

### Community Law Service – Year 3 Outcomes and targets to achieve – April 2016 – March 2017

Outcome to achieve	Key activities	Milestones	Outcome measured by	Quarter Target	Q1	Q2	Q3	Q4
Reduced debt across East Northamptonshire	Access to services across East Northamptonshire		Total no. of clients assisted with debt/benefit casework	400	460	498	437	404
			No. of new clients provided with specialist debt/benefit advice	300	353	386	336	304
			Amount of debt managed for residents	£600,000	£684,399	£858,884	£621,530	£873,621
	Promote the services across East Northamptonshire	On-going programme	List of areas/outlets with promotional material		Listed in report	Listed in report	Listed in report	Listed in report
	Attend partner and agencies events in relation to debt		No. of events attended	4	12	12 including 8 events delivered by CLS utilising the Village Networks bus	6	3 (3 cancelled)
	Work with all partners and agencies to maximise resources for supporting debt prevention in East Northamptonshire		List agencies/organisations		Listed in report	Listed in report	Listed in report	Listed in report
	Regular service meetings with ENC Revenues and Benefits team		No. of meetings attended	1	Listed in report	Listed in report	1 Grant Funding meeting and regular phone and e-mail contact with Benefit and	1 Grant Funding Meeting & regular phone and e-mail contact with Council Tax

							<b>C/Tax Recovery Teams</b>	<b>Recovery and Benefit Teams</b>
	Work with ENC Revenues and Benefits team to address residents debt advice needs in relation to social welfare reform changes		Detail activities undertaken		<b>Listed in report</b>	<b>Listed in report</b>	<b>4 new Universal Credit Personal Budgeting Referrals Rec'd</b>	<b>3 new Universal Credit Personal Budgeting Referrals Rec'd</b>
	Instigate Debt Relief Orders (DRO) across East Northamptonshire	On-going	No. of debt relief orders completed	<b>5</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>3</b>
	Provide advice/assistance with basic bank accounts		No. of clients who have set up a basic bank account (including advice)	<b>20</b>	<b>24</b>	<b>39</b>	<b>21</b>	<b>38</b>
Effective personal financial management	Awareness campaigns about payday loans and loan sharks		No. of awareness campaigns run	<b>1</b>	<b>Listed in report</b>	<b>Ongoing through literature and direct work with clients</b>	<b>Ongoing awareness via our Web site, when delivering advice, plus leaflets and posters to local agencies etc.</b>	<b>Ongoing awareness via our Web site, when delivering advice, plus leaflets and posters to local agencies etc.</b>
	Energy saving and utilities cost saving support		Number of residents advised	<b>100</b>	<b>182 20 Warm home grants = £24,040</b>	<b>219 137 Warm Home discounts = £26,600</b>	<b>202 including 113 advised @ Outreach &amp; Events attended, resulting in</b>	<b>126 clients 42 Warm Homes Discounts = £5880.00</b>

							<b>total of 124 Warm Home Discount applications (89 from Outreach &amp; Events) = £17,360.00</b>	
	Support clients with benefit-related casework working closely with ENC teams	On-going	No. of new benefit checks  Total benefit income secured	<b>100</b>  <b>£250,000</b>	<b>154 benefits checks</b>  <b>132 claims for 97 clients = £389,240</b>	<b>154 benefits checks</b>  <b>166 claims for 116 clients = £418,521</b>	<b>126 benefits checks</b>  <b>115 claims for 77 clients = £272,193 (not including additional WHD's @ Outreach &amp; Events)</b>	<b>141 benefits checks</b>  <b>127 claims for 78 clients = £379,410</b>
	Benefit take-up campaigns		No. of campaigns run	<b>1</b>	<b>1 - £10,575 claimed for clients</b>	<b>1 via Nene Valley News - £13,071 additional benefit claimed to date from this campaign</b>	<b>1 via Nene Valley News, £23,417.03 additional benefit claimed to date from this campaign.</b>	<b>1 – See Additional Information for details - £39,031.36 Benefit claimed as result of campaign.</b>
Enhanced advice and information	Increased access to services through the provision of a mixed	On-going	% of specialist debt and benefit related advice	<b>45%</b>	<b>Rushden 40% Other towns</b>	<b>Rushden 53% Higham</b>	<b>43% Rushden</b>	<b>49% Rushden</b>

