

EDENBRIDGE

| | | Quarter 1 Apr - June 16 | Quarter 2 Jul - Sept 16 | Quarter 3 Oct - Dec 16 | Quarter 4 Jan - Mar 17 |
|-----|---|---|---|--|---|
| B1 | Number of advertised hours of opening each week for telephone and drop in advice in Edenbridge, Sevenoaks and Swanley | appts telephone and drop in = 26 | appts telephone and drop in = 26 | appts telephone and drop in = 26 | appts telephone and drop in = 26 |
| B2 | The number of people assisted this quarter, including those from outside the District | 245 | 222 | 197 | 247 |
| B3 | The number of issues raised this quarter | 731 | 674 | 647 | 703 |
| B4 | The number of clients* who have received the service this quarter, including a breakdown by the type of enquiry, level of enquiry and ward of residence (please attach breakdown) | 218 | 197 | 179 | 224 |
| B5 | Percentage of the number of clients who have received the Service and who are from Black and Minority Ethnic groups | 4.0% | 2.7% | 3.0% | 2.4% |
| B6 | The total number of trained advisers, recorded on the last day of each quarter | 15 | 16 | 17 | 17 |
| B7 | The number of appeal, employment appeal and legal appeal cases opened this quarter | 42 | 37 | 32 | 32 |
| B8 | The number of face to face interviews conducted this quarter with the people set out in B2 above | Gateway - 116 Enquiries - 237 Total - 353 | Gateway - 109 Enquiries - 229 Total - 338 | Gateway - 97 Enquiries - 187 Total - 284 | Gateway - 104 Enquiries - 203 Total 307 |
| B9 | The number of telephone interviews conducted this quarter with those people set out in B2 above | Gateway - 108 Enquiries - 226 Total - 334 | Gateway - 90 Enquiries - 243 Total - 333 | Gateway - 76 Enquiries - 219 Total - 295 | Gateway - 131 Enquiries - 235 Total - 366 |
| B9 | The number of other contacts (letter, email etc) conducted this quarter with those set out in B2 above | Gateway - 4 Enquiries - 129 Total - 133 | Gateway - 0 Enquiries - 128 Total - 128 | Gateway - 0 Enquiries - 107 Total - 107 | Gateway - 2 Enquiries - 69 Total - 71 |
| B10 | Exception reporting: Dates on which a service was not available in the District, excluding weekends and Bank Holidays | 0 | 0 | 0 | 0 |
| B11 | Exception Reporting: Weeks during which the service was not available at any location for the agreed number of opening hours, with the exception of Bank Holidays and two weeks over Christmas and New Year | 0 | 0 | 0 | 1 |
| B12 | Exception reporting: No. of Housing Advice Clients who could not be assisted within two working days of their approaching the provider | 0 | 0 | 0 | 0 |
| B13 | Number of Clients with Housing Enquiries Issues | 39 clients, 85 issues | 30 clients, 49 issues | 31 clients, 58 issues | 39 clients, 70 issues |
| B14 | Number of Clients with Housing Enquiries (included in B13) relating to threatened homelessness Issues | 6 clients, 10 issues | 5 clients, 5 issues | 5 clients, 6 issues | 6 clients, 11 issues |
| B15 | Number of Clients with Housing Enquiries (included in B13) relating to actual homelessness Issues | 4 clients, 7 issues | 2 clients, 2 issues | 0 clients, 0 issues | 3 clients, 5 issues |

Dashboard

Parameter Details

Name: Edenbridge & Westerham (member)
 Calendar: Q4
 Funder: All

[Change parameters](#)

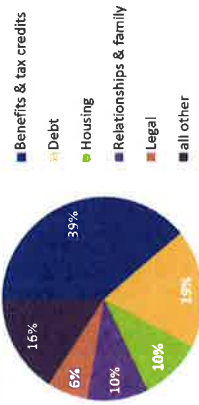
[Parameter summary](#)



Key Statistics

| | |
|--------------------|-----|
| Clients | 264 |
| Advice Issue Codes | 703 |
| Client Contacts | 604 |
| Enquiries | 253 |

Advice categories summary



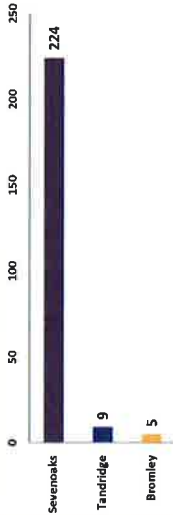
Client contacts by channel



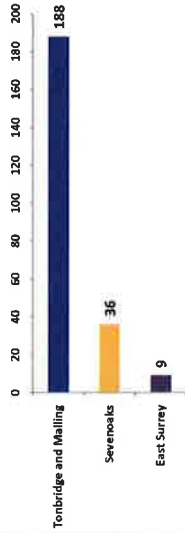
Enquires by Worklevel



Client advised - top 3 LA's



Client advised - top 3 constituencies



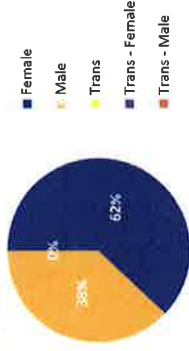
Evidence Forms



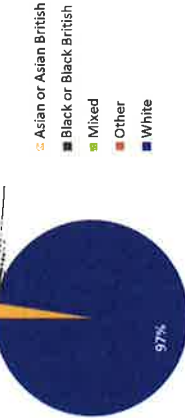
Financial Outcomes for the period 2016-17

| | |
|------------------------|---------|
| Income gain | £51,339 |
| Debts written off | £53,697 |
| Repayments rescheduled | £0 |

