

COMMISSIONED ADVICE MONITORING REPORT

Name of Centre:

1. NUMBER OF CLIENTS :

NEW: 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:			
5. GENDER:			
Give number for each sex. Individuals must only be counted once.			
		Apr-Sep	Oct-Mar
5. Gender:	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

		Apr-Sep	Oct-Mar
6. Age:	under 16		
	17-24		
	25-34		
	35-49		
	50-64		
	65+		
	not recorded		
	TOTAL		

7. DISABILITY OR LIFE-LIMITING LONG TERM ILLNESS:
Where known please give number. Individuals must only be counted once

		Apr-Sep	Oct-Mar
7. Disability or life-limiting long term illness:			
	Physical		
	Mental		
	Sensory		

8. DEPENDENT CHILDREN

		Apr-Sep	Oct-Mar
8. Client has dependent children (i.e. aged 17 or under)			
	Yes		
	No		

9. ETHNICITY:
National Statistics Classification - please give number for each group - individuals must only be counted once.

		Apr-Sep	Oct-Mar
9. Ethnicity:	African		
	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		
	Not Answered		

Name of Centre:

10. IMMIGRATION STATUS:

Please give number for each group - individuals must only be counted once.

		Apr-Sep	Oct-Mar
10. Immigration Status	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)		

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
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 once.

		Apr-Sep	Oct-Mar
13. Type of visit:	In-house		
	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).

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-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 / categories: presented by client			
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
Non Priority	Credit Card /store card		

Name of Centre:			
	Catalogue/mail order		
	Unsecured loans		
	Overdraft		
	Payday loans		
	Benefit and Tax credit overpayment		
	HP/conditional sale		
	Water rates		
	Parking penalties (civil enforcement)		
	Other		
Housing	Conditions		
	Homelessness / Threatened Homelessness		
	Environmental / neighbour Issues		
	Housing Costs (excluding housing debts)		
	Other Housing Issues		
Other	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		
16. OUTCOMES			
		Apr-Sep	Oct-Mar
Reduce Debt	Clients advised		
	Repayment agreements made		
	Bankruptcy granted		
	Debt Relief Order granted		
	Benefit overpayment written off		
	Other		
	Total client debt for period		
Increase Income from Employment	Clients referred to organisations to help tackle barriers to work		
	Clients referred to organistaions to assist with access to employment		
Help to Tackle Fuel Poverty	Clients advised		
	Referrals made for support in reducing energy consumption		
	Clients assisted to obtain better tariff		
Improve Access to Online Services	Clients directly supported to access online services		
	Formal training provided on accessing digital services		
	Clients referred to courses in online capability		
Accommodation/ Reduce Homelessness	Homelessness Preventions		
	Support to help client remain at home		
Welfare Benefits and Tax Credits	New benefit claims		

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 Work area					
For 2015/16 the priority will be ImprOving skills and confidence in money management. 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)		