

CAMBOURNE PARISH COUNCIL

District of South Cambridgeshire

COUNCIL MEETING 4th March 2014

GENERAL CORRESPONDENCE

FROM	SUBJECT
Rachel Talbot – Chief Executive Officer Cambridge & District Citizens Advice Bureau	Letter Regarding CAB presentation to PC meeting on 14 th January 2014
Cambs Chargers Volleyball Team	Application for financial assistance.

AGENDA ITEM No. 19

Our ref: RT/smc

Cambridge & District



7 February 2014

Mr J Vickery, Parish Clerk
Parish Office
The Hub
Cambourne Community Centre
High Street
Cambourne
Cambridge
CB23 6GW

RECEIVED
10 FEB 2014

66 Devonshire Road,
Cambridge CB1 2BL

Advice line: 08448 487 979
Administration: 01223 222 660
E: cabadmin@cambridgecab.org.uk
W: www.cambridgecab.org.uk

Dear Mr Vickery,

CAB Presentation to PC Meeting on 14 January 2014

Apologies for not writing sooner in response to the questions raised with our representatives at the meeting on 14 January.

I understand that there was a deal of scepticism about our proposal for a touch screen kiosk and some other matters that our representatives were unable to satisfy the Councillors about. I am therefore taking this opportunity to provide more information.

- a) The question of disabled access. We do have alternative models that can be placed on a table top. This is for people who need a lower/sitting level access (we have an adjustable table unit at our office). We have not yet got round to a voice activated website. Our preference is to try other mediums and a video/skype model is what we will be testing under this new lottery funding.
- b) I understand there was some question about the technology being out of date and not interesting to some people. The facts we have established from the data capture software, face-to-face and other surveys of people using the current stock of touch screen units, indicates that they are very happy with this solution. I enclose a summary of the latest user survey for your information.

In terms of usage, the numbers using this equipment have grown by a huge amount. We have found that this type of service delivery method needs to be quite straight forward because it can only deliver 'basic' level advice – anything else will need phone, email or face-to-face help.



Registered office: 66 Devonshire Road, Cambridge CB1 2BL.

Cambridge & District Citizens Advice Bureau is a registered Charity No. 1056102. Registered as a company limited by guarantee and registered in England No. 3191085. Please help us by making a donation, no matter how small – see www.cambridgecab.org.uk for further details.

The statistics demonstrate that we have helped over 20,000 people to get the answer to their problems in the last year, without them having to travel to an advice centre.

The cost of running a one day a week face-to-face outreach service is 4times the cost of a touch screen unit. Also we could not run a phone service that is as available 24/7 which the unit can be (depending on location of course).

- c) The use of Lottery Funding. We can only use this funding for what they have agreed and in this case it is touch screen units. (I think there was some discussion that Cambourne would prefer we spend the money on a face-to-face or phone service.) We cannot offer that right now. We can only start with what we have and build on it as we go along that is unless the Parish Council would like to contribute towards the service they prefer.

I hope this has helped to clarify issues that were raised.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Rachel Talbot', with a long horizontal flourish extending to the right.

Rachel Talbot
Chief Executive Officer

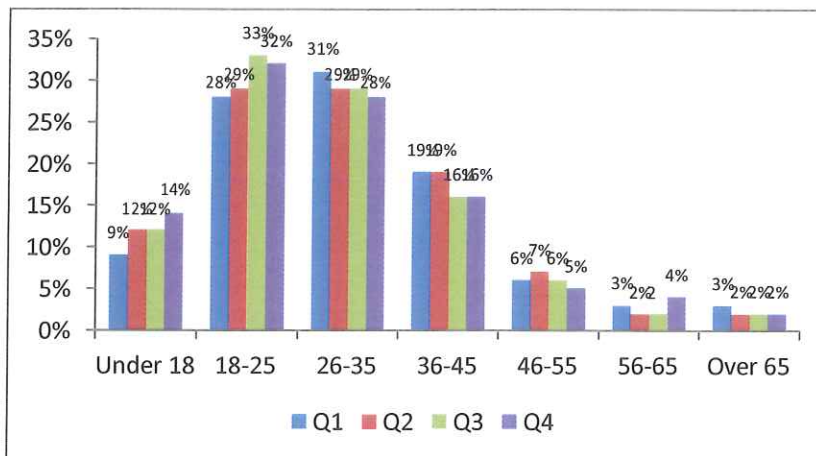
Advicehub Kiosk Research Yearly Report – January 2014

