Update for Fin Cap – CLAS Qtr 1 2018/2019

Achievements

* Annual service report for FY 2017/2018 is now available and can be shared with Fin Cap members if they wish.
* Qtr 1 FY 2018/2019 – 25% of annual budget spent – on target
* Average value per award £185
* The majority of the awards have been for recycled goods – in keeping with the new model were the focus is on green goods to make better use of the limited funding

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| **Type**  | **No** | **Value** |
| Green Goods | 104  | £20,908 |
| White Goods | 31 | £7,931 |
| Supermarket vouchers | 49 | £5,270 |
| **Total**  | **184** | **£34,109** |

* 2 new champions have been recruited – (Income Advisor) Sanctuary Housing, and (Family Worker) Cambridge City Child & Family Centre team (North Cambridge & Chesterton)
* Existing Champion from Axiom Housing has received additional budget and is taking referrals from Hunts organisations he works with. Should help increase numbers of awards in Hunts area.
* Conducted 1st part of lean review of the CLAS process in June, review team included x2 CLAS champions. Exploring ways of simplifying systems.
* CLAS broadly delivering equitably across the County - geographical spread of awards reveal that Camb City & Fenland remain highest and Hunts is still lower than expected.

Issues

* Some delays in delivery of new cookers – 23% this calendar year (12 out of 52) – 4 coop delays and 8 others Coop could not get through to client (Coop’s number is withheld and CLAS customers are wary of picking up). Coop will be introducing an 0800 freephone number for beneficiaries to call into which should help resolve these issues.
* Cambridge re-use stock of Fridge Freezers – Re-use are having problems dumping refrigeration that fails their tests so they are unable to collect refrigeration from donors in case the items fail and they cannot dispose of them. As a result, the only refrigeration they currently stock are the ones they buy in. They are working to resolve this issue which they confirm looks like it will be resolved this month. This has resulted in some people experiencing a longer wait if they require refrigeration as they cannot fit more on their van when they pick up to accommodate the loss of ones from private donors.

Risk

* CLAS sales have increased workload for Cambridge Re-Use. Extra admin help is needed to cope with demand. Cara currently working on application to The Fore – we’re supporting her with this.
* New CLAS model - no return CLAS customers. Moving onto 2nd year, risk of people returning for another award. Discussed with Champs and agreed that we will need to tap into other sources but we will monitor numbers of people enquiring/needing another CLAS award.
* Admin hrs for CARC are being reduced. Potential impact on data collection/monitoring & reporting

Plans 2018/2019

* Support CCORRN (recycled paint partner) in their efforts to secure funding to pilot a food box scheme in Wisbech & March to tackle demand for food vouchers. CLAS would support this project by including awards of food boxes as part of our food voucher awards.
* Continue working and refining CLAS cba reporting. We will incorporate it into FY 2018/2019 reporting.
* Help Cambridge Re-use with funding applications to pay for core costs of extra admin staff.
* Increase focus on Information & Advice service part of CLAS provided by CABx. We have been collecting and reporting details of this service however CABx have recently started using a new data management system which will enable them to pull out data relating to this service more easily. Moving on to our 2nd year, this will help us get a better understanding on how we are performing on this part of the project.
* Complete lean review of CLAS process to explore whether any efficiencies may be made.