Gender of Clients



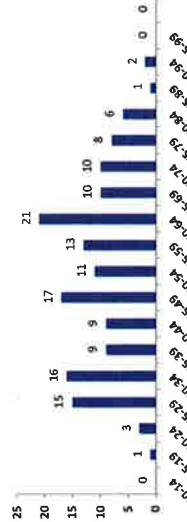
Ethnicity of Clients



Disability / Long term health (LTH)



Age range of clients



SEVENOAKS & SWANLEY

| | | Quarter 1 Apr - June 16 | Quarter 2 Jul - Sept 16 | Quarter 3 Oct - Dec 16 | Quarter 4 Jan - Mar 17 |
|------------|---|---|---|---|--|
| B1 | Number of advertised hours of opening each week for telephone and drop in advice in Edenbridge, Sevenoaks and Swanley | Drop-in 28.5 Tele 30 Appoints 28 | Drop-in 30 Tele 30 Appoints 28 | Drop-in 30 Tele 30 Appoints 28 | Drop-in 30 Tele 30 Appoints 28 |
| B2 | The number of people assisted this quarter, including those from outside the District | 734 | 690 | 656 | 880 |
| B3 | The number of issues raised this quarter | 1657 | 1712 | 1378 | 1693 |
| B4 | The number of clients* who have received the service this quarter, | 587 | 588 | 497 | 691 |
| B5 | Percentage of the number of clients who have received the Service and who are from Black and Minority Ethnic groups | 7.0% | 8.0% | 6.0% | 9.0% |
| B6 | The total number of trained advisers, recorded on the last day of each quarter | 53 | 48 | 49 | 45 |
| B7 | The number of appeal, employment appeal and legal appeal cases opened this quarter | 50 | 70 | 54 | 69 |
| B8 | The number of face to face interviews conducted this quarter with the people set out in B2 above | 499 | 659 | 535 | 753 |
| B9 | The number of telephone interviews conducted this quarter with those people set out in B2 above and the number of other contacts (letter, email etc) conducted this quarter with those set out in B2 above | Tele 337 Letter/email etc 233 | Tele 387 Letter/email etc 270 | Tele 299 Letter/email etc 310 | Tele 364 Letter/email etc 391 |
| B10 | Exception reporting: Dates on which a service was not available in the District, excluding weekends and Bank Holidays | 0 | 0 | 0 | 0 |
| B11 | Exception Reporting: Weeks during which the service was not available at any location for the agreed number of opening hours, with the exception of Bank Holidays and two weeks over Christmas and New Year | 0 | 0 | 0 | 0 |
| B12 | Exception reporting: No. of Housing Advice Clients who could not be assisted within two working days of their approaching the provider | 0 | 0 | 0 | 0 |
| B13 | A quarterly spreadsheet report showing Actual and Threatened Homelessness Gateways, setting out: Bureau, short description and AIC elements completed | 23 | 11 | 6 | 17 |
| B14 | A quarterly spreadsheet report showing Actual and Threatened Homelessness enquiries, setting out: Bureau, short description and AIC elements completed | 10 | 8 | 17 | 30 |
| B15 | Outcomes sheet setting out the number of cases where it is estimated that homelessness has been prevented for households included in B13 and B14 | O/S | O/S | O/S | O/S |

Dashboard

Parameter Details

Name (Multiple Items) *Severnorks/Swanley*
 Calendar: Q4
 Funder: All

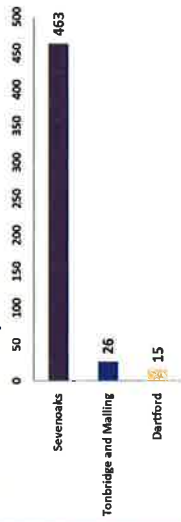
[Change parameters](#)
[Parameter summary](#)



Key Statistics

| | |
|--------------------|-------|
| Clients | 652 |
| Advice Issue Codes | 1,330 |
| Client Contacts | 1,281 |
| Enquiries | 622 |

