

Appendix 1 – CAWS performance update

Assist residents with a range of issues

Annual performance target 24/25 information required	Expected actual at six-month stage	Actual at six months	CAWS' reason for negative variance (and efforts made to achieve target)	CAWS' response setting out what they are doing in response to any negative variation
<p>Assist at least 360 unique clients with a range of issues including the following subjects:</p> <ul style="list-style-type: none"> • Consumer • Money advice • Welfare Benefits • Employment • Housing • Family and personal matters • Taxes • Immigration and nationality • Health • Education, including 	<p>180 unique clients assisted</p>	<p>208 clients assisted with 928 issues in the ECDC area.</p> <p>Number of clients from April to September 2024 in each client ward:</p> <p>Woodditton: 54 Burwell: 30 Fordham and Isleham: 39 Bottisham: 12 Soham South: 21 Littleport: 12 Soham North: 17 Ely West: 6 Ely East: 4 Stretham: 7 Little Downham: 1 Ely North: 0</p>	<p>N/A</p>	<p>N/A</p>

Annual performance target 24/25 information required	Expected actual at six-month stage	Actual at six months	CAWS' reason for negative variance (and efforts made to achieve target)	CAWS' response setting out what they are doing in response to any negative variation
<p>financial literacy education</p> <p>Provide debt advice that leads to reduction in potential homelessness and reduction in council tax/rent arrears</p> <p>Number of unique clients per ward to be provided.</p> <p>Top six client issues.</p> <p>Provide a breakdown of clients including: age, ethnicity, disability, location, gender, and contact method</p>		<p>Sutton: 5</p> <p>Many clients require repeated help in a year therefore the large variance is not expected to continue for the year</p> <p>The top six client issues in each ECDC area from April to September 2024:</p> <p>Benefits and tax credits: 301 issues, 84 clients Debt: 117 issues, 24 clients Benefits and universal credit: 83 issues, 27 clients Financial service and capability: 79 issues, 18 clients Housing: 75 issues, 35 clients</p>		

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		Employment: 24 clients. Breakdown of clients provided to ECDC.		

Provide a number of engagement methods

Annual performance target 24/25 information required	Expected actual at six-month stage	Actual at six months	CAWS' reason for negative variance (and efforts made to achieve target)	CAWS' response setting out what they are doing in response to any negative variation
Provide a number of different channels for clients to access the service: Telephone Email Letter Video call Face to Face appointment Drop in sessions The funded service shall be available:	To be provided	Agree	N/A	N/A

Annual performance target 24/25 information required	Expected actual at six-month stage	Actual at six months	CAWS' reason for negative variance (and efforts made to achieve target)	CAWS' response setting out what they are doing in response to any negative variation
<p>by letter, fax and e-mail (emails answered between 09:30-15:30 Monday to Friday)</p> <p>to personal callers by appointment at: Foley House, Newmarket or other Citizens Advice West Suffolk office locations</p> <p>Hours of opening:</p> <p>Telephone (0808 278 7868): Monday 09:30 – 15:30 Tuesday 09:30 – 15:30 Wednesday 09:30 – 15:30 Thursday 09:30 – 15:30 Friday 09:30 – 15:30</p> <p>Appointment: Monday 09:30 – 14.30 Tuesday 09:30 – 14:30</p>				

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<p>Wednesday 09:30 – 14.30 Thursday 09:30 – 14:30 Friday 09:30 – 14.30</p> <p>Drop-in: Minimum of 8 hours per week across the CAWS service including Friday 10.00 – 12.00 in Newmarket Include details of response/waiting times standards</p> <p>These services shall be clearly advertised.</p>				
Breakdown of different channels of how clients contacted the service.	Breakdown of channels to be provided to ECDC	Breakdown of Different Channels used: - Email = 35% (449) Adviceline phone = 27% (341) Telephone = 26% (334) In person = 5%	N/A	N/A

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		Letter = 3% Other = 4% (50)		
Details of the development of face-to-face outreach work outside of main office, including attending 3 community events in East Cambridgeshire per year	1.5 events	3 Community Events attended: - <ul style="list-style-type: none"> • 20.4.24 Community Appointment Day (East Cambs Health and Wellbeing event) • 15.5.24 ECDC Parish and Community – Greener Together • 15.9.24 Ely Health and Well fair 	N/A	N/A
Promote services available via website, social media, newsletter and other means of communication.	Details to be provided to ECDC	Website updated regularly. The advice section contains contact information. The service is promoted on social media platforms.	N/A	N/A

Reporting and accounts

Annual performance target 24/25 information required	Expected actual at six-month stage	Actual at six months	CAWS' reason for negative variance (and efforts made to achieve target)	CAWS' response setting out what they are doing in response to any negative variation
Details of AGM to be provided to the Council's contact officer	Details to be provided to ECDC	ECDC invited to AGM.	N/A	N/A
Annual report and accounts provided to the Council	Details to be provided to ECDC	Sent to ECDC.	N/A	N/A
Quarterly newsletter issued to update local organisations and elected members of the council	2	Newsletters issued in April and June 2024.	N/A	N/A

