**Workers’ Meeting Minutes**

**Date:**  Thursday 6th August 2020

**Present:** Salim, Farrukh, Catherine, Kalpna, Vikki, Penny, Jamie, Ruth, Christine, Roy, Shelley, Malcolm, Judith, Helen, Raminder, Gillian, Annette, Mahtab, Vanita, Peter, Vicki, Heather, Maggie, Rita

**Welcome and introductions**

Everyone was welcomed to the “virtual” meeting by Catherine (ASM) and invited to say a few words about their CA role and how they were. Catherine thanked everyone for their work and support for CA,Watford, whether they were working in the office, remotely or currently unable to work. 411 Adviceline calls had been answered in July – 58% of calls from Watford clients were being answered by us – 90 email enquiries answered and 116 advice appointments given. There had been 947 casenotes and 172 simple queries. 33 Evidence Forms had been completed, concerning UC, furlough and redundancy. Mahtab was leading on EFs and Catherine asked everyone to keep them coming. Reception had been open from the previous Monday between 10 and 1, with 3 GW slots each day. Priority would still be given to encouraging clients to use telephone and email to access advice. The system was working well so far and was not overly busy although this was expected to change.

**Chief Officer Update**

Salim reported that Government funding had been made available to Citizens Advice nationally but Watford CA were not applying for a share as we would need to answer national calls. He said that work was in hand to make changes at the office such as door stops and CCTV at the side door. Signpost were due to come back to the building in about 2 weeks. Salim asked everyone to familiarise themselves with the office environmental policy, especially in relation to recycling. The Leadership self-assessment process would be carried out in November. The AGM was expected to be held on 19th November – the format of this was still under discussion..

**Points arising from case checking – Vikki & Kalpna**

Please open a new case if it is a new enquiry for an existing client- if it is an existing qnquiry, please do not open a new case, just add a casenote.

Client calling about employment issues eg job loss, should be asked about debts and whether they need benefits advice

When directing clients to public site, check whether they can use the information themselves or if they will need an appointment and record this.

Do not record third party SCD without the permission of the third party – the client/caller cannot give this permission on their behalf unless the third party is a child or they have POA for them. If the third party is a child or there is a POA then the permission must be sought and recorded.

**Catherine delivered a session on scams – see attached presentation.**

**Maggie then delivered a presentation on redundancy – see attached.**