

**Briefing Note – Urgent Decision  
Community Services Scrutiny Committee**

**To: Executive Councillor for Community Development & Health - Councillor Tim Bick**

**Cambridge and District Citizens Advice Bureau – Grant Application**

**Recommendation**

To approve funding for the Cambridge and District Citizens Advice Bureau from the 2010-11 Community Development grants budget for the following projects:

1. Fundraising Support £9,500
  2. Support for the recruitment and training of Volunteer Gateway phone assessors £16,500
  3. Advice hub space development £22,500
  4. Kiosks £20,00
- Total £68,500**

**Background**

An application has been received from the Cambridge and District Citizens Advice Bureau additional support this financial year with the following projects:

**1) Fundraising support.**

To engage their professional freelance fundraiser to help Advicehub members to identify potential funds and help with the application process.

So far they have been incredibly successful and an investment of £18,000 has so far reaped a return of over £200,000 - £95K of this was towards the ICT in the Advicehub. This will benefit other organisations currently funded by the City Council.

**Total = £9,500**

**2) Support for recruitment and training of Volunteer Gateway Phone assessors.**

The initial tranche of Gateway face-to-face assessors has been very successful. They have seen a huge drop-in waiting times and a significant number more clients seen each day. They now need to do something about access to services by phone and this means extending Gateway to phone. Their experience is that it is best to recruit specifically for specific tasks and gear the training and support around this.

Currently they only answer about 19% of calls attempted (roughly 200 callers per week). They aim to increase that to 30% in 2 months and 50% by the half year with an eventual target of 80%. (NB: there is a system that will not allow out of area calls in - they are redirected elsewhere)

**Total = £16,500**

**3) Acoustic screens and additional furniture for Advicehub space:**

Extra equipment is required to make the Advicehub space more useable for other compatible organisations. The letting of this space is critical for the mortgage payments on the premises but also offers many benefits of shared services.

**Estimated Cost = £22,500**

#### **4) Kiosks**

Build on the success of kiosks in local areas by putting one in the each of the area committee areas – location to be in consultation with the area committees.

**Total = £20,000**

#### **Officer comments**

- There is significant evidence of increased demand for the range of services offered by the CAB over the past two years
- There is a need for the CAB to develop ways of reaching more people and providing services differently
- There will be benefits to other organisations through fundraising, accommodation and other shared services
- There is sufficient budget remaining to cover the recommendation
- Detailed outcomes and monitoring will be established

#### **Author**

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