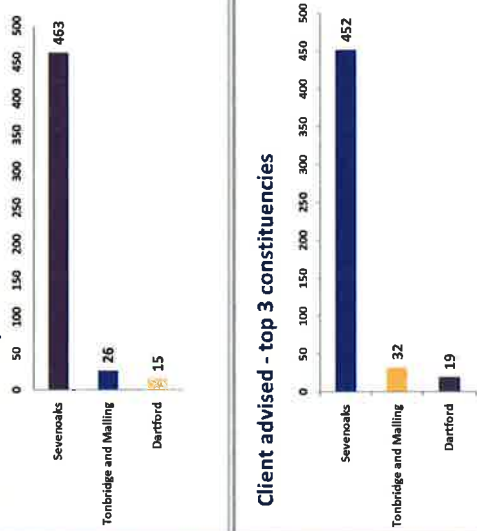
Client advised - top 3 LA's



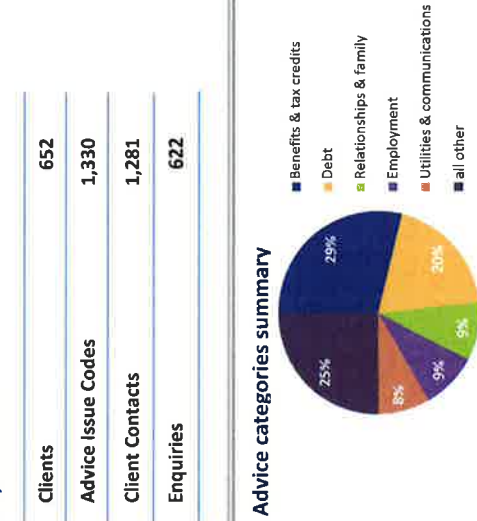
Gender of Clients



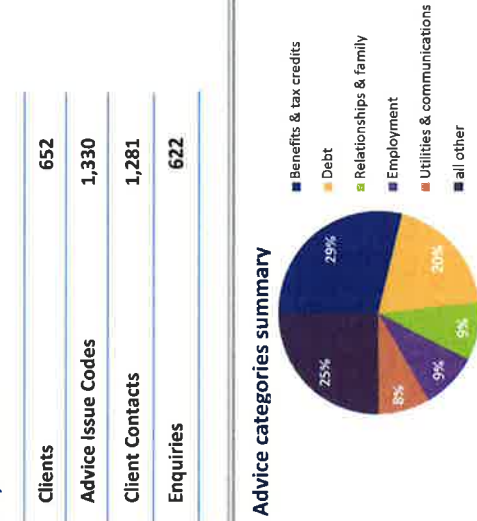
Client advised - top 3 constituencies



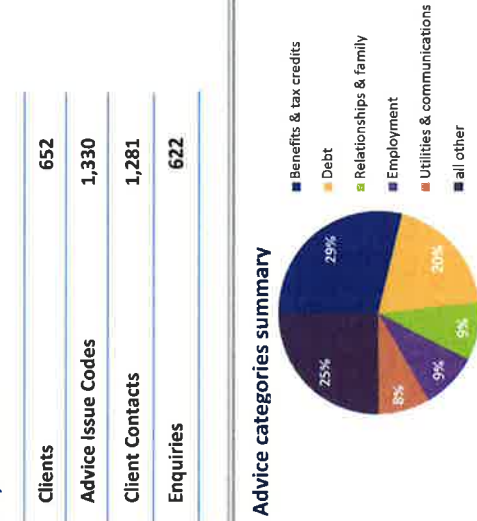
Advice categories summary



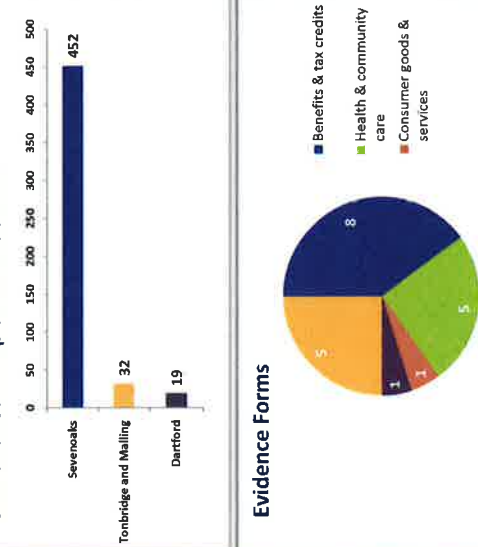
Client contacts by channel



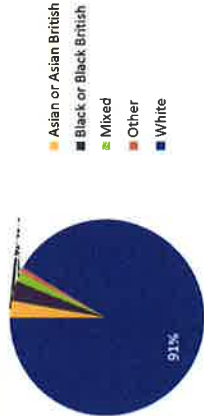
Enquires by Worklevel



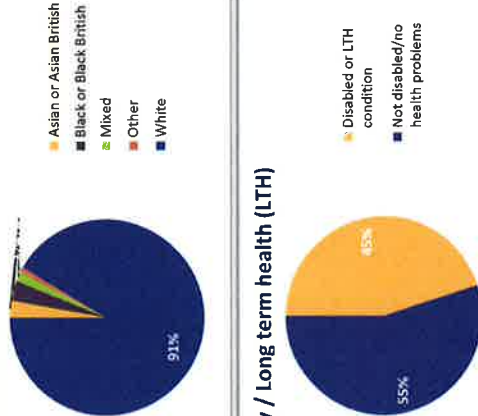
Evidence Forms



Ethnicity of Clients



Disability / Long term health (LTH)



Financial Outcomes for the period 2016-17

| | |
|------------------------|---------|
| Income gain | £81,540 |
| Debts written off | £663 |
| Repayments rescheduled | £0 |

Age range of clients