Staffing and recruitment and retention of volunteers to support the service

Annual performance target 24/25 information required	Expected actual at six-month stage	Actual at six months	CAWS' reason for negative variance (and efforts made to achieve target)	CAWS' response setting out what they are doing in response to any negative variation
CAWS to provide ECDC with details of number of paid staff, type of paid staff, hours worked	Details to be provided to ECDC	We have 24 paid staff team members, 15.5FTE equivalent	N/A	N/A

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Number of volunteers (minimum of 55 volunteers supporting the service for at least 450 volunteer hours per week), type of volunteer staff, hours worked	55 volunteers 450 hours per week	We have 72 volunteers plus 10 Trustees = 82 in total. 406 hours per week	Citizens Advice national have developed a new system for calculating the value of volunteering and volunteering hours. They use average numbers of hours for each volunteer role. Some of CAWS' volunteers help three days a week and others 0.5 day a week so it is impossible to be 100% accurate in the calculation with the number of volunteers we have with us.	N/A
Provide development and training opportunities for front line staff and volunteers – 1 per member of staff per annum	Details to be provided to ECDC	Full initial and ongoing training is provided for all team members as required for their role. Safeguarding and cyber security training is required for all.	N/A	N/A
Recruit a minimum of 15 new volunteers	7	8	N/A	N/A

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Provide a minimum in kind volunteer contribution of £680,000 for the benefit of East Cambs residents	£340,000	£363,309.	N/A	N/A
CAWS to provide ECDC with the number of training courses provided for volunteers	Details to be provided to ECDC	7	N/A	N/A

Client satisfaction

Annual performance target 24/25 information required	Expected actual at six-month stage	Actual at six months	CAWS' reason for negative variance (and efforts made to achieve target)	CAWS' response setting out what they are doing in response to any negative variation
<p>Feedback from CAWS client feedback survey on:</p> <p>Ease of access to service: 73% Help to find a way forward: 74%</p>	Details to be provided to ECDC	<p>Feedback from CAWS client feedback survey on:</p> <p>Ease of access to service: 63% Help to find a way forward: 76%</p>	CAWS have analysed client feedback and there is no obvious pattern to the responses. The feedback is anonymous, but CAWS believe the lower	N/A

Annual performance target 24/25 information required	Expected actual at six-month stage	Actual at six months	CAWS' reason for negative variance (and efforts made to achieve target)	CAWS' response setting out what they are doing in response to any negative variation
Extent to which problem is now resolved: 74% How likely to recommend the service: 87%		Extent to which problem is now resolved: 65% How likely to recommend the service: 78%	scores may be due to people being asked to give feedback after the initial contact before advice has been provided.	
Number of formal complaints against the service	Details to be provided to ECDC	No complaints received from East Cambs residents.	N/A	N/A

To have an impact on the development of local and national social policies by development of research and campaigning work.

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Provide details of press articles produced and circulated (2x per year)	1	Over £8.5m boost: The impact of Citizens Advice in Suffolk East Anglian Daily Times (eadt.co.uk)	This campaign was focused on Suffolk. It was to show the joint working of the Suffolk Local Citizens Advice.	CAWS' Office Manager to focus on building some ECDC connections in social media and the press.

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		Suffolk Citizens Advice branches meet at Ravenwood Hall Hotel, near Bury St Edmunds, to celebrate 85 years of organisation (suffolknews.co.uk)		
Provide details of research and campaigning work influencing local and national policies – take part in at least 1 local campaign (per annum) resulting in better outcomes for East Cambs residents	Details to be provided to ECDC	<p>Following the general election, CAWS contacted the 3 new MP's that represent the constituency areas that they work in. CAWS work with MPs for several reasons:</p> <ol style="list-style-type: none"> 1. To lobby parliament 2. Issues are used as evidence at ministerial meetings 3. To provide MPs with intelligence about the local area and what things are causing hardship for people 4. To get ministerial help and support to 	N/A	N/A

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		resolve a client's issues.		

Add value to grant made by ECDC by providing additional services for clients that supports the aims of the advice service and to use the funding as a basis to attract funds from other sources

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Match ECDC funding pound for pound using ECDC core grant to lever in additional match funding from other sources.	£11,583.02 (Half of the annual grant amount)	Agree. CAWS' funders include: Suffolk County Council – annual grant West Suffolk Council - West Suffolk Council has confirmed a three-year grant funding. Mid Suffolk DC and South Cambridgeshire DC – annual grant. Newmarket Town Council have also provided grant funding of £5,000 for this year.	N/A	N/A

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		Supported Advice Service – CAWS have very recently secured a new multi-funding year grant to support clients who are living with mental health issues and struggling with various advice-related matters. This will enable the continuation and development of advice work with dedicated specialist advisers.		

Provide debt advice that leads to reduction in potential homelessness and reduction in council tax/rent arrears

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CAWS to provide ECDC with details of the total no. of clients	New measure	4 clients in rent arrears 1 client with mortgage arrears.	N/A	N/A

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supported for rent and mortgage arrears				

State of Communities Report

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Provide the Council with one state of communities report which includes information on: emerging trends and risks, added value services	To be provided	Received	N/A	N/A