

## **WORKERS MEETING - Kalpna**

**1/9/20**

**Present:** Catherine, Carmel, Frank, Gillian, Rosie, Vanita, Ian L., Jamie, Judith Moss, Lesley, Malcolm, , Mike S., Annette, Ruth, Peter, Mahtab, Raminder, Shelly, Penny, Daniel, Salim, Sue, Farookh, Vikki F., Kalpna

### **CO: SALIM - FUNDING**

We are looking at several funding streams inc. Herts County Council Economy Recovery Stream. This would cover two full time Money Adviser roles to support Herts residents in partnership with Hertsmere Citizens Advice

### **ROSIE - TRAINING UPDATE**

-we have had lots of enquires from potential new volunteers. New gateway group will start to train on 14th September, remote training initially to include remote observations of remote assessors by listening in on conversations. Looking for volunteer remote assessors to take part.

-Zuma (student trainee assessor) is currently training and progressing very well. Hoping to be up and running in October 2020

-CA offers various training webinars on remote working; if interested in these pls speak to Rosie

### **FARRUKH - TRUSTEES UPDATE**

Busy preparing for audit and for the (likely) virtual AGM on 19/11/20

(Salim - it is a requirement within the Articles of Association that there should be some F2F voting - this will be carried out with social distancing in mind)

### **ASM: CATHERINE -HEALTH & SAFETY UPDATES**

-The notice board outside ASS room is the Covid 19 info board. Everyone who attends the office must be directed to read the info on this board.

-people in the office must sign in and out on the signing in sheet on S&V page (under the Casebook title)

-in the office, the windows need to be kept open to circulate air and must be locked with the key (no 15) at the end of the day.

-we are recruiting a Welfare Benefits advisor and a Generalist Advisor. Details available on WCA website and closing date for applications 4/9/20 by 10.30am

-Judith`s hours increased by 14 hrs to 36 hr week and Mahtab and Vikki are also working extra hours.

- Stats for August:

- Adviceline 353 calls taken (July 411) -demand for help 697 (July 603)
- Advice appointments circ. 108 (TBC) over the phone and F2F & 9 no shows
- Recep from 3rd Aug to end of Aug 2020 :

Saw 14 GW F2F, 34 GWs available but not taken, 50 cls happy to email or contact Adviceline, 36 clients just dropped in docs, 4 clients used the Reception room to access phone/computer, 8 simple queries done by receptionists

- Reception are doing a great job. However, the priority is the safety of our staff and volunteers and therefore we are only seeing clients that are vulnerable and do not have the use of a phone/computer.
- On the rota for F2F GW`s we have Heather, Mahtab, Roy, Rita, Helen. Anyone who would like to join this team please speak to

Catherine who will carry out a risk assessment. Heather works on Thursday and will see clients who are not necessarily vulnerable but need a F2F GW.

- Will continue running WCA the way it is with a review at the end of September to see if anything needs to change.
- Peter and Ann have joined the remote working team

Speaker Katie Orsmond- Mental Health Worker-Mind unable to join as microphone not working.

Catherine spoke about the QAA, how the KP1 and KP2 work and what it is that is being looked at to assess the scoring of cases. The guidelines are available for all to read on Z drive and Cablink - <https://www.citizensadvice.org.uk/cablink/running-local-offices/membership-and-pqf/proposed-new-membership-package-and-performance-and-quality-framework-pqf/performance-and-quality-framework/new-approach-to-quality-of-advice-assessments/Quality-assuring-client-service-delivery/>

All to look at the elearning on helping clients by email on Cablink and the training on S&V page

Please contact Mike S to discuss future social events

**NEXT MEETING 7/10/20**