF CLIENTS:

<u>NEW</u>: Number of new individual clients put on database during the monitoring period. Individuals must only be counted once in a period

ON GOING with new or existing issue: Total number of clients classified as on going. Individuals should only be counted once in a period

| | | Apr-Sep | Oct-Mar |
|------------------------|-------------------------------------|---------|---------|
| 1. Number of clients : | | | |
| | New | | |
| | On-going with new or existing issue | | |
| | | | |
| | Total | 0 | 0 |
| | | | |

2. REFERRAL FROM:

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.

| | | Apr-Sep | Oct-Mar |
|-------------------|--|---------|---------|
| 2. Referral From: | 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 | | |
| | Age UK (Benefits advice service) | | |
| | Age UK (Community Information Network) | | |
| | Solicitor | | |
| | Other (Please specify) | | |

| Name of Centre: | | | |
|--|---|--------------------|----------------|
| 3. CLIENT REFERRED | TO: | | |
| Referral is where a cus | tomer and their case is formally transferred | into the organisat | ion for a spec |
| Where known and applic | cable give number from each source - individual | s must only be cou | nted once |
| Whole known and applic | date give number nom each source individual | Apr-Sep | Oct-Mar |
| 3. Clients Referred To: | Oxford CAB | 7.5. 005 | |
| | 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 | | |
| | Foodbank | | |
| | Local Authority | | |
| | Pro Bono solcitor | | |
| | Other solicitor | | |
| | Online training provider | | |
| | Payplan/Stepchange | | |
| | Age UK (Benefits advice service) | | |
| | Age UK (Community Information Network) | | |
| | Other (please specify) | | |
| | 1 | | |
| | | | |
| 4. CLIENT SIGNPOSTE | D TO: | | |
| Signnocting is where a | customer is informally advised to present to | another ergenies | ation and will |
| | ocess when they present themselves | anomer organisa | auon anu Will |
| unacigo men mage pro | occas when they present themselves | | |
| Where known and applic | cable give number from each source - individual | s must only be cou | nted once. |
| The state of the s | gire rismoon nom oden oodiso marriada | Apr-Sep | Oct-Mar |
| 4. Client signposted to | Oxford CAB | 7.5. 236 | |
| Jsiit olgiipoolou to | Other CAB | | 1 |
| | Agnes Smith Advice Centre | | 1 |
| | <u> </u> | | |

| | | Apr-Sep | Oct-Mar |
|-------------------------|--|---------|---------|
| I. Client signposted to | 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 solcitor | | |
| | Other solicitor | | |
| | Payplan/Stepchange | | |
| | Online training provider | | |
| | Payplan/Stepchange | | |
| | Age UK (Benefits advice service) | | |
| | Age UK (Community Information Network) | | |
| • | Other (please specify) | | |
| | | | |
| | | | |

| Name of Centre: | | | |
|--|---|---------------------------|---------------------|
| 5. GENDER: | | | |
| | ch sex. Individuals must only be counted once. | | |
| | , | Apr-Sep | Oct-Mar |
| 5. Gender: | Male | | |
| | Female | | |
| | Tatal (abasel de la como a detal con et alian | 4b | |
| | Total (should be same as total no. of clien | ts above) | |
| | | | |
| 6. AGE: Please give numbe | r for each age group as listed above - this break | down is the most useful | to the City Council |
| | | Apr-Sep | Oct-Mar |
| 6. Age: | under 16 | | |
| | 17-24 | | |
| | 25-34 | | |
| | | | _ |
| | 35-49 | | |
| | 50-64 | | |
| | 65+ | | |
| | not recorded | | |
| | | | |
| | TOTAL | | |
| | | | |
| | | | |
| • | se give number. Individuals must only be counted see give number. | Apr-Sep | Oct-Mar |
| | Physical | | |
| | Mental | | |
| | Sensory | | |
| | | | |
| 8. DEPENDENT CH | HILDREN | | |
| | | Apr-Sep | Oct-Mar |
| Client has depen | ndent children (i.e. aged 17 or under) | | |
| | Yes | | |
| | No | | |
| 9. ETHNICITY: National Statistics (| Classification - please give number for each grou | up - individuals must onl | y be counted once. |
| 9. Ethnicity: | African | Api-oeb | - Joe mai |
| | Any other Asian background | | |
| | Any other Black background | | |
| | Any other ethnic group | | |
| | Any other Mixed background | | |
| | Bangladeshi | | |
| | Caribbean | | |
| | Chinese | | |
| | Indian | | |
| | Pakistani | | |
| | White British | | |
| | White Irish | | |
| | White Other | | |
| | White and Asian | | |
| | White and Black African | | |
| | White and Black Caribbean | | |
| Ì | Not Answered | | |