Summary/Conclusions

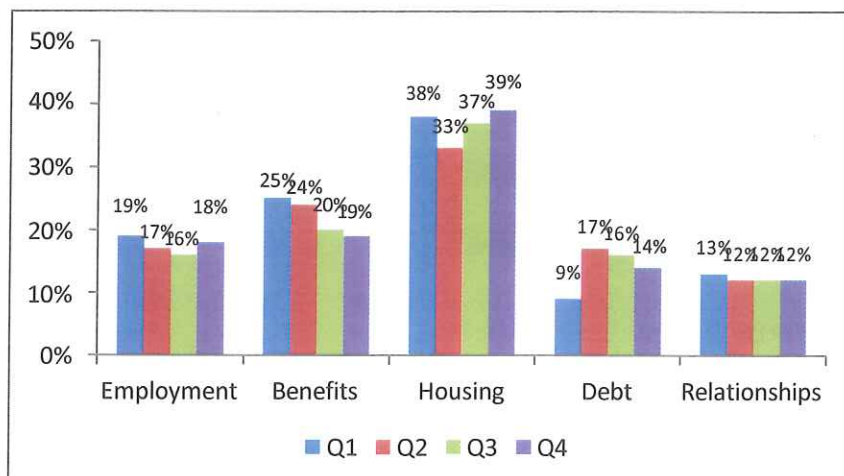
- The questionnaire has resulted in useful findings, which can be analysed each quarter/year. Using an incentive has increased response by 50% over the year.
- The kiosks are mostly reaching the younger generation, and the number of under-18s and 18-25s using a kiosk is increasing.
- The kiosks are seen to be extremely easy to use and only small changes could be made, to the scroller in particular.
- Increasingly, it seems that the kiosks are a very welcome complement to face-to-face advice, but couldn't replace it.
- The three-step process could be a bit clearer.
- The number of people whose problem is solved is consistent. The breadth of information is fine, but more depth would be good.
- The number of respondents new to the CAB service is increasing.
- Kiosk users over the past year (Jan 2013-Dec 2013) = 67,213. Therefore per quarter = 16,803. 53% thought the kiosk helped them to solve their problem without having to see an adviser so we can extrapolate 8,905 people per quarter solving their own problems.

Key Findings

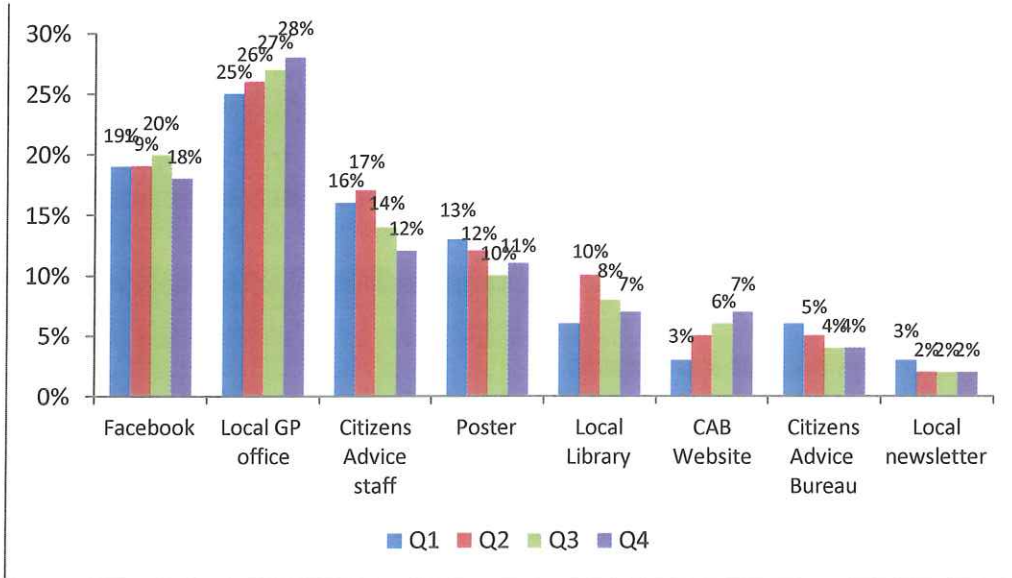
- Age breakdown:



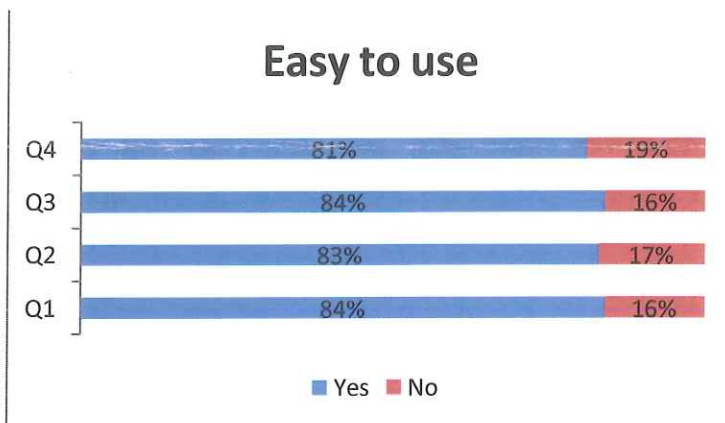
- The most common issue is Housing.



