



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	6 th October 2021
BRIEF REPORT	
1. New board Following a successful recruitment campaign the following new board members were welcomed. They bring huge experience and will support the planned major changes to update and enhance the service to better serve the changing needs of the community. Martyn Price Bea Pitel Barry O'Driscoll Simon Pitt Carolyn Folley Jane Whaley Martin Cook	
2. Efficiency update A New Client Journey Plan is being piloted with the objective of ensuring clients can be fast tracked to speak to appropriate expert advisors and receive a solution plan for all issues presented before they hang up on their initial call.	
3. Main offices & Covid The Cirencester office is fully operational again however air circulation issues in the Stroud office means that it is not deemed safe for client interaction at this time although a limited back office function is being carried out from there. Work is ongoing to consider the on-going viability of the current building Vs more suitable premises, in the meantime the service is being carried out over the phone and at suitable outreach centres including foodbanks.	
4. Planning Day 19th November Next board meeting 24th November It was agreed that there would be a planning day held at St James Place Cirencester 9.30 – 5.00 During this plans will be discussed/brainstormed etc. and the next board meeting will take place on Microsoft Teams on the 24 th November	
REPORT SUBMITTED BY	Cllr Gordon Craig for Cllr Jessie Hoskin
DATE	15/11/21