

Appendix 1 - CAWS Performance Update

Assist residents with a range of issues

Annual performance target 24/25 information required	Actual	CAWS' reason for negative variance	CAWS' response setting out what they have done or 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 	<p>376 unique clients with 1589 advice issues</p> <p>Top six client issues 24/25: Benefits & tax credits: 495 issues Debt: 172 issues Relationships and family: 154 issues Universal credit: 132 issues Housing: 131 issues Financial capability: 124 issues</p> <p>Ward breakdown by unique clients:</p> <p>Woodditton: 85 Fordham & Isleham: 69 Burwell: 52 Soham South: 46 Soham North: 39 Bottisham: 29 Littleport: 15 Ely West: 11 Stretham: 9</p>		

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<ul style="list-style-type: none"> Education, including financial literacy education <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>Ely East: 6 Sutton: 6 Ely North: 4 Little Downham: 3 Haddenham: 2</p>		

Provide a number of engagement methods

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<p>Provide a number of different channels for clients to access the service:</p> <p>Telephone Email Letter Video call Face to Face appointment Drop in sessions</p> <p>The funded service shall be available:</p> <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>All opening times and methods of engagement were provided in accordance with the ECDC SLA requirements.</p> <p>These services are clearly advertised on premises, on the Citizens Advice website, at events CAWS attend and in promotional material.</p>		

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<p>Hours of opening:</p> <p>Telephone (0808 278 7868):</p> <p>Monday 09:30 – 15:30</p> <p>Tuesday 09:30 – 15:30</p> <p>Wednesday 09:30 – 15:30</p> <p>Thursday 09:30 – 15:30</p> <p>Friday 09:30 – 15:30</p> <p>Appointment:</p> <p>Monday 09:30 – 14.30</p> <p>Tuesday 09:30 – 14:30</p> <p>Wednesday 09:30 – 14.30</p> <p>Thursday 09:30 – 14:30</p> <p>Friday 09:30 – 14.30</p> <p>Drop-in: Minimum of 8 hours per week</p>			

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<p>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>			
<p>Breakdown of different channels of how clients contacted the service.</p>	<ul style="list-style-type: none"> • Email = 37% (892 contacts) • Adviceline phone = 24% (587 contacts) • Telephone = 27% (644 contacts) • In person = 5% (120 contacts) • Other = 7% 		
<p>Details of the development of face-to-face outreach work outside of main office, including attending 3 community events in East Cambridgeshire per year</p>	<p>Community Events attended in East Cambridgeshire: -</p> <ul style="list-style-type: none"> • 15-May-24 Parish & Community - Greener Together • 15-Sep-24 Ely - Health and Well fair • 18-Jan-25 Community Appointment Day <p>These events raised awareness of CAWS, enabled networking and collaboration with contacts at related</p>		

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	services, and provided opportunities to meet ECDC residents and answer their questions.		
Promote services available via website, social media, newsletter and other means of communication.	<p>We update our website regularly. The advice section: -</p> <p>https://suffolkwestcab.org.uk/contact-us/</p> <p>explains to people how they can contact us.</p> <p>We have also continued to promote the service on our social media platforms. We post every weekday on X and Facebook and regularly on Instagram. We are linking with more groups in East Cambs via social media and at the events we are attending to raise awareness of our work to clients and partners</p>		We have made contact with the Ely Standard Elyi Magazine (online magazine) - for monthly/bi-monthly advice column and CB8 magazine.

Reporting and accounts

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Details of AGM to be provided to the Council's contact officer	Completed		
Annual report and accounts provided to the Council	Completed		
Quarterly newsletter issued to update local organisations and elected members of the council	Newsletters are now circulated twice a year. June 2024 was distributed. The April '25 newsletter is being prepared.	The newsletter was only sent twice in 2024/25 due to unexpected staff sickness.	There is a plan to return to quarterly newsletters in 2025/26.

