



ADVICEHUB NEWSLETTER

Issue 2, April 2011

Welcome to the second edition of the **Advicehub Newsletter**, a quarterly publication designed for people working in the Cambridgeshire advice sector.

A lot has happened in the sector since our last edition: there are all sorts of changes taking place to public funding of advice services in the UK and the recent Budget has given a cautious message about the future of the economic recovery.

On a positive note - one good piece of news to come from the Budget is the Chancellor's announcement that charities will no longer have to obtain signed Gift Aid declarations on the first £5,000 of small donations per year in order for those donations to qualify for tax relief. Gift Aid will automatically be applied to the donations of up to £10. Read more in our News section below.

Also in this Newsletter Read more about the progress of the Advicehub Partnership Forum; how more Advicehub kiosks are being installed around the county; find out about plans for a new Credit Union in the county and other new initiatives in Cambridgeshire; and job vacancies in the sector.

Advicehub Partnership Forum

First of all a big welcome to three new members: Dhiverse, Cambridge Family Meditation Service and DWP, who attended the APF meeting in March.

The working groups set up to find ways to achieve the Forum's aims are making good progress on:

- A common client registration form to assist referrals and signposting of clients
- Service mapping
- A public Advicehub event in the Autumn
- Training Needs Analysis
- 'Super Contracts'

Gary Dransfield from Cambridge & District Mediation Service is a member of the working group tasked with looking at ways in which organisations can combine to make successful bids for public funding:

"Third sector funding conditions are changing. With these changes come challenges which require innovative thinking and a flexible approach in the way the sector operates. The Advicehub Partnership is working to bring credibility through a larger number of organisations working together in a collaborative way."

In this Issue

1. Advicehub Partnership Forum
2. Advicehub kiosks
3. Cambridgeshire Advice Sector News
4. Advicehub Training
5. Job vacancies
6. Contact Us

Advicehub kiosks

There are now 15 self-help touchscreen kiosks in the Advicehub Cambridgeshire network, which stretches from Wisbech in the North to Sawston in the South. The Advicehub team regularly monitors individual kiosk use and analyses the statistics to make sure that relevant information is available where it's needed most.

During a sample two-week period in March, the top three kiosk usage statistics were recorded at:

East Barnwell Health Centre – 806

Addenbrooke's Outpatients - 765

Wisbech St Mary Community Centre – 617

Latest kiosk

Last month we held an event at Arbury Community Centre to mark the official launch of eight kiosks being funded by Cambridge City Council. Tim Bick, Executive Officer Community Development, formally declared the Arbury Centre kiosk open, reinforcing City Council's commitment to supporting advice services for residents:

"These are tough times for many people. Although an organisation like the City Council cannot change that situation, we can help to build an ability to cope within the community and I am proud that we are doing that. A key part of this is access to the kind of information that enables people to assert their rights, such as about employment or benefits. These kiosks, to be located in the heart of different neighbourhoods like this one in Arbury Community Centre and its sister at East Barnwell Health Centre, are a means of bringing information closer to people and represent a significant expansion of the help available."

We are grateful to Cambridge City Council, South Cambridgeshire District Council, Business Link and EEDA's 'Investing in Communities' for funding the kiosks in our network.

People visiting Addenbrooke's Hospital are now able to access professional advice using the new Advicehub self-help touchscreen kiosk launched in the Outpatients Department on Friday 11 February 2011.

To find your nearest Advicehub kiosk visit <http://www.advicehub.org/advice/advicehub-locations/>.

Cambridgeshire Advice Sector News

A new partnership is born!

The lack of specialist equality, human rights and discrimination advice services in rural areas is real 'gap' in Cambridgeshire advice provision. After meeting at the Advicehub Partnership Forum meetings, Beverley Howard (Chief Officer of Huntingdonshire, Fenland, and Ely District CABs) and Tony Lindsay from CRISP at the Cambridge Ethnic Community Forum, are working together to run outreach services through monthly surgeries being held at Ely CAB. Tony commented:

"CRISP has developed a good partnership with Ely CAB, meeting the needs of clients in an area where we had not previously been able to provide our equality and human rights advocacy and advice service. We had been trying to find a partner and suitable venue to offer the service for 6 months and it has only been achieved through the Advicehub Partnership, as both CRISP and Ely CAB are members."