<p>services in East Northamptonshire</p>	<p>model of service delivery targeted to people living in areas scoring high in index of Multiple Deprivation for access to services. This will include home visits, outreach appointments, email advice and telephone advice in addition to access at the Rushden Advice Centre</p>		<p>provided for people living in areas scoring high on the Index of Multiple Deprivation for access to services</p> <p>List targeted locations and delivery method</p>		<p><b>and villages</b>  <b>60%</b>  <b>Higham</b>  <b>Ferrers 11%</b>  <b>Irthlingborough 18%</b>  <b>Raunds 7%</b>  <b>Oundle 7%</b>  <b>Thrapston 6%</b>  <b>Stanwick 3%</b>  <b>Kings Cliffe 4%</b>  <b>Other 4%</b>  <b>includes</b>  <b>Woodford,</b>  <b>Ringstead,</b>  <b>Easton on</b>  <b>The Hill,</b>  <b>Collywesto,</b>  <b>Titchmarsh,</b>  <b>Lutton, Islip,</b>  <b>Brigstock,</b>  <b>Denton,</b>  <b>Nassington</b></p>	<p><b>Ferrers 9%</b>  <b>Irthlingborough 18%</b>  <b>Kings Cliffe 2%</b>  <b>Oundle 4%</b>  <b>Raunds 5%</b>  <b>Thrapston 3%</b>  <b>Other 6% inc.</b>  <b>Titchmarsh,</b>  <b>Woodford</b>  <b>Warmington,</b>  <b>Glaphorn,</b>  <b>Stamford,</b>  <b>Lutton, Little</b>  <b>Addington,</b>  <b>Lower</b>  <b>Benefield,</b>  <b>Brigstock,</b>  <b>Islip,</b>  <b>Nassington,</b>  <b>Easton on the</b>  <b>Hill,</b>  <b>Stanwick,</b>  <b>Chelveston,</b>  <b>Colyweston</b></p>	<p><b>57% other areas</b></p> <p><b>Other areas:</b>  <b>Higham</b>  <b>Ferrers 8%</b>  <b>Irthlingborough 17%</b>  <b>Kingscliffe 3%</b>  <b>Oundle 7%</b>  <b>Raunds 7%</b>  <b>Ringstead 1%</b>  <b>Stanwick 1%</b>  <b>Thrapston 3%</b>  <b>Titchmarsh 1%</b>  <b>Woodford 1%</b>  <b>Lutton 1%</b>  <b>Stamford 1%</b>  <b>Denford 1%</b>  <b>Tywell 1%</b>  <b>Yarwell 1%</b>  <b>Easton on the hill 2%</b>  <b>Brigstock 1%</b></p> <p><b>336 New clients: Delivery</b></p>	<p><b>51% other areas</b></p> <p><b>Other areas:</b>  <b>Aldwincle 0.3%</b>  <b>Blatherwyke 0.2%</b>  <b>Higham</b>  <b>Ferrers 9%</b>  <b>Irthlingborough 15%</b>  <b>Kings Cliffe 4%</b>  <b>Lutton 0.3%</b>  <b>Oundle 6%</b>  <b>Raunds 6%</b>  <b>Ringstead 2%</b>  <b>Stanwick 2%</b>  <b>Thrapston 4%</b>  <b>Warmington 0.7%</b>  <b>Woodford 0.7%</b>  <b>Upper</b>  <b>Benefield 0.3%</b>  <b>Stamford 0.3%</b>  <b>Thurning 0.3%</b></p> <p><b>304 New</b></p>
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							<b>Method:</b> <b>12 Home Visits</b> <b>116 Appointments at the Advice Centre</b> <b>138 seen at outreach</b> <b>66 advised by telephone</b>	<b>clients:</b> <b>Delivery Method:</b> <b>7 Home Visits</b> <b>162 Appointments at the Advice Centre</b> <b>75 seen at outreach</b> <b>60 advised by telephone</b>
Continuing and developing partnership work with agencies that work with vulnerable / specialist groups		List number of referrals made to and received from other specialist services  List referrals made and received from other agencies including type of service		<b>Listed in report</b>  <b>Referrals out = 13 to CLS (2 employment, 1 housing, 10 MAS Debt))</b>	<b>Listed in report</b>  <b>Referrals out = 17 to CLS for specialist support under other funding streams inc. immigration, housing, debt, welfare benefits and employment) – 24 to local foodbanks, 1 referral to Age UK and 78 referrals to</b>	<b>Listed in report</b>  <b>Referrals out = 16 to CLS ( 4 housing, 5 MAS Debt, 6 welfare benefits), 2 referrals to Care &amp; Repair,1 referral to Midland Heart / Homes Direct 25 referrals to Rushden</b>	<b>Listed in report</b>  <b>Referrals out = 4 to CLS Housing, 5 to CLS MAS Debt, 1 referral to Family Law, 1 referral to Midland Heart / Homes Direct Plus 21 Referrals made to local Food Banks.</b>	

						local solicitors for Family Law.	Food Bank, 2 to Irthlingborough F/Bank & 1 to Raunds F/Bank. Plus 4 Food parcels to clients from staff donations.	
	Review promotional material about the services provided in East Northamptonshire, together with a programme of distribution and locations				Ongoing distribution of publicity materials and promotion to other agencies and at events. Events planned for July and August. Advice Bus in Irthlingborough 4 consecutive Thursdays commencing 21st July	Promotion this month included 8 events in the community via the Village Network Bus and paid for articles in Nene Valley News	There has been a programme of articles in the Nene Valley News during this quarter	The new three year grant was publicised in an article in the Nene Valley News in this quarter. Publicity materials will be reviewed in the first quarter of the new three year Grant April – June 17