| 10. Immigration Status Asylum seeker Apr-Sep Oct-Mar | Name of Centre: | | | |
|--|------------------------|---|---------|-----------|
| 10. Immigration Status | 10. IMMIGRATION STA | TUS: | | |
| Number New N | Please give number fo | r each group - individuals must only be counted on | | |
| 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) 11. ACCOMMODATION: Please give number for each, if known 11. Accommodation: Local Authority Apr-Sep Oct-Mar 11. Accommodation: 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate 13. TYPE OF VISIT: State venue and give number of individual clients seen at each venue - do no count individuals more than of Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar | | 1 | Apr-Sep | Oct-Mar |
| Refused asylum seeker, gresh claim U.N Refugee Status Indefinite Leave to Remain Limited Leave to Remain Limited Leave to Remain Humanitarian Protection British Citizen Individual does not know status and without docs Other (explain in notes section) 11. ACCOMMODATION: Please give number for each, if known 12. Post Cope AREA Advice centre to fill in either postcode or area as they feel most appropriate North Cope West Oxfordshire Valee of the White Horse West Oxfordshire Vale of the White Horse Va | 10. Immigration Status | | | |
| 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) | | | | |
| U.N Refugee Status Indefinite Leave to Remain U.mited Leave to R | | | | |
| Indefinite Leave to Remain Limited 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) | | | | |
| 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) 11. ACCOMMODATION: Please give number for each, if known Apr-Sep Oct-Mar 11. Accommodation: 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar 12. Postcode or Area Oxford Cherwell South Oxfordshire Vale of the White Horse West Oxfordshire Vale of the White Horse West Oxfordshire Vale of the White Horse West Oxfordshire Vale of tindividual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar | | | | |
| Discretionary Leave to Remain Humanitarian Protection British Citizen Individual does not know status and without docs Other (explain in notes section) 11. ACCOMMODATION: Please give number for each, if known Apr-Sep Oct-Mar 11. Accommodation: 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar 13. TYPE OF VISIT: State venue and give number of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar | | | | |
| Humanitarian Protection British Citizen Individual does not know status and without docs Other (explain in notes section) 11. ACCOMMODATION: Please give number for each, if known Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar Aprovate Rented Owner occupied Living with friends / relatives Hostel Non-Hostel temporary accommodation for homeless Sleeping Rough Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Oxford Cherwell South Oxfordshire Vale of the White Horse West Oxfordshire Vale of the White Horse West Oxfordshire Vale of the White Horse West Oxfordshire In-house Apr-Sep Oct-Mar Apr-Sep Oct-Mar | | | | |
| British Citizen Individual does not know status and without docs Other (explain in notes section) 11. ACCOMMODATION: Please give number for each, if known Apr-Sep Oct-Mar 11. Accommodation: Cotal 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar 13. TYPE OF VISIT: State venue and give number of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar | | | | |
| Individual does not know status and without docs Other (explain in notes section) 11. ACCOMMODATION: Please give number for each, if known Apr-Sep Oct-Mar Apr-Sep Oct-Mar 11. Accommodation: 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Cherwell South Oxfordshire Vale of the White Horse West Oxfordshire Vale of the White Horse West Oxfordshire Vale of read occurrence of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar | | | | |
| Other (explain in notes section) 11. ACCOMMODATION: Please give number for each, if known Apr-Sep Oct-Mar 11. Accommodation: 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar Apr-Sep Oct-Mar Apr-Sep Oct-Mar 13. TYPE OF VISIT: State venue and give number of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar | | | | |
| 11. ACCOMMODATION: Please give number for each, if known Apr-Sep Oct-Mar 11. Accommodation: 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar Apr-Sep Oct-Mar 13. TYPE OF VISIT: State venue and give number of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar Apr-Sep Oct-Mar | | | | |
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| 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 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 or | 11. Accommodation: | Local Authority | | |
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| 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) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar | | | | |
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| Private Rented Owner occupied Living with friends / relatives Hostel Non-Hostel temporary accommodation for homeless Sleeping Rough Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 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 or Apr-Sep Oct-Mar | | † · · | | |
| Owner occupied Living with friends / relatives Hostel Non-Hostel temporary accommodation for homeless Sleeping Rough Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area Oxford Cherwell South Oxfordshire Vale of the White Horse West 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 or Apr-Sep Oct-Mar | | | | |
| Living with friends / relatives Hostel Non-Hostel temporary accommodation for homeless Sleeping Rough Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar | | | | |
| Hostel Non-Hostel temporary accommodation for homeless Sleeping Rough Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar | | <u> </u> | | |
| Non-Hostel temporary accommodation for homeless Sleeping Rough Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar | | Living with friends / relatives | | |
| Sleeping Rough Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar Apr-Sep Oct-Mar | | Hostel | | |
| Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar Apr-Sep Oct-Mar | | Non-Hostel temporary accommodation for homeless | | |
| Prison Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area Oxford Cherwell South Oxfordshire Vale of the White Horse West Oxfordshire West Oxfordshire 13. TYPE OF VISIT: State venue and give number of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar | | Sleeping Rough | | |
| Other (Not specified) 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar 13. Type of visit: In-house | | | | |
| 12. POST CODE AREA Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar 13. Type of visit: In-house | | | | |
| Advice centre to fill in either postcode or area as they feel most appropriate Apr-Sep Oct-Mar 12. Postcode or Area 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 or Apr-Sep Oct-Mar 13. Type of visit: In-house | | Other (Not specified) | | |
| 12. Postcode or Area 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 or Apr-Sep Oct-Mar 13. Type of visit: In-house | | | A O | lou Mar |
| 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 or Apr-Sep Oct-Mar 13. Type of visit: In-house | | 1 | Apr-Sep | Oct-Mar |
| 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 or Apr-Sep Oct-Mar 13. Type of visit: In-house | 12. Postcode or Area | | | |
| 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 or Apr-Sep Oct-Mar 13. Type of visit: In-house | | | | |
| 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 or Apr-Sep Oct-Mar 13. Type of visit: In-house | | | | |
| West Oxfordshire 13. TYPE OF VISIT: State venue and give number of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar 13. Type of visit: In-house | | | | |
| 13. TYPE OF VISIT: State venue and give number of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar 13. Type of visit: In-house | | | | |
| State venue and give number of individual clients seen at each venue - do no count individuals more than or Apr-Sep Oct-Mar 13. Type of visit: In-house | | West Oxfordshire | | |
| 13. Type of visit: In-house | | mber of individual clients seen at each venue - do no o | | |
| | 13. Type of visit: | In-house | Ahi-9eh | Oct-Ivial |
| | , po o | Outreach | | |

