

# Coronavirus: Service Update

## What we have done so far

- We have moved our advice provision to telephone and digital channels.
- We have increased our telephone advice provision.
- We have introduced webchat as an extra channel for clients to contact us.
- Clients with existing appointments have been informed of the suspension of face to face advice and are being given telephone appointments by caseworkers.
- We continue to offer our GP service but have moved to telephone appointments.
- We are working with partners to help the local community through the crisis. We are issuing e-vouchers to ensure that access to the food banks continues for those who need essential food.

## What we need to do now

- Increase our social media presence to reach as much of our community as possible.
- Secure additional funding to deal with the high volume of clients requiring debt and financial advice.

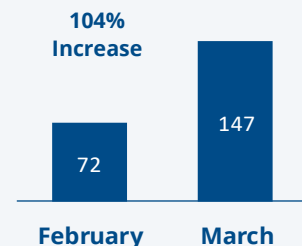


- Increase recruitment and training of home based volunteers and provide them with equipment to work remotely and securely.
- Continue to monitor changes to policies and adapt our advice provision accordingly.

## In March 2020 we:

- Handled an **increase of 58%** in calls to advice line from February (an **increase of 64%** compared to March 2019.)
- Gained income of **£77,000** for our clients and helped clients to manage over **£400,000** of debt.
- Provided clients with advice on **2,513 issues** with 1,386 enquiries relating to Benefits and Universal Credit.
- Had a **104% increase** in enquiries relating to employment.

### Employment Advice Issues



- Continued to provide advice and assistance to the most vulnerable in our community. **63%** of clients reported a disability or long term health condition.
- Highlighted Coronavirus scams via our Derbyshire Scamwatch project.

## Getting in touch with us

- **General Enquiries** Mon-Fri 10:00-14:00: **0300 456 8437**
- **Universal Credit Help to Claim:** **01246 246311** (local) **0800 144 8444** (national)
- **Webchat** Mon-Fri 10:00-14:00: **www.nedcab.org.uk**

