

Monitoring Form – Voluntary Organisation Support Grant

Citizens Advice East Herts Quarter 3 2017 – 18



Key Statistics

East Hertfordshire (member)

2017-18 Q3

October
November
December



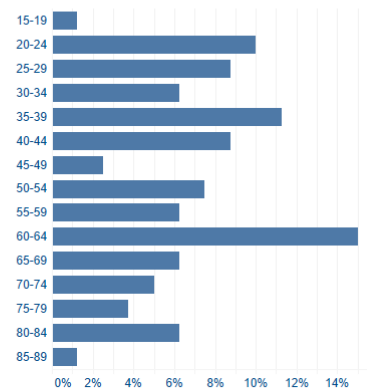
Summary

Clients	81
Quick client contacts	
Issues	161
Activities	133
Cases	65
Outcomes	
Income gain	£5,702
Re-imbursements, services, loans	£100

Issues

	Issues	Clients
Benefits & tax credits	41	19
Consumer goods & services	5	5
Debt	21	13
Discrimination	1	1
Education	2	1
Employment	11	6
Financial services & capability	8	8
Health & community care	16	3
Housing	23	13
Legal	3	2
Other	1	1
Relationships & family	20	13
Tax	2	1
Travel & transport	6	4
Utilities & communications	1	1
Grand Total	161	

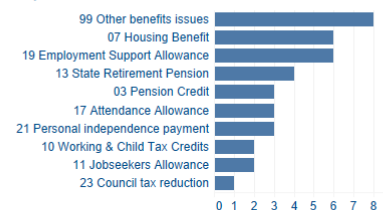
Age



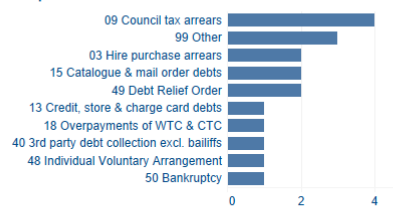
Channel



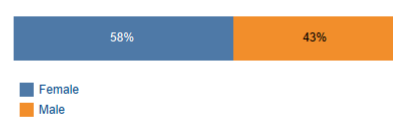
Top benefit issues



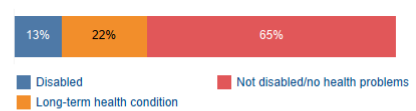
Top debt issues



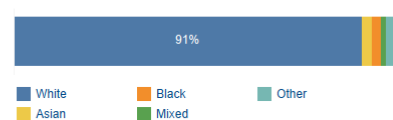
Gender



Disability / Long-term health



Ethnicity



(B)RAG = Blue not started, Red behind, Amber on target, Green achieved

1) Develop the service to best meet the needs of present and emerging clients					
Project	Activity to make this happen	Annual Target	Quarterly target	Quarterly 3 performance	(B)RAG
Increase number of calls answered on Adviceline whilst maintaining quality	Work with Adviceline phone group	Increase average call answer rate from 39% to 45%	Improvement from 39%	December figures not yet available. Average in October and December 42.5	Green
	Recruit new advisers –see 2				
Conduct annual advice needs analysis to ensure we meet the needs of the community	Advice needs analysis	Completed by October	Completed Q2	Completed	Green
Seek out and respond to client, staff and partner feedback	<ul style="list-style-type: none"> Client survey people survey Partner survey 	Completed by October	Completed Q2	<ul style="list-style-type: none"> People survey completed Partner survey completed Client survey – on going by Citizens Advice. In addition started waiting room feedback cards 	Green
Embed Stand up for Equality	Set up trustee working group to oversee equality work	2 meetings pa	Meeting in Q2 Meeting in Q4	Q3 second meeting took place & action plan in place	Green
	Work with Citizens Advice Equality Team to build up our knowledge	Relationship with Equality Team	Q2 establish relationship Q4 Equality Team giving support	Q2 Met with Citizens Advice Equality Team. Received additional guidance in Q3 Q4 Equality Team giving support	Amber

2) Maintain the quality of our advice					
Project	Activity	Annual Target	Quarterly Target	Quarterly 3 Performance	(B)RAG
Use supervisors effectively	A lead supervisors for the major advice topics debt, housing, benefit, employment	Supervisors all have lead areas	Completed Q4	Completed Q4	
Recruit and train new advisers for face to face and phone	Recruit and train new advisers	10 new advisers on advice rota	Q1 – 3 Q2 – 2 Q3 – 2 Q4 - 3	Q3 – 3 in total. 1 new and 2 ongoing	
Develop existing advisers	Training and Development activities	At least 12 existing advisers taking part	Q1 – 3 Q2 – 3 Q3 – 3 Q4 - 3	Q3 - 4	
Maximise outcomes from Citizens Advice Quality Assurance quarterly reports support advisers	Action areas for improvement from QAA feedback tool	Information informs appraisals	Discussions at monthly Supervisor meetings	Q3 – Yellow status in Quality of Advice process Discussed at quarterly Supervisor meetings	

3) Make it easier to get advice					
Project	Activity to make this happen	Annual Target	Quarterly Target	Quarterly 3 Performance	(B)RAG
Review face to face operating model	Analyse opening hours for drop in and appointments and make adjustments based on need	Recent temporary reduction in Bishop's Stortford drop in. Revert back to full opening hours. Evaluate best use of resources to client demand	Q2: revert back to full opening for Bishop's Stortford Q4: Evaluation completed and opening hours adjusted as necessary	Q2 – open fully across all sites. We have been informed that we need to leave our premises in Ware in April 2018 and opening hours will be reviewed as part of this process	
Increase calls answered on Adviceline whilst maintaining quality – see 1					
Pilot Skype for BSL and general clients	Set up Skype for BSL at Ware and Stortford	Skype being used for advice	Q1: Skype set up at Ware Q2: Skype set up at Stortford once new broadband line installed	Q3 Skype set up and been used for internal meetings. Need to establish procedure for advice giving	
	Pilot Skype advice for general clients	Skype being used for advice for 5 clients	Q3 start using Skype for advice Q4: 5 clients advised by Skype	Q3 Skype set up and been used for internal meetings. Need to establish procedure for advice giving to deliver in Q4	
Promote advice channels including face to face, phone and online	Communications and marketing plan and team of volunteers	Ways to access advice promoted in community	Q1: communications and marketing plan Q2: Communications team Q3: Promotional activity starts Q4: promotional activity ends	Q3 promotional activity taken place including poster campaign and social media. Also targeted specific areas where demand is lower than expected	