Staffing and recruitment and retention of volunteers to support the service

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CAWS to provide ECDC with details of number of paid staff, type of paid staff, hours worked	24 paid staff team members, around 15 FTE.		
Number of volunteers (minimum of 55 volunteers supporting	At least 400 Volunteer hours are delivered weekly. 65 volunteers plus 10 trustees.	Volunteer hours fluctuate throughout the year as volunteers find work, retire	We have a continual volunteer recruitment and training programme. Since

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the service for at least 450 volunteer hours per week), type of volunteer staff, hours worked	Types of Roles: 17 on triage, 12 trainee advisers, 33 general advisers, 2 form fillers, 2 admin We received 83 enquiries in 2024/25 from people interested in volunteering. A detailed information pack is sent explaining the various roles and the training & support provided. 24 joined us.	and move away. We have recently lost two long-standing volunteers who have moved out of the area to be near family. They were both volunteering several days a week. A couple of trustees have also left one through ill health or changes to circumstances.	Christmas we have interviewed 3-4 new volunteers every month.
Provide development and training opportunities for front line staff and volunteers – 1 per member of staff per annum	<p>Full initial and ongoing training is provided for all team members as required for their role. This includes our Trustees. Some of these are in-person, most are online.</p> <ul style="list-style-type: none"> ▪ 51 attended a training course by Shelter covering changes to renters' rights. ▪ The Designated Safeguarding Lead and Deputy Designated Safeguarding Lead attended training provided by Community Action Suffolk. ▪ 14 attended Benefits update training run by the FIAS team 		

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	<p>at SCC.</p> <ul style="list-style-type: none"> The benefits team of 7 volunteers and staff attended a 'Challenging DWP Decisions' training session delivered by FIAS. 		
Recruit a minimum of 15 new volunteers	16 triage volunteers and 1 trustee		
Provide a minimum in kind volunteer contribution of £680,000 for the benefit of East Cambs residents	The value of the professional serviced volunteered is over £700,000 per year (based on National Citizens Advice calculations).		
CAWS to provide ECDC with the number of training courses provided for volunteers	<p>Training is provided for all team of volunteers, staff, and Trustees. Six online training courses are mandatory for all our team members during induction: EDI, Cyber Security, Data Protection, Safeguarding and Sexual Harassment in the Workplace.</p> <p>Ad hoc group training is provided on Safeguarding, Managed Migration for Universal Credit and Pension</p>		

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	Credit. One volunteer attended a Cruse Bereavement training.		

Client satisfaction

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<p>Feedback from CAWS client feedback survey on:</p> <p>Ease of access to service: 73% Help to find a way forward: 74% Extent to which problem is now resolved: 74% How likely to recommend the service: 87%</p>	<p>Q3 feedback from CAWS client feedback survey on:</p> <ul style="list-style-type: none"> • Ease of access to service: 59% (68% last year) • Help to find a way forward: 78% (79% last year) • Extent to which problem is now resolved: 66% (68% last year) • How likely to recommend the service: 78% (81% last year) • Q4 not yet available 	<p>The feedback is anonymous and is a small sample size. We cannot explore individual responses. Some clients have very complicated issues and are frustrated with the system (health care, DWP, businesses, which often makes them a challenge to satisfy.</p>	<p>We will continue to offer the best service we can via multiple advice channels – face-to-face, phone, letter and email.</p>

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Number of formal complaints against the service	Two clients, none were from East Cambridgeshire.		

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)	<p>East Anglian Daily Times (04 Sept 2024) <u>Over £8.5m boost: The impact of Citizens Advice in Suffolk East Anglian Daily Times (eadt.co.uk)</u></p> <p>Suffolk News (04 Sept 2024) <u>Suffolk Citizens Advice branches meet at Ravenwood Hall Hotel, near Bury St Edmunds, to celebrate 85 years of organisation (suffolknews.co.uk)</u></p> <p>Monthly Q&A in the Newmarket Flyer.</p> <p>Articles have been on our Facebook, X and Instagram pages.</p>	Article sent to Ely Standard not always published	In 2024/25, unexpected staff illness has affected capacity. In 2025/26, we will have capacity to continue to build our links with the press and groups in East Cambs.

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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	Following the general election, CAWS have contacted the three new MP's that represent the constituency areas that they work in.	All advisers are trained to identify issues that are adversely affecting them due to local or national policies. Issues are recorded on our CRM system so that national Citizens Advice can collate responses and lobby parliament. Campaigns in 2024/25 have included the proposed changes to disability benefits, low levels of means tested benefits, upfront costs of renting and the need to have a guarantor and access to childcare.	

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.	ECDC's funding is matched pound for pound. CAWS budgeted income is £630k/year and the bulk of the funding is not restricted to postcode areas.		

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 supported for rent and mortgage arrears	In the East Cambridgeshire area, we helped 63 clients with 131 housing issues. 16 Debt issues related to rent/mortgage arrears. 13 Debt issues related to Council Tax 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	Received	N/A	N/A