Home visit Court visit

| Name of Centre: | | |
|-----------------|--|--|
| | | |

14. BREAKDOWN OF WORKLOAD

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

during monitoring period give number of clients

One Off Advice 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-Sep | Oct-Mar |
|---------------|---------------------------|---------|---------|
| 14. Workload: | 1. Triage/Drop-in/Gateway | | |
| (by channel) | Telephone | | |
| | Face to face | | |
| | 2. One Off Advice | | |
| | Telephone | | |
| | Face to face | | |
| | Email | | |
| | 2. Casework | | |
| | Telephone | | |
| | Face-to-face | | |
| | Email | | |
| | Total of all enquiries | | 0 |
| | | | |

15. ISSUES / WORK CATEGORIES

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

| | | Apr-Sep | Oct-Mar |
|---------------------|--|----------|---------|
| 15. Issues / catego | pries: presented by client | Т.ф. ССР | |
| | İ | | |
| Benefits | 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 | | |
| | 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 | | |
| Debt | | | |
| Priority debt | Mortgage/secured loan arrears | | |
| • | Rent arrears | | |
| | Council tax | | |
| | Gas/electric arrears (current address) | | |
| | Fines | | |
| | Maintenance, child support arrears | | |
| | | Apr-Sep | Oct-Mar |

