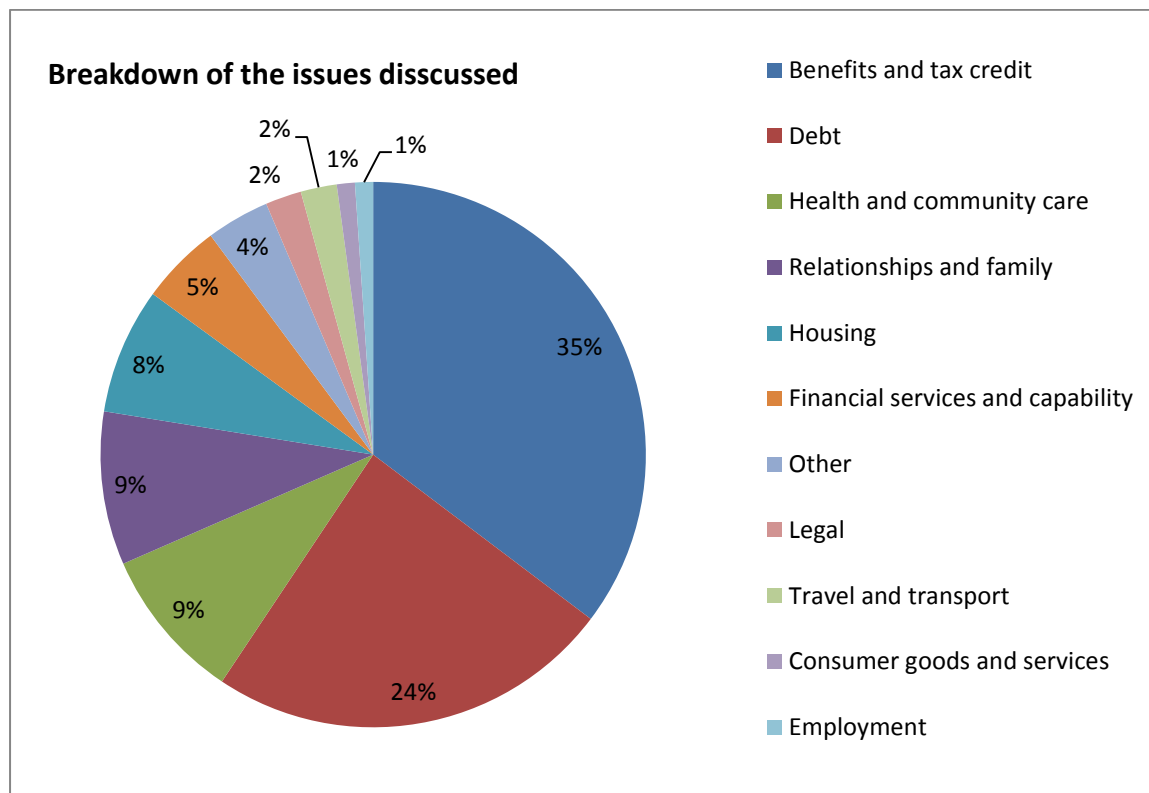# Cambridge CAB Outreach project in East Barnwell Health Centre Update report for period from 1st April to 31st July 2016/17

During this 4 months period our adviser had 53 appointments with 29 clients from East Barnwell Health Centre.

Seven clients has been referred to Wendy by staff of the centre but most client self referred to CAB or has been already seen by adviser in the previous period.

Breakdown of the issues disscussed

- Benefits and tax credit
- Debt
- Health and community care
- Relationships and family
- Housing
- Financial services and capability
- Other
- Legal
- Travel and transport
- Consumer goods and services
- Employment

Issues discussed during appointment	
Benefits and tax credit	66
Consumer goods and services	2
Debt	45
Employment	2
Financial services and capability	9
Health and community care	17
Housing	14
Legal	4
Other	7
Relationships and family	17
Travel and transport	4

Total	187

Financial outcomes for Wendy's work both in helping clients to claim benefits to which they are entitle of helping to manage their financial situation of which both help to improve clients' wellbeing.

Total value of the outcomes**: £56,473.**

Financial Outcome Category	Total £ amount recorded
Debts written off	£27237
Income gain	£29236
Total	**£56473**

Income gain	Application made to gov. scheme for financial help/energy efficiency measures	£5250
	Benefit / tax credit gain - a new award or increase	£21844
	Better deal through switching supplier	£373
	Charitable payment	£1085
	Compensation - awarded	£154
	Food provision/referral	£30
	Other savings achieved	£500
	Total	**£29236**

Some of the Wendy's clients needed a specialised support and Wendy referred them to various charities and organisations. Organisations such as Cambridge Local Assistance Scheme, CCC Adult Services, MIND, Motor and Trade Benevolent Trust, Cambridge Crisis Team were able to provide additional help such as new furniture, washing machine or additional clothes.

One of the clients was also able to save £373 by switching energy supplier thanks to additional appointment with our energy specialist.

Wendy's clients need a lot of ongoing support to deal with multiple issues and it is not unusual for her to be working with a client over 5-6 months.