



Citizens Advice Watford Worker's meeting

Tuesday 6th August 2019

Present:

Catherine, Salim, Annette, Carlos, Mahtab, Sophie, Jan, Sue G, Gee, Frank, Jamie, Ian, Peter, Roy, Vickie, Carmel, John, Stephen H, Mike S, Stephen L, Rosie (minutes).

Visiting speaker: Marie Frost, Manager, Nine Lives Furniture

9 Lives furniture are a charity based in Rickmansworth. Upcycle and sell second hand furniture in a workshop attended by people with learning disabilities and / or mental health conditions. They also collect unwanted furniture and sell it half price to people on means-tested benefits who are referred.

CO's update (Salim):

- Following a successful funding application all the old computers have been replaced with new ones. If there are any issues please report these to Salim.
- The HCC funded Crisis Intervention Project will finish this year. Please continue to record financial outcomes using the HWAS AIC.
- Salim is negotiating with WBC to see whether we can acquire the vacant first floor office space.
- Everyone is invited to attend the AGM on Thursday 14th November at The Barn.

Training update (Rosie):

- Rosie welcome Roy Sloan to the meeting as our newest volunteer. Roy will start as a receptionist before joining the next gateway learning programme in January.
- Places are available on CitA's Good Practice in Immigration Advice course on 29th August.
- ASK RE training will commence on 15th November with further sessions to follow until everyone is trained.

- We have a new consumer advice volunteer, Lorena, trained by Jerome.
- The gateway assessors who started their training on May have started their supported interviews.
- Rosie congratulated Mike S on completing his gateway training. Mike is now training to be an adviser.
- Rosie congratulated Sophie in her forthcoming wedding to Edd and we all wished them all the best for a lovely day and in their future lives together.

ASM update (Catherine):

- Please wash up after yourselves and dispose of unwanted food.
- Don't climb on chairs to open windows – ask a supervisor (or tall person) if you need help.
- We are short of volunteers over the summer – please let us know if you can offer an extra session.
- Expert Advice Updates (including DWP updates) are available on the notice board outside the orange room, or you can subscribe from CABlink.
- The Blue Badge Scheme is being updated to include people with hidden disabilities such as dementia. Please record a financial outcome of £500 if you complete a blue badge application.
- GDPR – please see the guidance (SCD 4 steps to success). We score 0 at QAA if these guidelines are not followed.
- Please update the gateway template to reflect the client's consent status.
- Never record any SCD relating to a third party in your case record without their explicit consent.
- A third party proxy form must be completed, scanned and attached to Casebook if we are advising a third party on someone else's behalf.
- A Form of Authority must be completed, scanned and attached to Casebook if we make a phone call or write to a third party on a client's behalf.

- A Referral Consent form must be completed, scanned and attached to the Casebook if we make contact with another organisation to refer a client (including the family solicitor).
- For DRO referrals we are now required under FCA guidelines to verify a client's identity and their income and expenditure. There is a new form to complete. The documents should Not be scanned or attached to Casebook.
- Please would everyone complete e-learning to become a 'friend against scams'. (Link from the trading standards website). Please print your certificate and give it to Rosie.
- We are now a Disability Confident employer.
- Catherine has been checking a backlog of cases and has sent a large number of tasks. Please use this as an opportunity to learn from her feedback. If you have any questions about any task you are sent, please speak to Catherine or to the supervisor who sent the task.