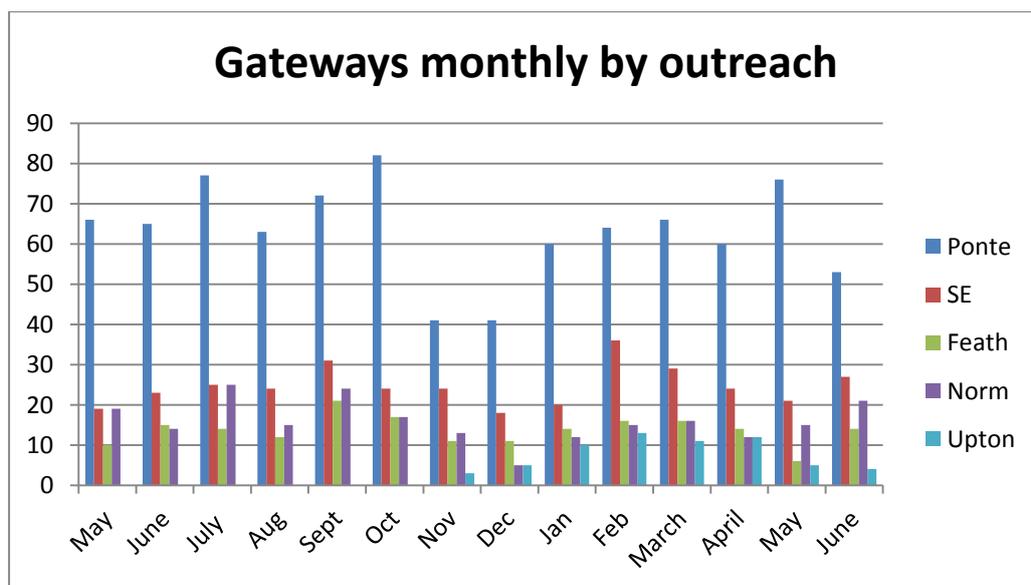
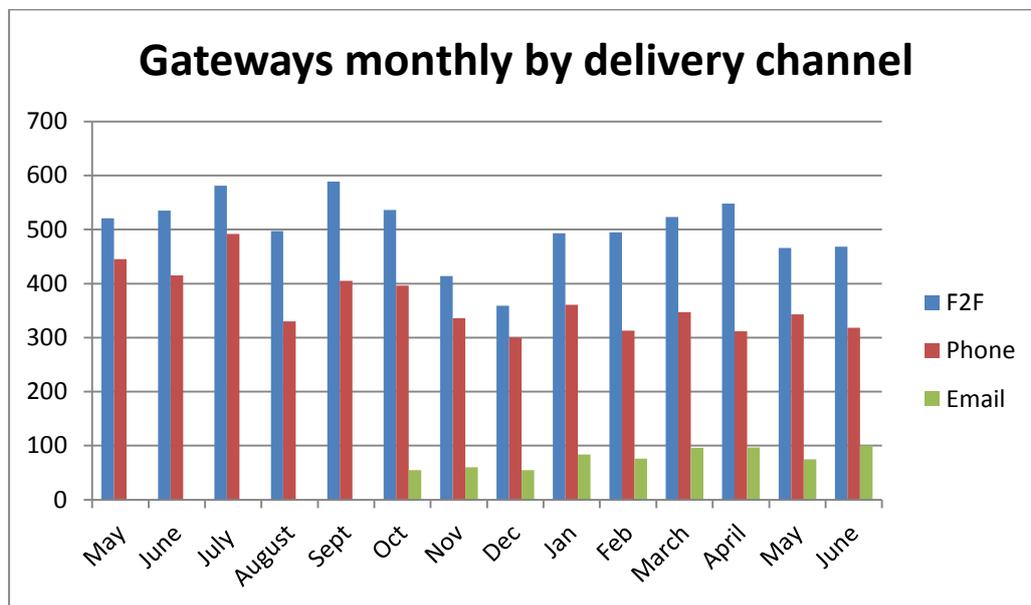


# Insight



## CITIZENS ADVICE WAKEFIELD DISTRICT NEWS ISSUE 70



## **Brand Refresh**

We have been accepted as a brand early adopter and you will start to see some changes to our logos, graphics and colours. We will also start to refer to ourselves as Citizens Advice Wakefield District, dropping the word 'bureau'. CitA will be awarding grants to update signage on buildings in the near future.

## **GENERALIST CLIENT SATISFACTION SURVEY 2015**

106 clients were surveyed over the period 8 June – 19 June with the following results:

- Ease of access - 94% easy or very easy
- Advice received - 94% happy or very happy
- Overall satisfaction with the service - 97% happy or very happy
- 97% would use again
- 98% would recommend to a friend

## **Advice Framework**

We have started early discussions about the new Advice Framework. As part of the new Membership Agreement to be launched in the autumn, Citizens Advice would like bureaux to have more flexibility in the way they deliver face to face advice with the ultimate aim of allowing advisers to have more freedom in the way they help clients and developing a more client led service.

The service is moving away from specific roles with the aim of helping clients to find solutions to their problems on the day they access the service rather than making future appointments.

The next group of volunteer gateway assessors training to be generalist advisers will start at the end of July followed by another group in September. This is part of an accelerated plan to get as many volunteers as possible to have adviser skills ready for future changes in service delivery.

## **Adviceline**

Managers from all the West Yorkshire Bureaux have started having discussions to explore forming an Adviceline group. 58% of bureaux are already members and it will be mandatory by October 2016. Aims are:

1. We will answer more calls as a group as less 'downtime'. Adviceline call answering stats are better than ours
2. 03 number as opposed to 08 – local rate so cheaper for clients

All agreed that a consistent set of protocols and way of working is key to success as well as an equal distribution of workload. We will meet again in September.

**Why not pay a visit to our stall in the West Wakefield NHS Health Pod. We will be attending the following full day events:**

**28<sup>th</sup> July and 18<sup>th</sup> August - Ossett Market  
5<sup>th</sup> August - National Coal Mining Museum**

## **Other News**

Our WMDC Representatives for 2015/16 will be Cllr Monica Graham and Cllr Hilary Mitchell. We are extremely pleased that these Councillors have once again been appointed to the Trustee Board as they are long time supporters of the Bureau.

John Gladwin's term as Chair of Citizens Advice ends in September this year and Sir David Varney has agreed to be the new Citizens Advice Chair designate. He is a former FTSE 100 Chief Executive, a former Permanent Secretary of HM Treasury, and during his career has maintained a relentless focus on ensuring services meet people's needs and expectations. He has also worked closely with the Youth Justice Commission and the NCVO, and is currently Chair of the Stroke Association.

**There is currently NO waiting time for debt advice; clients can walk into our front door and be seen immediately on the day. We can also ring them back immediately if they contact us on the telephone.**

**Please spread the word!**

**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](mailto:lizhalliday@wakefielddistrictcab.co.uk) OR**