



STROUD DISTRICT COUNCIL

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COMMUNITY SERVICES AND LICENSING COMMITTEE MEMBER REPORT

NAME OF ORGANISATION/BODY	Citizens Advice Bureau
DATE OF LAST MEETING ATTENDED	19 July 2021 4.30pm
BRIEF REPORT	
<p>The Chair explained that they, Citizens Advice Stroud and Cotswold District have now moved to an online system, all files are now cloud based, which she said is working well and a GDPR 'desktop review' is underway.</p> <p>The CEO reports that Stroud Branch is not currently operating in person as the venue does not have enough ventilation.</p> <p>I asked if this affecting service numbers and was told that it did. The branch is planning a program touring surgeries but don't yet have a time frame for this. But have a meeting scheduled with Emma Keating-Clark to progress this. The service will be particularly important as the £20 uplift to UC ends - CA hold the gov contract for assisting UC applicants.</p> <p>The Chair reports that their telephone service is operating very well.</p> <p>The CEO reported that they are running a campaign to ask the government not to cancel the uplift and the MP, Siobhan Bailey has been contacted.</p> <p>They are also considering a partnership with Faire Share, who distribute surplus food. CA are also supporting the EU resettlement scheme and have employed expert adviser, Mampo Guillet on this. Mr Guillet advises that despite the scheme closing on the 30th of June, application can still be made after this deadline.</p> <p>The chair reported that all volunteers were receiving online training and refresher courses and that volunteers attending home visits would be receiving training about how to deal with difficult situations.</p> <p>There will also be Appraisal training for supervisors and managers will be delivered on the 27th July and the following policy will also be discussed, Dignity at Work (Staff), Dignity at Work (Volunteers), Disciplinary Procedures, Grievance Policy, Whistleblowing Policy, Home Visiting Policy.</p>	
REPORT SUBMITTED BY	Cllr Jessie Hoskin
DATE	6 September 2021