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# Advice in South Bedfordshire

BAF Meeting  
7 October 2008

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Leighton-Linslade CAB

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# Agenda

- South Beds Citizens Advice Bureaux
  - Today
  - The Future
- Other South Beds Agencies
- Questions ?

# South Beds CABx Today

- Dunstable and Leighton-Linslade
- Offer services via drop-in, appointments, telephone, email and outreach
- CLS Quality Mark for General Advice and Casework in Debt

# South Beds CABx Today

- “Usual” staffing mix of a small number of part-time paid staff and a team of fully trained volunteers
- Funded by South Beds DC , town councils and miscellaneous grants, donations and limited project funding

# South Beds CABx Today

- Work closely with three other Bureaux in Beds (Bedford, Luton and Mid Beds) on
  - joint training,
  - best practises and
  - new County-wide initiatives

# The Future

- Joining-up services with other providers
  - Using the LAA Indicators as a basis for identifying potential delivery partners
- Expanding telephone access via the Gateway Model
  - Longer term is likely to become part of the Citizens Advice National Telephone Number

# The Future

- Financial Capability
  - Delivering training to increase general knowledge of money matters
  - Currently being piloted by MidBeds CAB
- The challenges resulting from the creation of Central Bedfordshire

# Other South Beds Agencies

- Citizone
  - One Stop Shop for South Beds DC
  - Informal referral system between CAB and Citizone
- Voluntary and Community Action South Beds
  - Volunteer source for CAB
  - Information Share (including LAA etc)

# Other South Beds Agencies

- ADEPT – Disability Equality Consultancy
- Age Concern (Home Help Service)
- Carers in Bedfordshire
- Connexions
- Families United Network
- Hospice at Home
- Kids in Action
- Kids Out
- Macmillan Cancer Support
- Multiple Sclerosis Society
- Parkinsons Disease Society
- Rethink Mental Health Carer Support
- SSAFA

- Questions ?

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# BAF Web Site Development

- A “work in progress”
- Uses low-cost hosting tools
- Web-based ; no local software needed
- Content can be updated by anyone with the id/password
- No IT skills needed !!
- [www.bedsadviceforum.org.uk](http://www.bedsadviceforum.org.uk)

**BEDFORDSHIRE  
ADVICE FORUM**

Promoting and supporting  
the provision of advice and  
information services in  
Bedfordshire

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Promoting and supporting the provision of advice and information services in Bedfordshire

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Content may be incomplete or missing and  
some functions may not work correctly.

The new site will be fully available shortly.

# BAF Web Site Development

Send comments and suggestions to

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