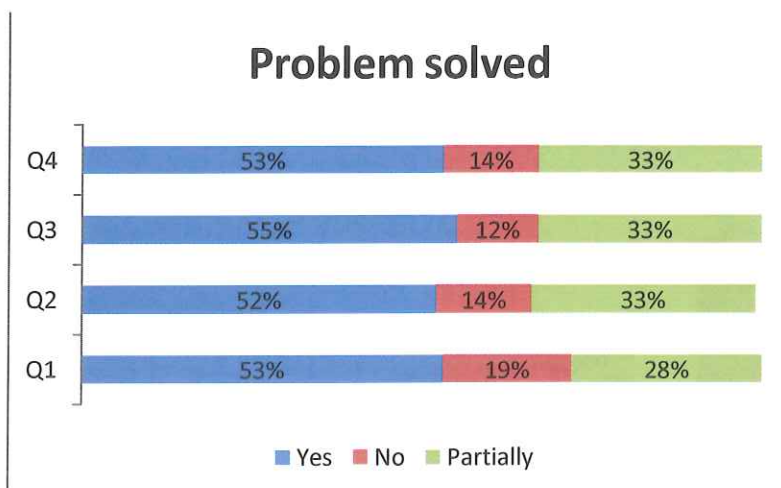
- Respondents clearly find out about the kiosks when they're visiting the actual venue, either by seeing it themselves, seeing a poster or being directed to it by a member of staff.



- 83% found the kiosk easy to use.



- 53% thought the kiosk helped them to solve their problem without having to see an adviser, and an additional 33% found that their problem was partially solved.





CAMBOURNE PARISH COUNCIL

District of South Cambridgeshire

APPLICATION FOR FINANCIAL ASSISTANCE

1 Name of Organisation:	CAMBS CHALLENGERS VOLLEYBALL TEAM
2 Name, address and telephone number of correspondent (and office held):	C/O ANUS PUNNOSE 30 SCHOOL LANE LOWER CAMBOURNE, CB23 5DG TEL: 01954 719472
3 What are the objectives of your organisation?	- TO PROMOTE HEALTH & WELL BEING THROUGH THE SPORT OF VOLLEYBALL - BUILT COMMUNITY COHESION - SHOWCASING A NEW SPORT TO THE COMMUNITY
4 Is membership/support open to any resident of Cambourne, regardless of sex, age, ethnic origin, religion, disability or sexual orientation? If not, please give reason:	OPEN TO ALL WITH AN INTEREST IN THE SPORT.
5 Amount of grant applied for £900/- OR COST OF COURT HIRE	
6 Purpose for which the money will be used. Please explain clearly and simply the reason for your request. (a separate sheet can be used if required)	- COURT HIRE ON A REGULAR BASIS IS THE MAJOR EXPENSE IN EVERYONE'S ACTIVE. - TO HOST AN ANNUAL VOLLEYBALL TOURNAMENT - PURCHASE OF NECESSARY EQUIPMENTS
7 Have you applied for grant aid to any other organisation (including local authorities)? If so, to whom (please give details of the decision on your application): (a separate sheet can be used if required)	NO

8 Is there anything else you wish the Parish Council to take into account when considering this application? (a separate sheet can be used if required)

INTRODUCING THIS DYNAMIC SPORT TO THE COMMUNITY MIGHT ENCOURAGE PARTICIPATION WHICH WILL IN TURN PROMOTE HEALTH & WELL BEING.

9 Please ensure that you have attached up to date examined accounts in support of this application.

Yes / No

If no please explain why not.

AT PRESENT, THE PLAYERS ARE CONTRIBUTING INDIVIDUALLY TOWARDS ALL EXPENDITURE INVOLVED IN THE SPORT.

10 Bank Details If Grant approved can be paid directly.

Bank Name:

Account Number:

Sort Code:

Account Name:

Supporting Documents to be supplied with this Application.

Constitution

Committee Membership

Financial Information

WE ARE A SMALL INFORMAL ORGANISATION, INVOLVED IN THE PROMOTION OF THIS GAME OF VOLLEYBALL, INCURRING THE EXPENSES, WHICH IS SHARED BY THE GROUP.

Ⓢ WE HAVE SUBMITTED AN APPLICATION EARLIER WHICH PROVIDES DETAILS OF OUR MEMBERS.