

Demand for the Bureau's services has remained high throughout 2009-10 and shows no signs of reducing.

To meet demand they are:

- recruiting and training new volunteer advisers
- providing drop-in services as opposed to appointments as drop-in enables more clients to be seen and utilises volunteers' time more efficiently
- using gateway assessments on first contact with clients resulting in shorter waiting times
- Maintaining outreaches in Finchingfield, Coggeshall and Kelvedon but currently do not have the resources (human and financial) to re-open Outreach in Sible Hedingham or consider other locations.
- Improving performance in answering telephone enquiries due to employment of paid advisers funded by Witham Town Council grant

The Bureau are seeking sources of sustainable funding for specialist debt advice service which is desperately needed but severely under financed.

Results of a recent client satisfaction survey confirm that those who have used the CAB services are pleased with advice and information received, with 87% very happy with service received and 98% would use the service again.

The CAB will provide full monitoring information at the end of March in accordance with their Service Level Agreement with the Council and this can be made available to members if wished.