



Monitoring Form – Voluntary Organisation Support Grant

Uttlesford Citizens Advice

Q3 Oct – December 2017

Please demonstrate how you are achieving:-

Promote and grow the use of Takeley video service. We will work with Uttlesford Food Bank to jointly promote services out of the Station House in Takeley.

We continue to promote the Takeley collection point for Food Bank and this has progressed well – we are aware that 10 people obtained food in November. After a lot of work to ensure security, we have installed a new touch screen all in one computer with a Linux operating system and we are testing a kiosk remote management system www.porteus-kiosk.org – to ensure easy maintenance. We are also purchasing 'Gotomeeting' to ensure that Takeley and Citizens Advice volunteers find video conferencing as simple as a click. We have spoken to Julia Peachy – the clerk at Takeley, and hope to have the system set-up by the end of February.

Please demonstrate how you are achieving:-

Train debt caseworkers to ask new debt clients a set of routine questions, which aim to identify gender violence and abuse (a scheme called ASK). In pilot studies 27% of clients had a life time experience of gender violence and abuse. The aim of the scheme is to ensure that clients get earlier access to appropriate support and advice and to ensure that we provide the most effective debt advice based on their responses.

Further to the update in Q1 and feedback from our debt team, we have decided to incorporate 'ASK' training in our new adviser training plan from January 2018. This decision is based on national Citizens Advice evidence that ASK is best used with clients at the initial point of contacting the service.

We have successfully recruited 9 volunteer adviser trainees and ASK training has been incorporated in their first 12 month program of training – starting 31st January, 2018 .

Please demonstrate how you are achieving:-

The charity is keen to work with the district council over the next 12 months to assess medium and long term need within the district for our services – basing this assessment on projected population growth, particularly in the south of the district, and the increasing demand for services in Stansted.

We are working closely with the District Council, particularly in the areas of Universal Credit roll-out, homelessness prevention and Warm Homes work.

Our next strategy meeting is on 23rd April and will focus on scenario planning. We will be inviting UDC officers and councillor to join us.

Completed by:

Name: Kate Robson

Date: 10th January, 2018

Position in organisation: CEO

Signed:

A handwritten signature in blue ink, consisting of a stylized 'K' followed by a long, sweeping horizontal line that ends in a small arrowhead pointing to the right.