



Appendix 4

Citizens Advice LeicesterShire Contract Analysis 2015-16 Outreach Outcomes

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Citizens Advice LeicesterShire subcontracts its outreach and home visits service to Age UK. In total, the outreach and home visit services supported 2,044 clients.

In the 2015-16 financial year, 210 home visits undertaken by the service for the most vulnerable clients, such as those clients who were housebound.

504 outreach services were provided by Citizens Advice LeicesterShire. The map and table below provides details of the locations where the service is provided.

Outreach location	Days of operation	Hours of operation
Brite Centre	Alternate Mondays	09:30 - 12:30
Oak Centre	Alternate Mondays	09:30 - 12:30
Wesley Hall Community Centre	Alternate Tuesdays	09:30 - 12:30
St Matthews Tenants and Residents Association	Alternate Tuesdays	09:30 - 12:30
Beaumont Leys Library	Tuesdays	14:00 - 17:00
Tudor Centre	Tuesdays	10:00 - 13:00
St Barnabas Library	Tuesdays	10:00 - 13:00
New Parks Library	Wednesdays	14:00 - 17:00
Southfields Library	Wednesdays	14:00 - 17:00
Rushey Mead Neighbourhood Centre	Thursdays	14:00 - 17:00
Open Hands Compassion Centre (Trinity Life Church)	Thursdays	14:00 - 17:00
Netherhall Community Centre	Alternate Fridays	10:00 - 13:00
Hamilton library	Alternate Fridays	10:00 - 13:00

