

InSight



CITIZENS ADVICE WAKEFIELD DISTRICT NEWS ISSUE 77

CitA News

After 6 years at Citizens Advice, the Assistant Chief Executive Mike Dixon has moved on to become Chief Executive of drug, alcohol and mental health charity Addaction and we wish him every success. One of his areas of responsibility was for the delivery of our new case management system, Casebook. Michelle Shambrook, Director of Operations, will now be taking responsibility for the Casebook implementation project.

Leadership Self-Assessment March 2017

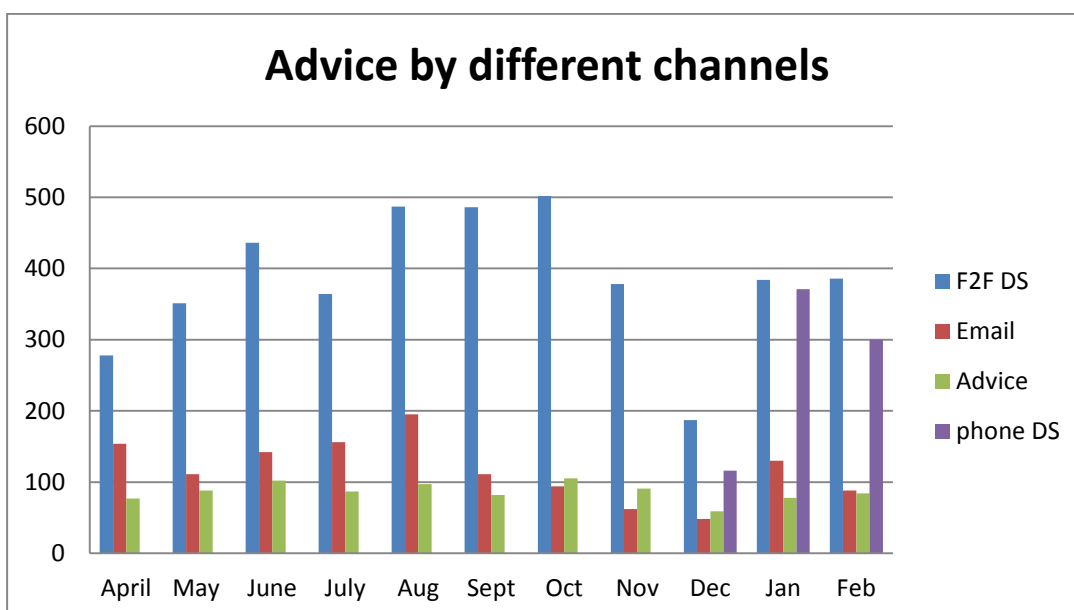
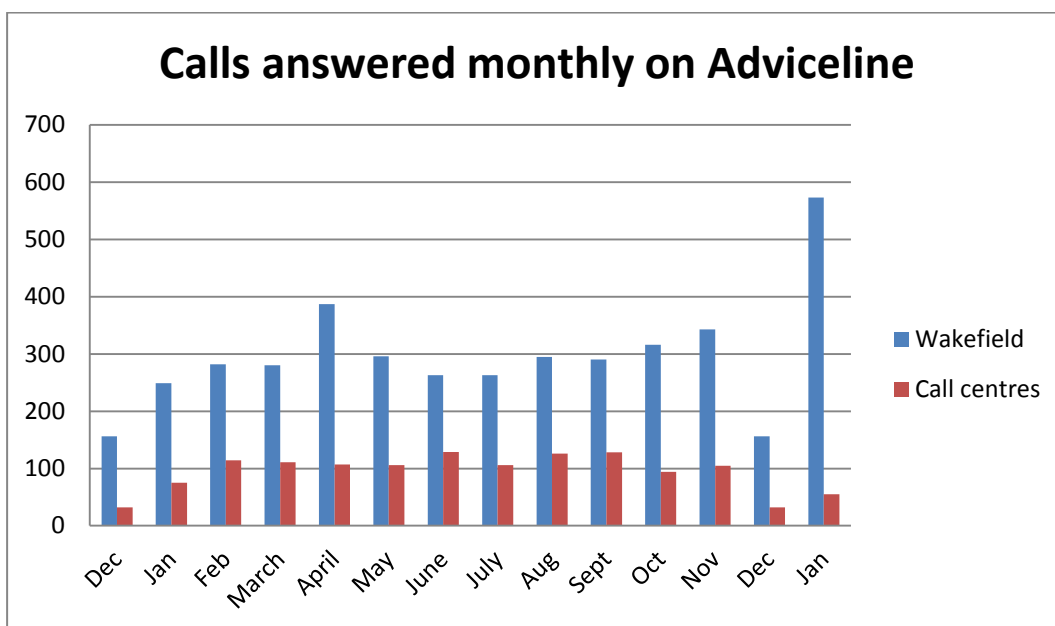
Staff and Trustees have completed and submitted the self-assessment scorecard to the Citizens Advice performance assessor. Citizens Advice verifies our score by carrying out an on site visit (March 29th) to meet the Chair and the Chief Executive and going through evidence requested. She then produces and shares a report (hopefully verifying our self-assessment score.)

This process which replaces old-style audit, ensures we are compliant with Quality Mark accreditation requirements of AQS and MAS debt quality framework. We are effectively piloting the self-assessment as the new PQF does not commence until April.

The full new membership package was signed off by Trustees at the March Trustee Board meeting signalling the end of a very long process.

Adviceline

We successfully introduced our new client Journey to the Adviceline service in December. In January we answered 573 calls on Adviceline! The highest number of calls answered prior to this was 387 last April. The increase in the number of calls taken is due in part to the new service delivery and also the new volunteers on Adviceline. We have just recruited 5 more and they have started their Adviceline training. They will be ready to start answering calls in a few weeks. One of our ex-volunteers has also returned. She has had refresher training and is back on Adviceline. **Welcome back Julie!!**



Pontefract Outreach

On 1 May the Pontefract outreach will move from CISWO (Thorneycroft Coalfields Resource Centre) to St Giles Church Centre in the centre of town. We have been looking for a more central and more affordable location for some time. Michelle will be offering advice on a drop in basis every Wednesday assisted by volunteer Jennifer. This is market day in Pontefract and we are right in the centre of things now so I expect it to be a very busy outreach.

Quality of Advice

Following submission of our first 3 monthly work book we have now received feedback from the Citizens Advice assessor. For cases dealt with across the service in October, November, December we assessed ourselves as follows:

Key Performance Indicators:

- **Quality of Advice – Green**
- **Customer Service – Green**

The Citizens Advice assessor agreed with our classification as above and congratulated us on achieving green in both KPI areas. Well done to everyone on this fantastic score.

Research & Campaigning

Current National campaigns include:

- Talk about abuse
- Secure self-employment
- Settled & safe a renters rights
- Scams awareness

Some of the issues currently affecting our clients:

- Mandatory reconsiderations being upheld and then being overturned at appeal
- Parking fines where clients have input the wrong registration number
- Housing disrepair
- Employment - especially agency workers issues around holiday and sick pay

Big thanks to the Stephen Clark 1965 Charitable Trust for the unsolicited £1000 donation 'towards our valuable work'

This newsletter is produced by Wakefield District Citizens Advice Bureau. It comes out bi-monthly. Please tell us what you think of the newsletter and our service. All suggestions are welcome.

All comments to Liz Halliday, Chief Executive on 01924 234001 or email on lizhalliday@wakefielddistrictcab.co.uk