| Catalogue/mail arder | 1 | 1 |
|---|---|---|
| | | + |
| | | |
| | | |
| | | |
| HP/conditional sale | | |
| Water rates | | |
| Parking penalties (civil enforcement) | | |
| Other | | |
| | | |
| Conditions | | |
| Homelessness / Threatened Homelessness | | |
| Environmental / neighbour Issues | | |
| Housing Costs (excluding housing debts) | | |
| Other Housing Issues | | |
| | | |
| Charity applications | | |
| | | + |
| Foodbank vouchers | | |
| Consumer & General Contract | | 1 |
| Legal | <u> </u> | <u> </u> |
| | | |
| | | † |
| | | + |
| | | 1 |
| | | + |
| Immigration / Nationality | | |
| Utilities (not debt) | | |
| Finance/private pension/tax (not debt) | | |
| | | |
| Other | | |
| | | |
| | | |
| | | |
| | | |
| | Apr-Sep | Oct-Mar |
| Clients advised | Apr-Sep | Oct-Mar |
| Clients advised | Apr-Sep | Oct-Mar |
| Clients advised Repayment agreements made | Apr-Sep | Oct-Mar |
| Repayment agreements made | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted | Apr-Sep | Oct-Mar |
| Repayment agreements made | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff | Apr-Sep | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff Clients directly supported to access online services | | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff Clients directly supported to access online services Formal training provided on accessing digital service | | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff Clients directly supported to access online services | | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff Clients directly supported to access online services Formal training provided on accessing digital service | | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff Clients directly supported to access online services Formal training provided on accessing digital service Clients referred to courses in online capability | | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff Clients directly supported to access online services Formal training provided on accessing digital service Clients referred to courses in online capability Homelessness Preventions | | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff Clients directly supported to access online services Formal training provided on accessing digital service Clients referred to courses in online capability | | Oct-Mar |
| Repayment agreements made Bankruptcy granted Debt Relief Order granted Benefit overpayment written off Other Total client debt for period Clients referred to organisations to help tackle barriers to work Clients referred to organistaions to assist with access to employment Clients advised Referrals made for support in reducing energy consumption Clients assisted to obtain better tariff Clients directly supported to access online services Formal training provided on accessing digital service Clients referred to courses in online capability Homelessness Preventions | | Oct-Mar |
| | Water rates Parking penalties (civil enforcement) Other Conditions Homelessness / Threatened Homelessness Environmental / neighbour Issues Housing Costs (excluding housing debts) Other Housing Issues Charity applications Foodbank vouchers Consumer & General Contract Legal Education Employment Relationship/family Child Support Immigration / Nationality | Unsecured loans Overdraft Payday loans Benefit and Tax credit overpayment HP/conditional sale Water rates Parking penalties (civil enforcement) Other Conditions Homelessness / Threatened Homelessness Environmental / neighbour Issues Housing Costs (excluding housing debts) Other Housing Issues 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) |

| Name of Centre: | | | | | |
|------------------------------------|---|---------|---------|---------|---------|
| | Increases in benefit | | | | |
| | Court Representations - number of clients | | | | |
| | Court Representations - success rate % | | | | |
| | Tribunal Appeals Representation - number of clients | | | | |
| | Tribunal Appeals Representation - success rate % | | | | |
| | Mandatory revisions - number of clients | | | | |
| | Mandatory revisions - success rate % | | | | |
| | Referral for DHP application | | | | |
| Outcomes for Priority Vork area | | | | | |
| or 2015/16 the priority | will be ImprOving skills and confidence in Outcomes required: | | | | |
| | | Apr-Jun | Jul-Sep | Oct-Dec | Jan-Mar |
| | Number of repayment agreements made for clients | | | | |
| | Total amount of debt(£s) subject to repayment agreements for period | | | | |
| | Number of clients advised on debt issues | | | | |
| | Number of clients who have had debt written off | | | | |
| | Total amount of debt (£'s) written off for period | | | | |
| | Number of clients assisted to prepare a household | | | | |
| | budget | | | | |
| | Number of clients advised on fuel issues | | | | |
| | Number of clients referred for support to open a bank account | | | | |
| | | | | | |

| 17. MONEY GAINED | | | |
|--|---|---------|---------|
| We acknowledge that not all money gained is known by the centre: | | Apr-Sep | Oct-Mar |
| 17. Money Gained | | | |
| | Benefit take-up (projected for current period | | |
| | Debt write off | | |
| | One off payments (charity grants, compensation awarded) | | |
| | | | |