

## PROJECT REVIEW

*This review presents a summary of the activity taking place to implement the Connecting Advice in Dorset project. This two year project will run to the end of November 2015. For an overview, download the Key Facts from our website; [www.caidorset.org.uk](http://www.caidorset.org.uk).*

Purpose of Project: To develop and strengthen an integrated network of advice agencies in Bournemouth, Dorset and Poole areas, enabling providers to deliver a more efficient and comprehensive service to clients.

## NEWS FROM THE LOCAL ADVICE NETWORKS

There are now 9 Local Advice Networks meeting regularly across Bournemouth, Dorset and Poole, taking forward action on a local basis. Over the past year, over 100 individuals have attended at least one Local Advice Network, representing at least 70 organisations.

Individual networks are focusing on specific areas of work such as:

- understanding the advice available in their area
- understanding the help available for people in debt
- tackling local issues such as 'hidden voices'
- identifying training needs
- developing a local referrals process
- working with their local authority to consider co-location of local services

It is intended that each Local Advice Network is independent, with agreed terms of reference and an elected chair. The Connecting Advice in Dorset project provides a central co-ordinating role ensuring that good practice is shared across all the networks.



**Joint Local Advice Network - October 2014**

*You can find contact details for your Local Advice Network on the Citizens Advice in Dorset website: <http://www.caidorset.org.uk/doku.php?id=astf:lans>*

## WEBSITE DEVELOPMENT

During the next few months, we will be establishing a new website to help local residents easily access the advice they need. We are looking for representatives from the advice sector to help us with the website design, to make it as useful and accessible as possible. Please contact Bryony if you would like to be involved.

## ACCESS TO ADVICE (NEW TECHNOLOGY)

In December we published our 'Guide to using new technology to deliver advice', providing guidance in how to use 'new technology' such as video-conferencing, email, webchat and social media to deliver advice.

We have shared this report with the advice organisations in Bournemouth, Dorset and Poole and, if there is demand, we will be offering 1-2-1 support, or group workshops to help organisations implement these new advice channels.



Conference - October 2014

## TRAINING

Over the past year, we have successfully delivered 40 training sessions to staff working in the advice sector in Bournemouth, Dorset and Poole.

The courses have been very well received, with over 420 individuals attending. We will continue to deliver free training throughout the second year of the project, repeating the most popular of our courses in a range of locations.



## SIX MONTHLY CONFERENCES

In October, we held our second conference for the advice sector in Bournemouth, Dorset and Poole, focused on helping clients to manage their debts. We had speakers on a number of debt-related topics and delegates attended a series of short information sessions from organisations such as Stepchange Debt Charity and Payplan, Credit Unions and the Illegal Money Lending Team.

Look out for details of our next conference on Thursday 19th February 2015 focused on Health and Care.

## CONTACT US

To find out more information about the project, sign up to the e-bulletin, get involved in your Local Advice Network or access the training programme, please contact:

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