

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 	180 unique clients assisted	<p>292 unique East Cambs clients with 1,213 issues.</p> <p>Top six client issues: Benefits & tax credits: 331 issues Debt: 104 issues Relationships & family: 111 issues Universal credit: 153 issues Housing: 95 issues Financial capability: 39 issues</p> <p>Charts provided with breakdown by age, gender, ethnicity.</p>	N/A	N/A

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<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>Number of clients from April to September 2025 by ward:</p> <p>Woodditton: 53 Fordham and Isleham: 38 Burwell: 31 Soham North: 28 Soham South: 26 Littleport: 26 Bottisham: 24 Stretham: 15 Ely West: 13 Sutton: 13 Ely North: 11 Ely East: 8 Little Downham: 4 Haddenham: 2</p>		

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
<p>Provide a number of different channels for clients to access the service: 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</p>	To be provided	Achieved the target	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>Citizens Advice West Suffolk office locations</p> <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 across the CAWS service including Friday 10.00 – 12.00 in Newmarket</p>				

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<p>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	<p>Breakdown of Different Channels used (% time spent): -</p> <ul style="list-style-type: none"> • In person = 5% • Adviceline phone = 19% • Telephone = 38% • Email = 30% • Other = 8% 	N/A	N/A
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	Newmarket 16 th September - Jobs and Wellbeing Fair, which can be attended by East Cambs residents in local areas.	<p>Unfortunately, we were unable to attend the Health and Well Fair on 7th September due to family commitments.</p> <p>We were asked to present at the East</p>	N/A

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			Cambs Health and Wellbeing Team meeting in June, but the meeting was cancelled. We have not been invited to another meeting yet.	
Promote services available via website, social media, newsletter and other means of communication.	Details to be provided to ECDC	<p>Website updated regularly. The advice section contains contact information. The service is promoted on social media platforms.</p> <p>The Elyi published our advice column in July/August 2025. We submitted a column for Sept/October which they did not publish. We have sent them an advice column article for the November/December issue.</p>	N/A	N/A

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		<p>We have sent leaflets about our service to Ely Library.</p> <p>We invited all ECDC Councillor's to our AGM.</p>		

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 August 2025.	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, 15FTE equivalent	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
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	70 volunteers, 500+ hours per week.	N/A	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.	N/A	N/A
Recruit a minimum of 15 new volunteers	7	10	N/A	N/A
Provide a minimum in kind volunteer contribution of £680,000 for the benefit of East Cambs residents	£340,000	£369,928.50	N/A	N/A
CAWS to provide ECDC with the number of training courses provided for volunteers	Details to be provided to ECDC	6	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% Extent to which problem is now resolved: 74% How likely to recommend the service: 87%</p>	<p>Details to be provided to ECDC</p>	<p>Feedback from CAWS client feedback survey on:</p> <p>Ease of access to service: 67% Help to find a way forward: 81% Extent to which problem is now resolved: 69% How likely to recommend the service: 79%</p>	<p>CAWS have analysed client feedback and there is no obvious pattern to the responses. The feedback is anonymous, but CAWS believe the lower scores may be due to people being asked to give feedback after the initial contact before advice has been provided.</p>	<p>N/A</p>
<p>Number of formal complaints against the service</p>	<p>Details to be provided to ECDC</p>	<p>No complaints received from East Cambs residents.</p>	<p>N/A</p>	<p>N/A</p>

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	Regular column in the Ely Flyer, and leaflets in Ely library. Monthly column In the Newmarket Flyer which can be accessed by local East Cambs residents.		
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	We work with MPs to provide intelligence on local issues causing hardship, and (with the consent of our clients) to escalate individual issues. On 8th June 2025 we spoke to the MP for West Suffolk about disability reforms and other issues affecting our communities.	N/A	N/A

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		<p>8th August wrote to two local MPs, highlighting unfair practice by OVO Energy towards its Direct Debit customers. The matter was escalated by the West Suffolk MP to Ofgem and to the Secretary of State for Energy and Net Zero. OVO has now changed its advice on its website. We informed Citizens Advice national Research & Campaigns about this success.</p> <p>We received a small grant from national Citizens Advice to offer an 'Energy Advice' stall at markets or community events, in five locations including</p>		

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		<p>Newmarket, which can be accessed by local East Cambs residents.</p> <p>We participated in the ECDC Public Consultation - Community engagement and support questionnaire was provided at Newmarket reception. We also promoted via our FB page.</p>		

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	£11,583.02	Agree. CAWS' funders include:	N/A	N/A

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ECDC core grant to lever in additional match funding from other sources.	(Half of the annual grant amount)	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. Supported Advice Service – CAWS have secured a multi-funding year grant to support clients who are living with mental health issues.		

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	New measure	10 clients in rent arrears 7 client with council tax arrears.	N/A	N/A

State of Communities Report

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 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