

Advice Agency Grant Performance

Organisation supported	Grant 2012/13	Activities provided	Outputs achieved to-date (Dec 2012)	Proposed Grant Allocation 2013/14
Leeds CAB	£726,735	<p>Leeds CAB provides advice services across Leeds and specialist advice in debt, employment, and welfare benefits. There are four community bureau in Crossgates, Morley, Otley and Pudsey, and outreach services, including GP surgeries (NHS funded), home visiting (ASC funded), and Children's Centres (currently CS funded). The bureau provides volunteering opportunities with training.</p> <p>Client numbers have increased over the past few years due to recruiting and training more volunteers and as demand for services increase.</p>	<ul style="list-style-type: none"> ▪ Total Client Contacts across all Bureau = 8,764 (49% of annual target) ▪ Total number of Enquiries across all Bureau = 16,417 (56% of annual target) ▪ Asian Women's Outreach Service Client Contacts = 133 (44% of annual target) ▪ Asian Women's Outreach Service Enquiries = 337 (56% of annual target) ▪ City Wide specialist in Debt & Welfare Client Contact = 751 (target exceeded) ▪ City Wide specialist in Debt & Welfare Enquiries = 751 (target exceeded) ▪ New volunteer recruited = 40 (57% of annual target) ▪ Volunteers completed training = 20 (40% of annual target) ▪ Social Policy Evidence submitted = 121 (30% of annual target) ▪ Telephone calls answered = 1448 (32% of annual target) 	£726,735
Chapelton CAB	£334,062	<p>The main focus of work is within the Chapel Allerton and Gipton and Harehills wards. The bureau provides generalist advice and specialist sessions relating to debt, welfare benefits, employment and immigration. It operates advice surgeries at GP surgeries and within Children's Centres. Key activities also include the</p>	<ul style="list-style-type: none"> ▪ Total Client Contacts = 5,559 (56% of annual target) ▪ Total Number of Enquiries = 4,346 (35% of annual target) ▪ Volunteers recruited = 20 (40% of annual target) ▪ Volunteers trained = 15 (60% of annual target) ▪ Financial gains for clients = £430,612 (43% of annual target) 	£334,062

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		training of volunteers.		
Law Centre	£164,987	The Law Centre provides advice and representation in social welfare law. The centre is run by solicitors who are trained and specialise in particular areas – immigration, asylum, housing, mental health, welfare benefits and family law. These services can often extend deeper into the litigation environment and as such can represent clients in all courts and tribunals.	<ul style="list-style-type: none"> ▪ Telephone enquiries = 4545 (target exceeded) ▪ Number of people helped by face to face advice = 1043 (target exceeded) 	£164,987
Citizens Advice Specialist Support Project	£29,200	The aim of the project is to provide support to advice agencies by building adviser capacity in welfare benefits and money advice. The service supports the development and training of front line advice workers.	<ul style="list-style-type: none"> ▪ Second-tier consultancy support for advisors – Enquiries = 45 (32% of annual target) ▪ Training programme (target due in qtr 3) ▪ Welfare benefits news e-bulletin. = 6 (50% of annual target) ▪ Facilitating meetings of local welfare rights advisers = 2 (50% of annual target) 	£29,200
Total	£1,254,984			£1,254,984