

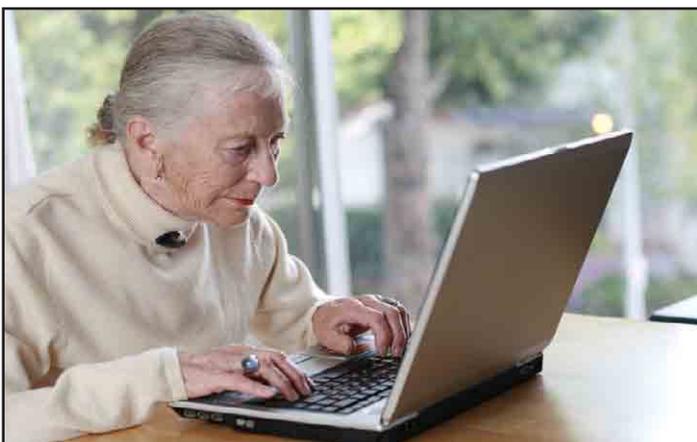
PROJECT REVIEW

This review presents a summary of the activity so far in implementing the Connecting Advice in Dorset project. For an overview of the project, download the Key Facts from our website 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.

ACCESS TO ADVICE USING NEW TECHNOLOGY

We are working with a consultant to understand how 'new technology' such as email, webchat, video conferencing, social media and so on can be used effectively to provide free, confidential advice services across Bournemouth, Dorset and Poole. The research will identify and address the practical issues relating to the use of new technology in delivering advice, including security of data and confidentiality, broadband access across the area, technical requirements and the cost of purchasing and supporting new equipment. Findings from the research will be disseminated through the e-bulletin and also used to inform the development of 6 outreach access points in rural Dorset.



Great Dorset Steam Fair, 2014

GREAT DORSET STEAM FAIR

In August 2014, we braved the mud and rain to join forces with Friends, Families and Travellers (FFT) to provide a stand at the Great Dorset Steam Fair in Tarrant Hinton. The purpose of the stand was to provide support and help to members of the gypsy and traveller community, listen to their experiences of accessing advice, and receive valuable insight and training from FFT staff. Volunteers and paid staff from four CABx in Dorset, Citizens Advice in Dorset, Dorset Race Equality Council, Healthwatch and FFT spent 4 days on the site talking to travellers who were working at or visiting the fair, as well as talking to the public about the community and challenging prejudiced opinions.

QUALITY

On 1st October, senior managers and trustees of local advice organisations are invited to a workshop to help them reflect on, and improve the quality of the service they provide. Organisations may be considering applying for the AQS Quality Mark although this is not a requirement, and there may be an opportunity for free 1-2-1 consultancy after the workshop for those who would like to build on their learning.



LOCAL ADVICE NETWORKS

Since February, 8 Local Advice Networks have been established across the area, providing opportunities for advice organisations to get to know each other and work together to become more efficient and resilient. Activities have included developing a local referral process, mapping local debt advice services and working together to bring about a local advice hub.

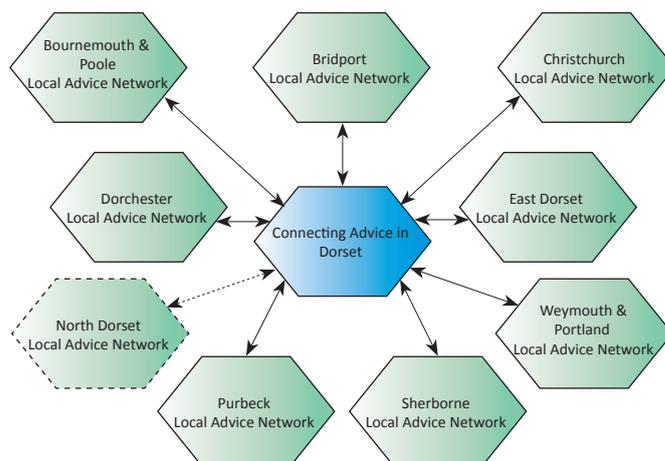
Each LAN is supported by the Project Manager, providing a central co-ordinating role.

Our second area-wide event will be held on Thursday 9th October 2014 focussed on Managing Debt – please contact Bryony Brown for an agenda and booking form.

TRAINING

Our Training Needs Analysis is now complete and we are busy implementing a comprehensive programme of free training available to staff working in Bournemouth, Dorset and Poole. The programme includes knowledge-based training, in welfare benefits, debt, employment and housing and also skills-based sessions.

To find out more about the training programme, contact Jane or Asit at caid@shelter.org.uk, or register for the project e-bulletin by contacting the Project Manager, Bryony Brown.



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:

Bryony Brown, Project Manager

@ bryony@caidorset.org.uk ☎ 07979 645492 🌐 www.caidorset.org.uk


Citizens Advice in Dorset
The charity for our community *in partnership with:*

Shelter

Ansbury
Quality Careers Advice and Guidance
Part of Coallium Consortium



LOTTERY FUNDED