The rural Bureaux are keen to set up similar arrangements in other areas of the county – and have also recently established a Children's Centre outreach at Ely.

For more information, contact Beverley Howard at bureau@elycab.cabnet.org.uk or 01353 659326.

Sawston Credit Union

The first steps have been taken towards setting up a new Credit Union in Sawston. A meeting organised by John Huntingdon's Charity (JHC) in February outlined the research done on the feasibility of setting up a Credit Union and it was agreed that Sawston would be an ideal location.

Members of a Credit Union need to have a common bond. Rainbow Saver East Anglia operates in our region, with membership of the Co-op as the common bond. The meeting agreed that the Sawston Credit Union should become members, and Volunteers from JHC and Cambridge CAB have been tasked with moving the project forward.

Further information: contact the JHC office on 01223 492492.

most commonly raised through community fundraising activities like bucket collections, summer fêtes and cash donations, will be eligible for Gift Aid. Read more about this, and also news about legacy fundraising at <http://bit.ly/fmnhnj>

Disabled Children's Access to Childcare (DCATCH)

The Cambridgeshire County Council Disabled Children's Access to Childcare (DCATCH) project is aimed at supporting parents/carers of disabled children in accessing suitable childcare; enabling them the chance of returning to employment and/or training. It is part of the Cambridgeshire Childcare Information Service (CIS).

The aim of the project is to work closely with parents, childcare providers and professionals, embedding the principles of DCATCH; ensuring inclusion into early years and childcare settings for all. A referral service to parents shows where to go for support and guidance with their childcare options via the Childcare Brokerage Service. The DCATCH project provides a service to families, which is free of charge and completely impartial.

If you would like further information on DCATCH then please ring 0845 04 54 014 and ask for Denis Green or send an email to denis.green@young-lives.co.uk. Alternatively check our website www.familiesandchildcare.org.uk and click on the DCATCH link.

Some good news for charities in the Budget

Charitable organisations have been offered a simplification in the rules on Gift Aid, allowing them to claim the tax benefit on small donations without having to obtain signed declarations. This means that small amounts of money, most commonly raised through community fundraising activities like bucket collections, summer fêtes and cash donations, will be eligible for Gift Aid.

Read more about this, and also news about legacy fundraising at <http://bit.ly/fmnhnj>

Advicehub Training

72 people working in advice agencies in Cambridgeshire recently completed a one-day workshop on 'Debt Management' run by Bob Johnson, a Council member of the Institute of Money Advice and CAB Specialist Debt Adviser. The workshops were held in locations around the county, with delegates from organisations including: the Luminus Group, Dhiverse, KLARS and the Rosmini Centre Wisbech.

"The course provided a good, broad spectrum, understanding of the topic. Really useful. Great trainer."

Watch out for news of the next Advicehub Training course – coming to a venue near you soon!

Job Vacancies

Cambridge Ethnic Community Forum is looking for a Project Support Assistant (**now closed**).

If you would like to advertise your job opportunities in the Newsletter, please contact [Kate Flannery](mailto:kate.flannery@cef.org.uk).

Don't forget we have room and office space for hire at Advicehub Cambridge

The Advicehub area on the first floor offers two well-equipped meeting / training rooms for hire as well as office space for other advice giving agencies, allowing people to access key support services through a shared appointment service on one site.

For more information, please contact our marketing department on 01223 222689 or email ally@advicehub.org to ask for more details.

Contact Us

If you have any queries about any of the articles in this Newsletter, or you would like to find out more about becoming a member of the Advicehub Partnership Forum, just contact one of the team:

[Kulbir Singh](#) - Partnership Development Manager

[Kate Flannery](#) - Marketing Manager

[Helen Wallwork](#) - Researcher/Administrator

[Ally Gill](#) - Marketing Officer

Diane Norvick - Marketing Volunteer

Andrew Wilkinson - Field Services Support

Contact us:

Advicehub,
Cambridge & District Citizens Advice Bureau,
66 Devonshire Road,
Cambridge,
CB1 2BL

Email

info@advicehub.org

Phone

+44 (0)1223 222681

Web

www.advicehub.org

Advicehub is a partnership initiative led by four Cambridgeshire CABs - Cambridge, Ely, Fenland and Huntingdonshire.

It operates from Cambridge & District CAB, a registered charity no. 1056102